

# Software Engineering Project

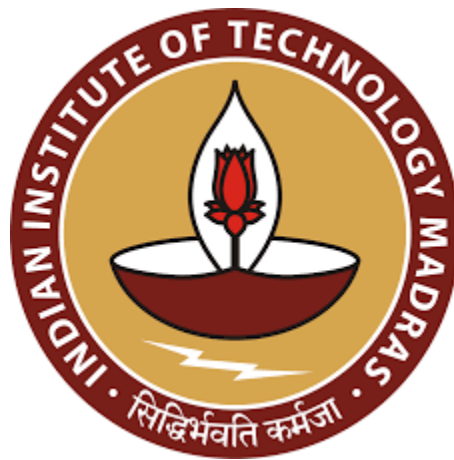
## Milestone 3

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

By :- Group 10

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# Trello Board

Projects / Support ticket system

## STS board



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



Design of components

Milestone3

✓ STS-3

Creating Kanban Board

Milestone3

✓ STS-4



### DONE 4 ISSUES ✓

Write User stories

Milestone1

✓ STS-5



Create storyboard

Milestone2

✓ STS-6



Create wireframes

Milestone2

✓ STS-7



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.

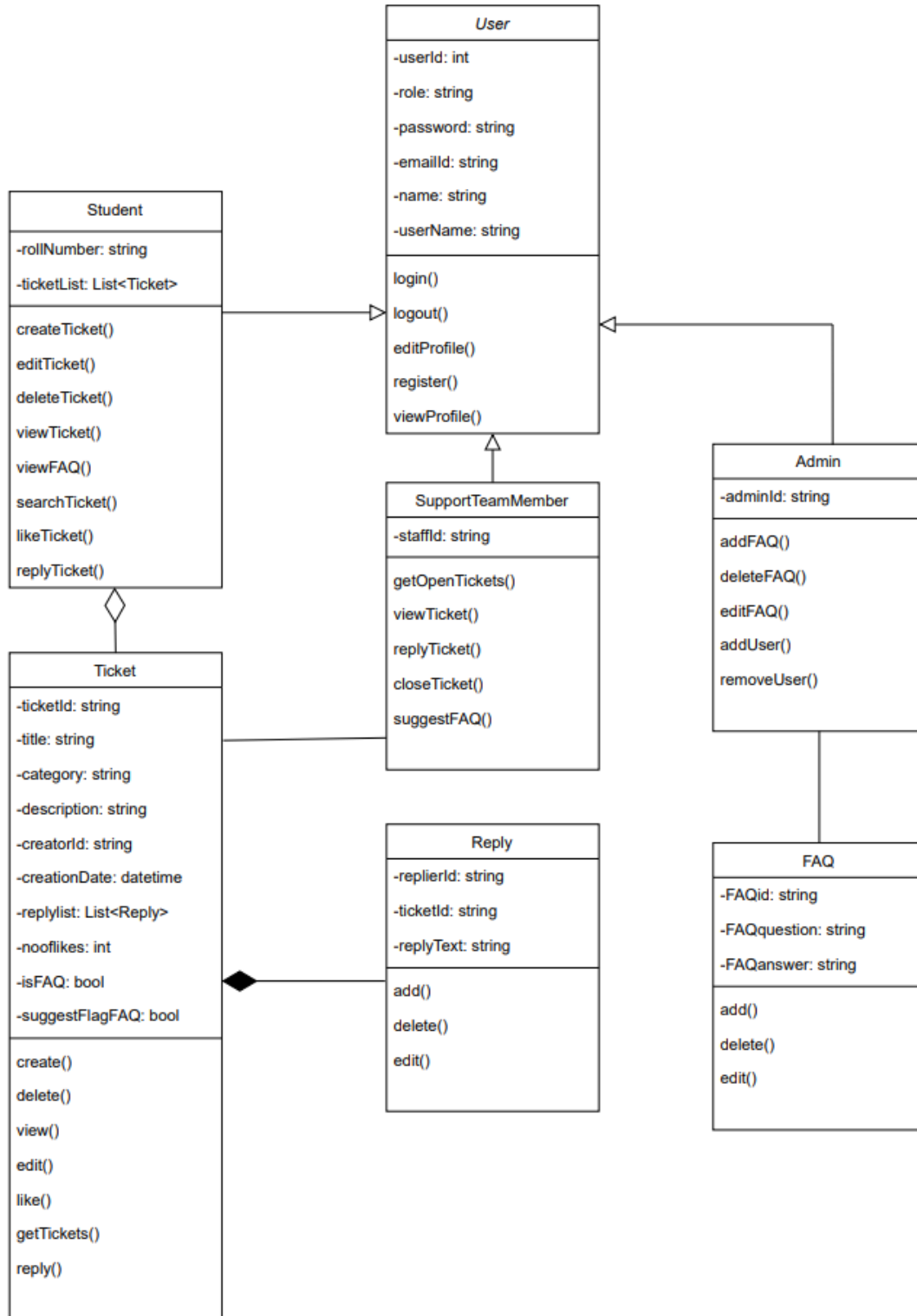
## Support Staff View:

- 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



# Sprint Schedule

Date marked in Red are deadlines

**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.