

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 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_number	TEXT req_subject	TEXT req_body	TEXT tech_name	INT urgency	INT status
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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

Accounts

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

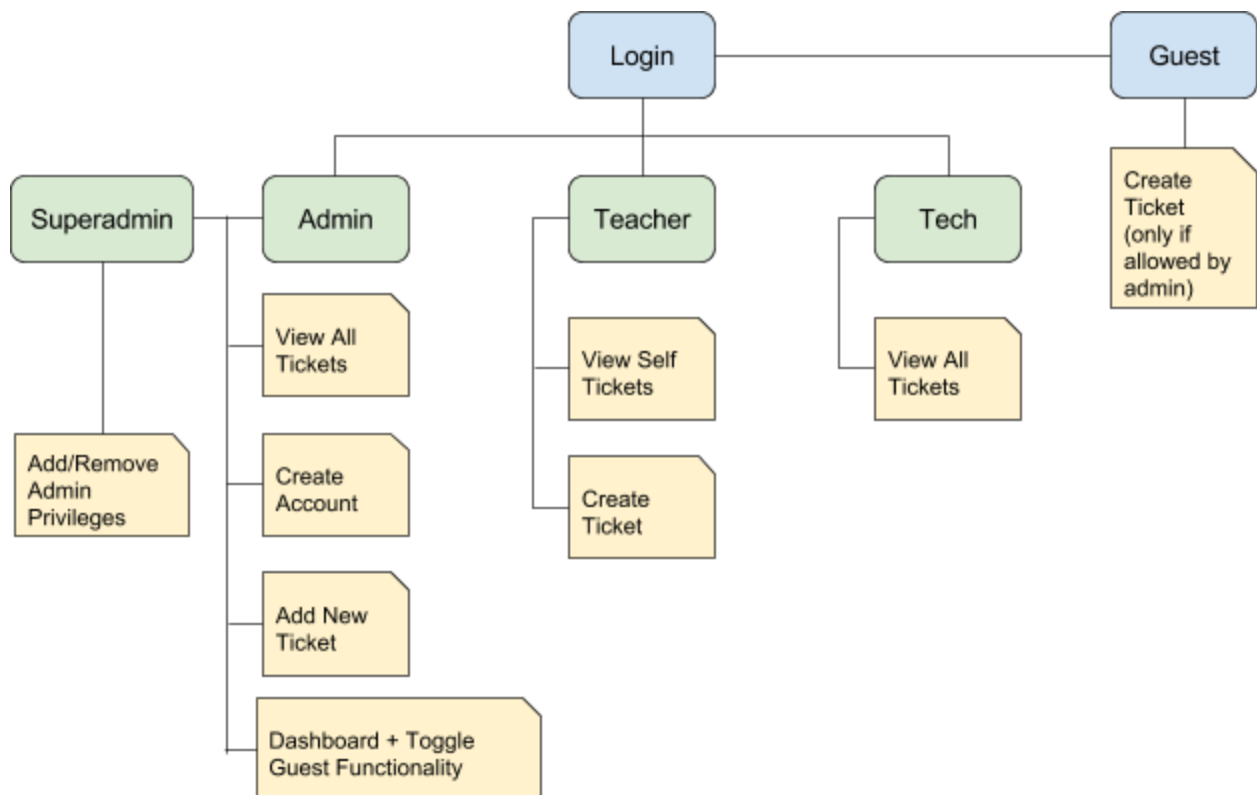
- Form validation, stylish responsiveness (AJAX to load content instead of refreshing the page)

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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