

SOFTWARE ENGINEERING MILESTONE 2

SUBMITTED IN THE PARTIAL FULFILLMENT OF THE
REQUIREMENTS OF THE COURSE:

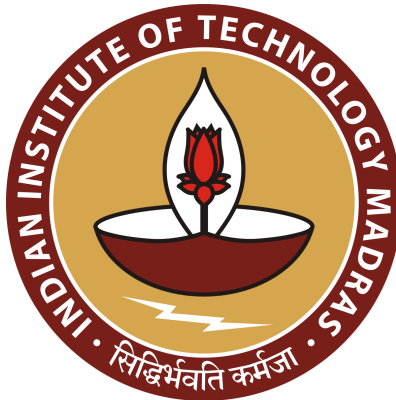
BSCSS3001: Software Engineering

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Storyboard 1

From the perspective of a support agent



Hi, Ethan! I'm Raj. I
just joined in
today as a
support agent
for IITM BS.

Hi, Raj! You look
a bit worried...
What's up? Is
everything
fine?



Yeah actually in my previous job as a support agent, I used to get extremely tired with tons of queries on email.

Is that all? Don't worry, we have got an amazing system in place here!

This cool software by Sociogrammers easily organises the current unresolved queries, and it also has the option to filter them by various criteria!

Wow! This is great! I think I am going to enjoy working here as a support agent!

Hi Raj, Logout

Filter Sort

Filter queries on the basis of various parameters

Sorting queries on different parameters

Topic Name (flag ID)	Actions
Description	
Topic Name (flag ID)	Actions
Description	

On click the following prompt is shown

Are you sure you want to flag this post as offensive?

Reply
Mark
Close
Suggest
for flag...



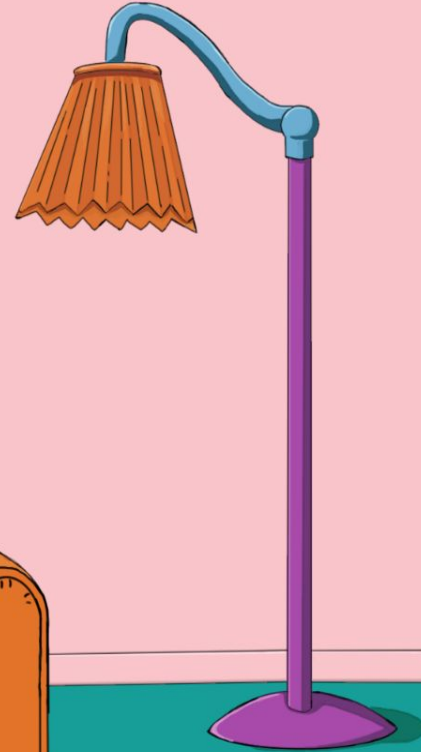
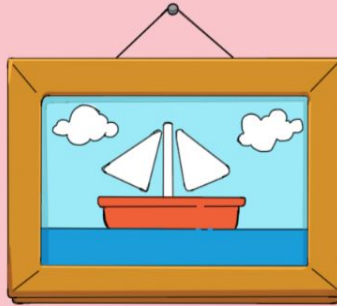
Thanks Ethan
for assuaging
my fears. I'll get
to work!

You're
welcome, Raj!
I am glad I
could be of
help.

Storyboard 2


From the perspective of a student

I have emailed the support team 4 times for the last 2 weeks but no replies from them.





But I still cannot
access my courses
properly. Is it just
me or others are
facing this too?.



I am a bit worried about this. Let me message Saroj about this to ask her on what can be done..



Hey Saroj! I have emailed the support team multiple times but not heard back! I can still not access my courses. What should I do?



Hey Ramya! We have this support and query platform designed by Sociogrammers. You can post your query there and also check the FAQ section/ past queries to know if it has already been answered and if others are facing the same issue as you.

Woah! How did I not know about this? Anyways, let me try this out!

A few moments later

From now on, I will use this platform to resolve queries. It also gives me the option to rate the resolution. Amazing!

Wow! This is great! I find that my query has already been resolved and is now in the FAQ section! This gives me more confidence and now I have no worries.

At Ramya's Home

Upneet

Storyboard 3


From the perspective of a support agent



Hi I'm Priya.
Today is my
first day here.
It's nice to
meet you.

Hi, Priya! I'm
Anil. Very
happy to have
you here. How
are you?





You know how this job goes. It can get very monotonic and boring when most of our job is replying to the same query again and again

Oh you didn't know? We use The Sociogrammers support desk software here which makes our job very easy. Let me show you

When a user is typing their query, the software automatically searches for similar queries and suggests it to users

Id Card Error

Id Card picture error	12
Wrong Name on Id Card	10
Id Card Address Change	8

These queries match well with your query. Consider up voting them if relevant, instead of creating a new query!



Students can also
upvote existing
queries instead of
creating new ones

Wow this must reduce a
lot of unnecessary
work!



Yeah Indeed! I love
using this platform as
it reduces repeated
queries and doesn't
overwhelm me!

Hi Ramya, Logout

Topic Name Unread 2

Description Actions ▾

Topic Name Closed 1

Description Actions ▾

- Edit
- Delete
- Rating

+ ADD TICKET





The upvote and automatic question suggestion features are definitely nifty

Yes indeed! The best part is that it reduces clutter for both students and us support staff

Thank you. Bye!

Good luck on your first day Priya. Bye

Storyboard 4

From the perspective of a manager

At The Sociogrammers HQ



Hello Mr. Narayanan!
Aren't you the manager
at IIT Madras BS Degree
Support Desk? You look
a bit worried. Is
everything okay?

I've been receiving
some complaints
about the quality of
support.

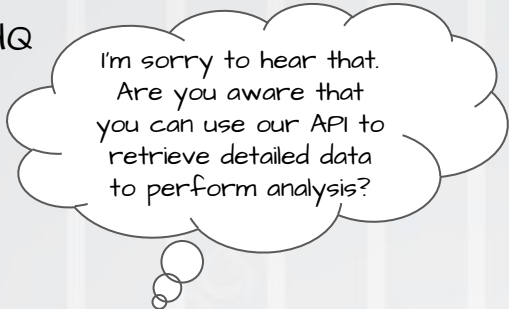
12



I want to analyse
and understand
the preparedness
and efficiency of
our various
support agents.



At The Sociogrammers HQ



At The Sociogrammers HQ



With just a few lines of simple code, for all tickets you can get their resolution times, feedback and the agent who answered the query



With this data you should be able to perform some analysis to understand the reasons behind your students dissatisfaction



At The Sociogrammers HQ



I'm glad I could help you Mr. Narayanan. Please let me know if you need anything else

This is wonderful news. I'm calling my CTO right away to get this data

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I can now focus on specific aspects of support so that we can provide our students a more conducive environment for learning



Wireframe

LOGIN PAGE

LOGIN

Email

Password

Submit

Student's View

Hi Ramya,

Logout

Topic Name Unread ?

^
2
v

Description

Actions v

Topic Name Closed ?

^
1
v

Description

Actions v

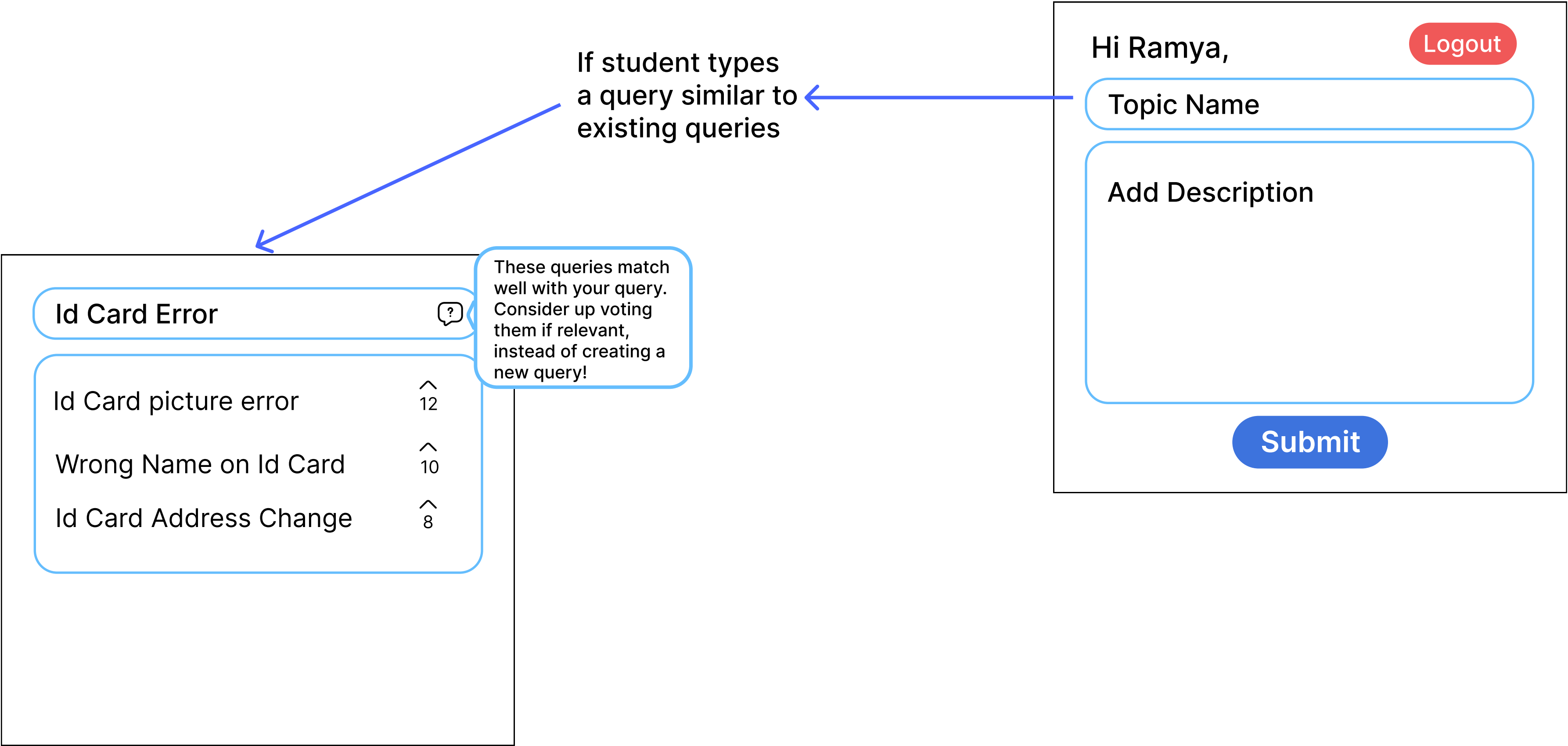
Edit

Delete

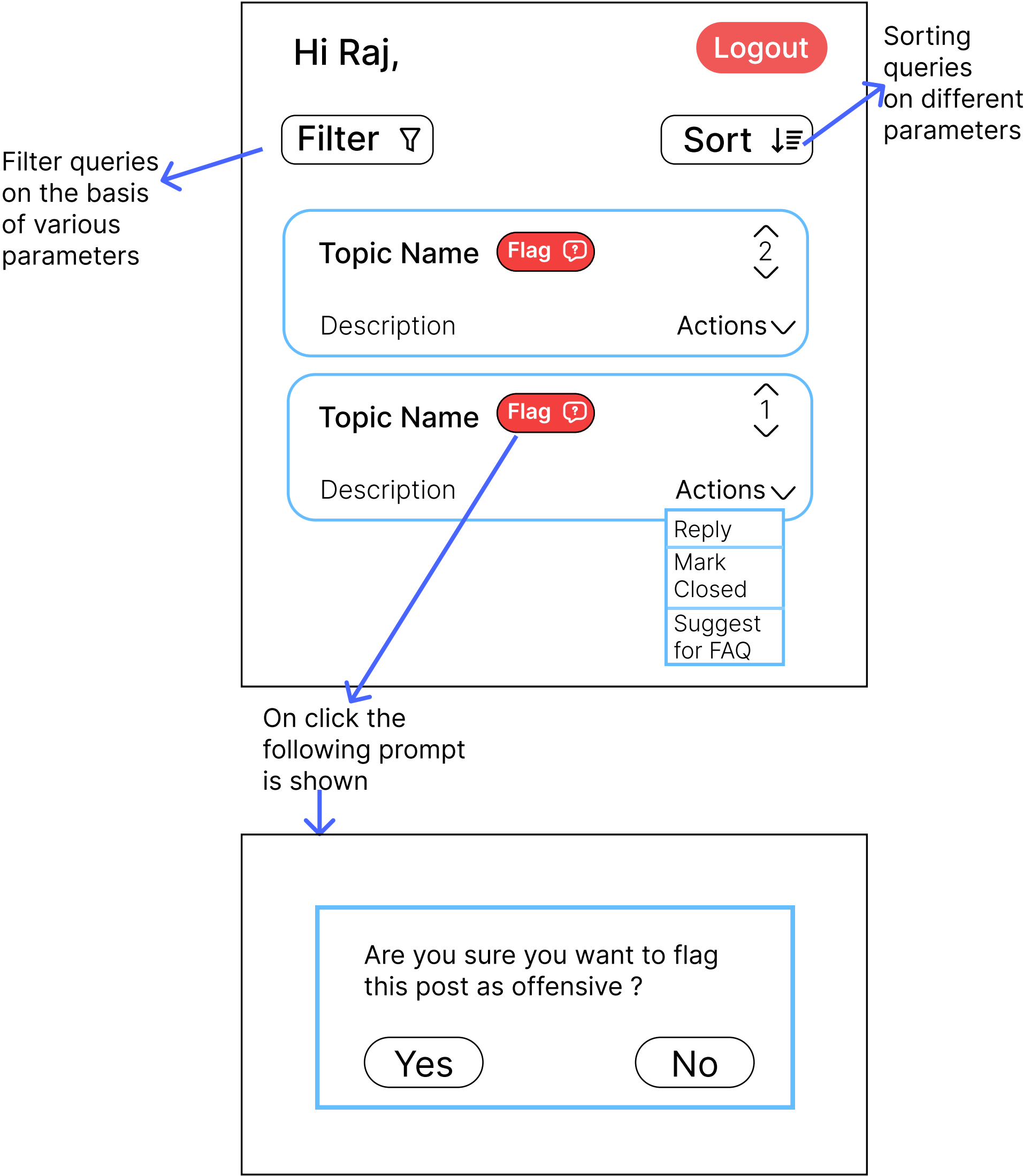
Rating

+ ADD TICKET

Student's View while posting a new query



Support Agent View



Support Agent's Reply View

Hi Raj,

Logout

Topic Name

Description

Support Agents Response

Submit

Admin's View

Hi Rahul,

Logout

MANAGE USERS

MANAGE FAQ

Admin's View for adding Users

Hi Rahul,

Logout

Email

Enter email id

Role

Choose Role



Student

Support Agent

Submit

Admin's view for FAQ

Hi Rahul,

Logout

Topic Name

2

✓

Description

Actions

✓

Topic Name

1

^

✓

Description

Actions

✓

Edit

Delete

Change Category

+ ADD FAQ

Hi Rahul,

Logout

FAQ Name

✓

Add Description

Submit