

Team Name: BrevityFinesse

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

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 request online and Sydney and Joe gets a message on their cell phone. Or they still call Angela and she logs in the request 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:

- Three levels of accounts – admin, teacher, tech
 - Admin
 - Complete access to teacher and tech functionality
 - Ability to create accounts (techs and teachers)
 - Ability to grant/revoke privileges
 - Teachers able to create a request, and see pending & past requests and their status
 - Techs able to accept new request, rate each request's urgency, update on the progress.
- Email/text techs when new request arrives
- Email/text teachers when request is fulfilled or when status changes

STUY issue tracking system

Smart bard machine broke

posted 4/20/69 by Bill Boericke

yes it did broke ithe screen is not work no mattter press

Priority:

Top Priority:

- Basic ticketing support
- Reply system for continuous discussion
- 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:

- Timeframe indicator
- Urgency
- Slick stuff

Low. Priority:

- SMS/email notification
 - Technician notification
 - Teacher notification

Database Schema:

- SQL database

Requests: teacher side; tech side

INT primary key	TEXT teacher_ name	TEXT date of request	INT room_nu m	TEXT req_subj ect	TEXT req_body	TEXT tech_na me	INT urgency	INT status
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Accounts

INT primary key	TEXT username	TEXT email	TEXT password	TEXT salt (unique hashes)	TEXT type	TEXT phone number (tentative)
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replies:

INT Primary key	TEXT reply
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Module Structure:

db_manager.py

auth_manager.py

Site Map

Component Map:

Python

JavaScript

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

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HTML

- Login Page
- Different types of account sees different kinds of interface
- Admin:
 - Add new account

- Change privileges
- View requests
 - Modify request information
- Make requests
- Teacher:
 - Make requests
 - Pending requests
 - Past requests
- Tech:
 - New requests (not accepted yet)
 - Pending requests (responded to, order of urgency)
 - Past requests

Site Map:

