

**Team Name:** BrevityFinesse

**Members:** Henry Zhang, Julian Atkin, Yuki Chen, Billy Wong

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**Roles:**

Henry: Project manager

Julian: Javascript / Front-end

Yuki: Database management

Billy: Back-end management

**Mission of project:**

*Ticketing system for the tech services department. Teachers call Angela for some issue. Angela makes a log and contacts Sydney or Joe. It would be nice to have a system that teachers can fill out a ticket online and Sydney and Joe gets a message on their cell phone. Or they still call Angela and she logs in the ticket in the same system and it automatically contacts Sydney/Joe. Sydney and Joe should have a feature to respond to teachers (tasked completed, time, schedule a time frame like the cable guy, deferred until tomorrow, etc).*

**Features:**

- Four levels of accounts -- superadmin, admin, teacher, tech
  - Superadmin (only one)
    - All admin privileges
    - Ability to grant/revoke admin privileges
  - Admin
    - Complete access to teacher and tech functionality
    - Ability to create accounts (techs and teachers)
    - Can toggle guest functionality to prevent harmful activity
  - Teachers can create tickets, and see past & pending tickets and their status
  - Techs can accept tickets, rate ticket urgency, update on status
  - Guests can submit tickets when guest functionality is on
- Email/text techs when new ticket arrives
- Email/text teachers when ticket is fulfilled or when status changes

## Database Schema (SQL):

*Tickets:* teacher side; tech side

INT primary key	TEXT username	TEXT teacher_name	TEXT date of ticket	INT room _num	INT tix_subject	TEXT tix_body	TEXT tech_name	INT urgency (code)	INT status	INT time_until (epoch)	TEXT email (optional)
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Notes:

- Req\_subject is the type of trouble to be chosen from a dropdown by the ticketer
- Req\_body is the comment that the ticketer has to make
- Teacher\_name will be filled automatically if logged in with teacher account

## Users

INT primary key	TEXT username	TEXT last_name	TEXT first_name	TEXT email	TEXT password	TEXT salt	INT level	TEXT phone_number
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Notes:

- Salt is the unique hash provided to each user's password
- 4 levels of accounts: superadmin, admin, tech, teacher

## Component Map:

### Python

- auth.py
- db\_manager.py
- ticket\_manager.py
- message.py

### JavaScript

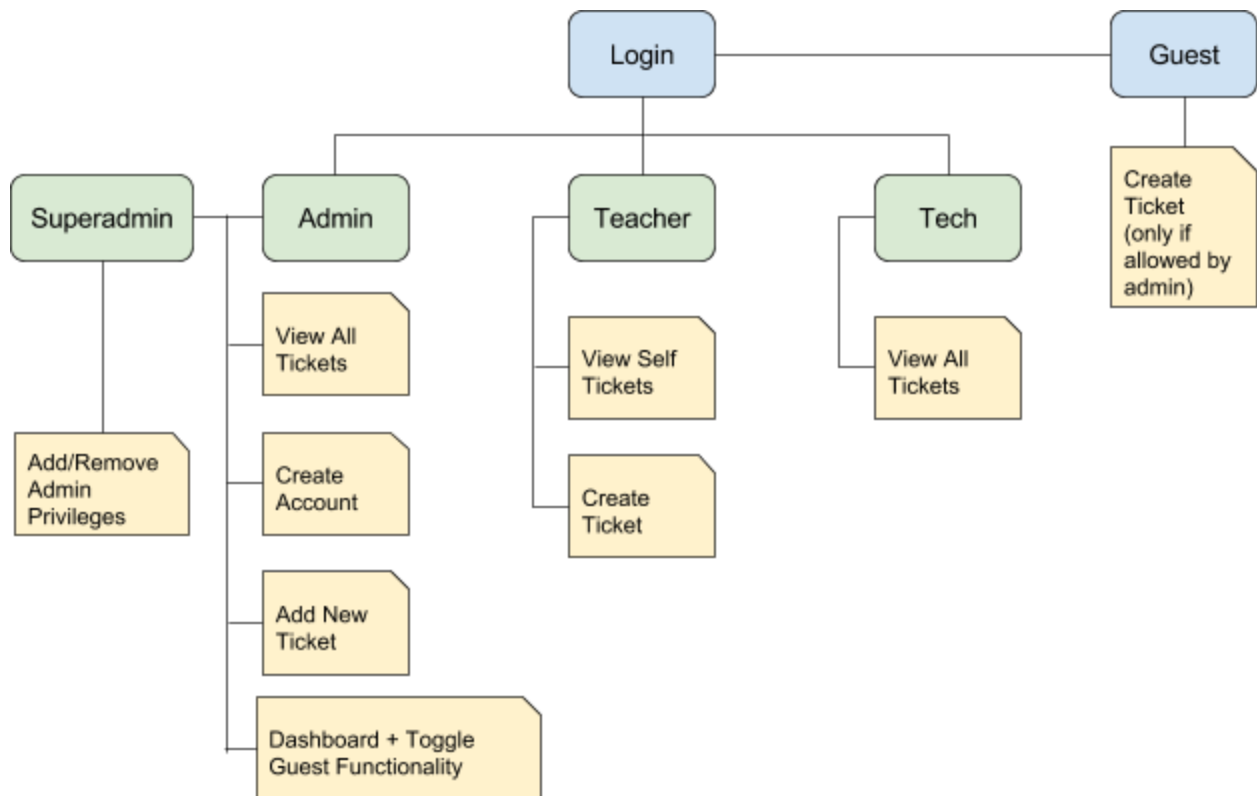
- Form validation, stylish responsiveness (AJAX to load content instead of refreshing the page)

### HTML

- Guest Page to make a ticket if enabled
- Login Page
- Superadmin:
  - All of the pages that admins can view
  - Grant/revoke admin privileges
- Admin:
  - Dashboard w/ options + Turn on/off guest functionality - (index)

- Add new account
- View all tickets (pending, in progress, past)
  - Individual tickets: respond
- Make tickets
- Teacher:
  - View self tickets - (index)
  - Create ticket
- Tech:
  - View all tickets - (index)
    - Individual tickets: respond

## Site Map:



## Submit Ticket

Subject

Brief outline of your problem

Room

Name

Enter your name

Description

Describe your problem (max. 1000 chars)

Submit

StuyTix

User: [username]

Logout

Create Ticket

▽ Active Tickets

[Technical Problem]

Status: [status here]

Room: xxx

Date Submitted: MM/DD/YY

[Technical Problem]

Status: [status here]

Room: xxx

Date Submitted: MM/DD/YY

▷ Pending Tickets

▷ Past Tickets

StuyTix

User: [username]

Logout

▽ Active Tickets

[Technical Problem]

Urgency: [urgency]

Room: xxx

Status: [status here]

Teacher Name

Date Submitted: MM/DD/YY

[Technical Problem]

Urgency: [urgency]

Room: xxx

Status: [status here]

Teacher Name

Date Submitted: MM/DD/YY

▷ Pending Tickets

▷ Past Tickets

StuyTix      User: [username]      Logout

## ADMIN VIEW

Guest Functionality ☒

View  
Tickets

Create  
Ticket

Create New  
Account

StuyTix      User: [superadmin name]      Logout

## SUPERADMIN VIEW

Guest Functionality ☒

View  
Tickets

Create  
Ticket

Create New  
Account

Add/Revoke  
Admins

### Priority:

#### *Top Priority:*

- Basic ticketing support
- Secure accounts, shouldn't allow to inconvenience techs
- Workable, easy to understand UI -- fanciness should be a goal but not before the program is functional

#### *Med. Priority:*

- SMS/email notification
- Timeframe indicator
- Urgency
- Slick stuff

#### *Replies (is it necessary?):*

INT Primary key	TEXT reply
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