**Software Engineering Project: Milestone 2**

***Project report submitted to***

***Indian Institute of Technology, Madras***

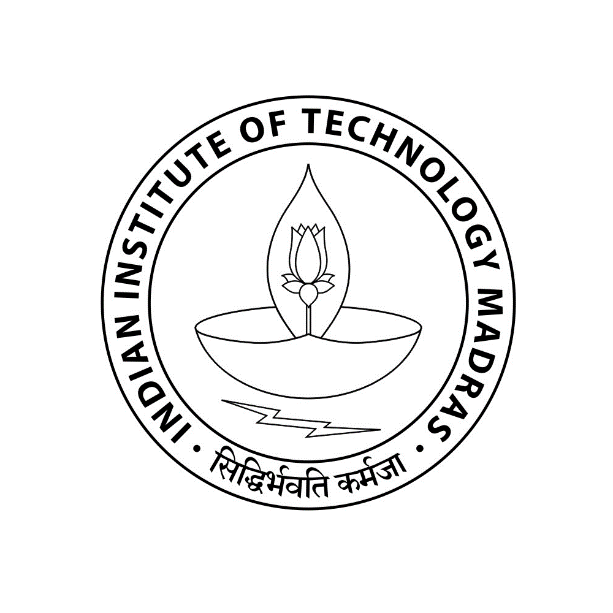
***In partial fulfilment of the requirements for the course***

**BSCSS3001: Software Engineering**

***by***

**Tushar Supe (21F1003637)**

**Vaidehi Agarwal (21F1003880)**

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**Online BSc in Programming and Data Science**

**Indian Institute of Technology**

**Madras 600 036 (India)**

**2023**

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# PROBLEM STATEMENT

**Title:** Online support ticket system for the IITM BSc degree program

**Description:**

The support team at the IITM BSc degree program often get overwhelmed with emails from students regarding queries and concerns. Your task is to create an online support ticketing system for the IITM BSc degree program. Students can create a support ticket for a particular concern or query. Before they create a ticket, the system should also show a list of similar tickets, and allow users to like or +1 an already existing support ticket, so that duplicates are not created. This way popular concerns or queries can be prioritised by the support team.

After the support team addresses the concern, they can mark the ticket as resolved, and an appropriate notification should be sent to concerned users. Another important feature of the ticketing system is dynamic FAQ updation. Many student concerns can be FAQs which will be useful for future students. If appropriate, the support query and response should be added to the FAQ section by support admins, and appropriately categorised, so that an updated FAQ will be readily available to students. The platform should allow users to enrol as students, support staff and admins. Apart from these standard requirements, you can also think of other features which can add value to users.

# INDEX

### PROBLEM STATEMENTi

### MILESTONE 2: USER INTERFACES1

### REFERENCES19

# MILESTONE 2:

# USER INTERFACES

## Low Fidelity Wireframes

* + 1. **Common**

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| --- |
| **[1.1] Login Page** |
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| **[1.2] Register Page** |
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* + 1. **User :- Student**

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| **[1.3] Home Page** |
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| **[1.4] Create Ticket Page** |
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| **[1.5] My Tickets Page** |
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| **[1.6] FAQ Page** |
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| **[1.7] Profile Page** |
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* + 1. **User :- Support Staff**

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| --- |
| **[1.8] Home Page** |
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| **[1.9] Ticket Resolve Page** |
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| --- |
| **[1.10] Profile Page** |
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* + 1. **User :- Admin**

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| **[1.11] Home Page** |
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| --- |
| **[1.12] Validation Page** |
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| **[1.13] FAQ Create Page** |
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| **[1.14] Profile Page** |
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## Storyboards For Users

* + 1. **Storyboard for Student**

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* + 1. **Storyboard for Support Staff**

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* + 1. **Storyboard for Admin**

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# REFERENCES

[1] Software Engineering Project: [Problem Statement](https://docs.google.com/presentation/d/1ruyqJiBZ2_KFsWwiQbXl9_CViRWv_rtm/edit?usp=share_link&ouid=108214697977353810520&rtpof=true&sd=true)

[2] YouTube Video: [Storyboarding](https://youtu.be/GukAT_S8WH8)

[3] YouTube Video: [Wireframes](https://youtu.be/J3FXDVe-6ws)