Midwest Realty Web Portal

The purpose of this document is to outline the scope of the Midwest Realty Customer and Employee Ticket Portal. This document includes stories that were discussed with the customer as well as time estimates and risk estimates for each story. The portal will be used by employees of Midwest (Executive, Management, and Hourly) and tenants. The purpose of the program is to allow tenants to submit tickets for repairs. This program will allow the Hourly employees to track time, add receipts, and view a calendar of assignments to be completed. Management and Executives will be able to create new users, assign tickets, and manage the Hourly's time. Below are the stories in further detail, as well as the requirements:

Requirements:

- Languages: Node, Express.JS, Angular
- Hosted on AWS and Firebase
- Able to run on all devices. Web Portal can run on Edge (0.11 and newer), Chrome (47 and newer), and Safari (9 and newer).
- Has to be client friendly and easy to use
- Has to be able to be improved after project completion

Semester 2: Week 3

Stories	Time (in hours)	Risk (1–5)	Actual Time (in hours)	% Complete
At the login screen all users will see username/password boxes and a "Forgot Password" link. This link will generate a temporary password sent to the user's email.	7h	3	5h	100%
When tenants log in they will see: their existing tickets and the status, a text box to create a new ticket, projected completed date, and a comment text box under their existing ticket. There will also be an account management tab where they can change their email and password.	15h	3	10h	100%
Tenants can: create/delete their custom tickets, add comments to their tickets, and view the status of their existing tickets.	10h	4	6h	75%
When Employees log in: they will see two lists. One that says "Open Tickets" and another that says "Queued/Assigned Tickets". Each ticket under each list will be clickable and take you to the page where that ticket is.	12h	3	10h	100%
Employees can: Assign 'Open Tickets' to themselves, change the status of Tickets (Open, Closed, Roadblocked), add time spent on projects, change projected completed date, upload documents, and add comments.	10h	4	8h	100%
When Management log in: They can see all open tickets that have been assigned to Employees and not completed and all open tickets that have not been assigned yet. There will also be a "Parking Lot View" that will show (color coordinated) all tickets and their status. They will have options to sort by status, name, or date.	13h	3	16h	100%
Management can do everything Employees can do, but additionally assign tickets to Employees.	5h	4	3h	100%
Executive view is exactly like Management, except there is an additional tab for "Manage Staff/Customers"	3h	2	2h	100%
Executive can do everything Management can do, but additionally add and remove staff and customers	3h	3	1h	100%
Admins will have the same access and views as Management and Executives roles, but they will be able to add/edit/delete any ticket, comment, or user (including user priviledges.	2h	2	2h	100%
Totals:	3d 8h		2d 15h	97.5%