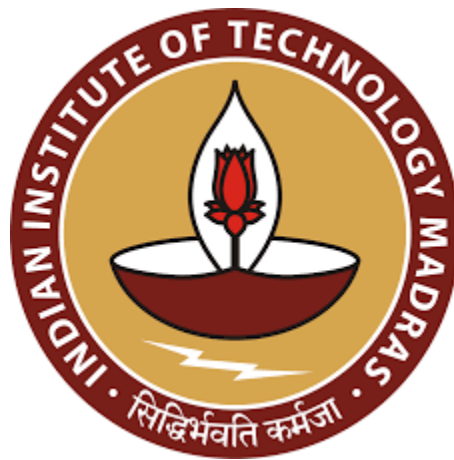# Software Engineering Project

Milestone 3

SUBMITTED IN THE PARTIAL FULFILLMENT OF THE

REQUIREMENTS OF THE COURSE:

By :- Group 10

HARSH Y MEHTA (21f1001295)

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Trello Board

Projects / Support ticket system

STS board

[🔍] (LG) (HM) (👤) Label ⌄   GROUP BY None ⌄   📈 Insights

TO DO 5 ISSUES

Description of API endpoints
Milestone4
☑ STS-1

Design Test Cases
Milestone5
☑ STS-9

Create working prototype
Milestone6
☑ STS-10

Make a project report
Milestone6

IN PROGRESS 3 ISSUES

Scrum meetings details
Milestone3
☑ STS-2   (HM)

Design of components
Milestone3
☑ STS-3

Creating Kanban Board
Milestone3
☑ STS-4   (LG)

DONE 4 ISSUES ✓

Write User stories
Milestone1
☑ STS-5   ✓

Create storyboard
Milestone2
☑ STS-6   ✓ (LG)

Create wireframes
Milestone2
☑ STS-7   ✓ (HM)

Create Class Diagram
Milestone3

Design of Components

Student View:

- Dashboard - to view other queries and/or check if similar query exist before raising it.
- New Ticket - to raise a ticket when needed and get resolution for it.
- Email Notification on raised tickets.
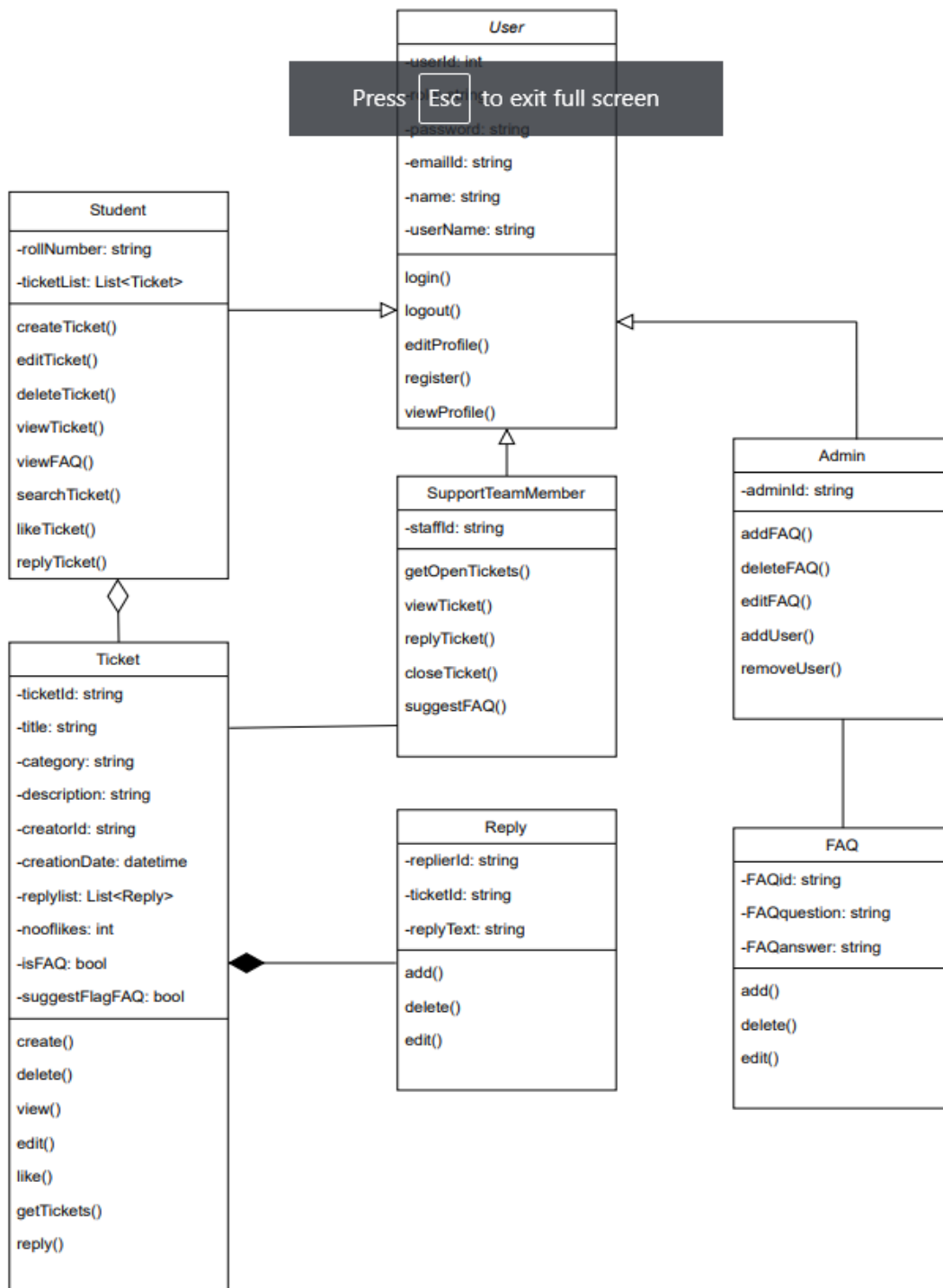- Feedback after resolving their query.

Support Staff View:

- View their assigned tickets.
- Escalate or tag appropriate support staff for quicker resolution.
- Ability to mark ticket as duplicate if similar query exist and completed upon giving a satisfactory solution.
- Filter and sort mechanism to attend to more important queries first when lot to query are assigned.

Admin View:

- Manage student and support staff accounts.
- View all feedback and rating for support staff and students based on which further action could be taken.
- Download ticket data in csv, pdf format to further analyze the queries.

Class Diagram

User

- -userId: int
- -password: string
- -emailId: string
- -name: string
- -userName: string

- login()
- logout()
- editProfile()
- register()
- viewProfile()

Student

- -rollNumber: string
- -ticketList: List<Ticket>

- createTicket()
- editTicket()
- deleteTicket()
- viewTicket()
- viewFAQ()
- searchTicket()
- likeTicket()
- replyTicket()

SupportTeamMember

- -staffId: string

- getOpenTickets()
- viewTicket()
- replyTicket()
- closeTicket()
- suggestFAQ()

Admin

- -adminId: string

- addFAQ()
- deleteFAQ()
- editFAQ()
- addUser()
- removeUser()

Ticket

- -ticketId: string
- -title: string
- -category: string
- -description: string
- -creatorId: string
- -creationDate: datetime
- -replylist: List<Reply>
- -nooflikes: int
- -isFAQ: bool
- -suggestFlagFAQ: bool

- create()
- delete()
- view()
- edit()
- like()
- getTickets()
- reply()

Reply

- -replierId: string
- -ticketId: string
- -replyText: string

- add()
- delete()
- edit()

FAQ

- -FAQid: string
- -FAQquestion: string
- -FAQanswer: string

- add()
- delete()
- edit()

Press Esc to exit full screen

Sprint Schedule

Milestone 1: User requirements.   12th Feb '23

- **Sprint 1:**
  - Identifying users of this application (7th Feb '23).
  - User story (9th Feb '23)

Milestone 2: User Interfaces   26th Feb '23
- **Sprint 2:**
  - WireFrame (23rd Feb '23)
- **Sprint 3**:
  - StoryBoard (23rd Feb '23)

Milestone 3: Scheduling and Design   5th Mar '23
- **Sprint 4:**
  - Project Schedule & Project Scheduling Tool (27th Feb '23)
- **Sprint 5:**
  - Class Diagram (2nd Mar '23)
  - Design of Components(4th Mar '23)

Milestone 4: API Endpoints   19th Mar '23
- **Sprint 6:**
  - Description of API endpoints (15th Mar '23).

Milestone 5: Test cases, test suite of the project   2th April '23
- **Sprint 7:**
  - Describing Test cases for Unit Testing (25th Mar '23)
- **Sprint 8:**
  - Unit Testing using Pytest (30th Mar' 23)

Milestone 6: Test cases, test suite of the project   16th April '23

- **Sprint 7:**
  - Complete implementation with prototype(8th April '23)
  - Hosting
- **Sprint 8:**
  - Detailed Report of the entire project, Technologies used. (12th April '23)
  - A short Video demonstration of the project.
  - A section describing code review, issue reporting and tracking using screenshots.

Scrum Meeting

Scrum Meeting 1

Date: 6th Feb '23
Time: 18:00 - 19:00 IST
Location: Virtual
Attendees: Leon B George, Harsh Y Mehta

Agenda: Brainstorm various Users of this application and user stories

Minutes:
The team brainstormed and discussed various users of the application (primary, secondary, tertiary) and user stories associated with the different user types, and agreed to come up with at least 5 user stories each before the next meeting. The team also discussed the importance of prioritizing user stories and how this would impact the development process.

Action Items:
- Each team member comes up with at least 5 user stories associated with the different user types.
- Assigned work to be completed before the deadline and compiled together.

Scrum Meeting 2

Date: 20th Feb'23
Time: 20:00 - 21:00 IST
Location: Virtual
Attendees: Leon B George, Harsh Y Mehta

Agenda: Discuss about Wireframes and storyboard for the application.

Minutes:
The team discussed each User Story in detail and applied the SMART Guidelines (Specific, Measurable, Achievable, Relevant, Time-bound) to refine and improve them. The team looked at various example to get ideas on creating Wireframes. The team also discussed tools to use for WireFrame and Storyboard.

Action Items:
- Assigned team member for Wireframe had to create wireframe for each user type.
- Assigned team member for StoryBoard had to make for at least 2 User stories discussed earlier.

Scrum Meeting 3

Date: 2th Mar'23
Time: 18:00 - 19:00 IST
Location: Virtual
Attendees: Leon B George, Harsh Y Mehta

Agenda: Scheduling tool and Design of Project.

Minutes:
The team discussed various Scheduling Tools and finalized Jira for tracking and assigning work to team members. They also discussed Design of Components based on users and user story.
Action Items:
- Assigned team member for Design of Components and class Diagram
- Assigned team member for setting up scheduling tool Jira.
- Assigned team members to document minutes of each meeting that happened till date.