Milestone - 3
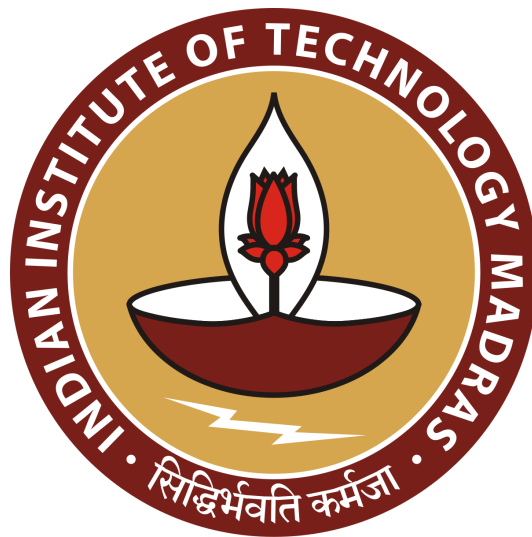
BSCSS3001: Software Engineering

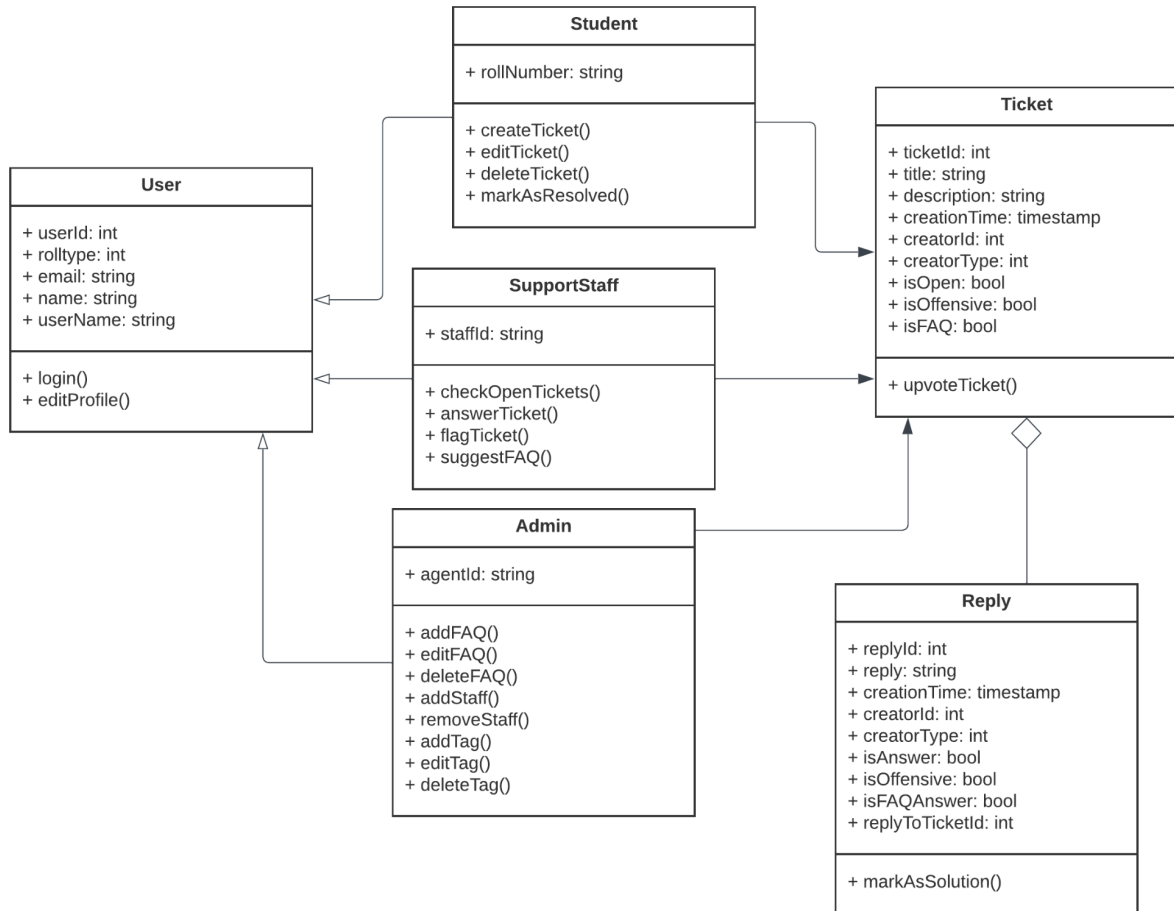Group-15 (21f1003973, 21f1004451, 21f1000205)

Indian Institute of Technology, Madras
March, 2023

Design of Components

- Student's View
  - Authentication of User
  - Creating Tickets
  - Updating tickets and status to resolved
  - Deleting tickets
  - view dashboard with recent/all tickets
  - read FAQs
  - Notifications for created and subscribed tickets
  - Profile Settings page

- Staff's View
  - Authentication of Staff
  - Reply to tickets raised by students
  - Pinning ticket to top
  - Request admin to add FAQ
  - Flag/Delete a ticket

- Admin's view
  - Authentication of Admin
  - Manage members in support staff
  - Manage FAQ requests sent by support staff
  - Add/Delete/Reorder FAQs
  - Dashboard/Performance Page of support staff
  - Pinning ticket to top
  - Add tags for support staff and students
  - Celery task for notifying unresolved tickets after 48 hours

Class Diagram

Student

+ rollNumber: string

+ createTicket()
+ editTicket()
+ deleteTicket()
+ markAsResolved()

Ticket

+ ticketId: int
+ title: string
+ description: string
+ creationTime: timestamp
+ creatorId: int
+ creatorType: int
+ isOpen: bool
+ isOffensive: bool
+ isFAQ: bool

+ upvoteTicket()

User

+ userId: int
+ rolltype: int
+ email: string
+ name: string
+ userName: string

+ login()
+ editProfile()

SupportStaff

+ staffId: string

+ checkOpenTickets()
+ answerTicket()
+ flagTicket()
+ suggestFAQ()

Admin

+ agentId: string

+ addFAQ()
+ editFAQ()
+ deleteFAQ()
+ addStaff()
+ removeStaff()
+ addTag()
+ editTag()
+ deleteTag()

Reply

+ replyId: int
+ reply: string
+ creationTime: timestamp
+ creatorId: int
+ creatorType: int
+ isAnswer: bool
+ isOffensive: bool
+ isFAQAnswer: bool
+ replyToTicketId: int

+ markAsSolution()

Sprint Schedule

- Sprint 1: Milestone-1
  - Date: 13/02/2023 - 19/02/2023
    - Identify users of the application - primary, secondary and tertiary users.
    - Write user stories for the requirements, based on the SMART guidelines discussed in the lectures
- Sprint 2: Milestone-2
  - Date: 20/02/2023 - 26/02/2023
    - Create a storyboard for the application
    - Create low-fidelity wireframes for the identified user stories
- Sprint 3: Milestone-3
  - Date: 27/02/2023 - 05/03/2023
    - JIRA Roadmap
    - Design Of Components
    - Software Design-UML Class Diagrams
- Sprint 4: Milestone-4
  - Date: 06/03/2023 - 19/03/2023
    - Developing API Endpoints
    - Developing Frontend
    - YML File For APIs
- Sprint 5: Milestone-5
  - Date: 20/03/2023 - 02/04/2023
    - Integrating APIs to Frontend
    - Design and describe a few test cases
    - Code Review
- Sprint 6: Milestone-6
  - Date: 03/04/2023 - 16/04/2023
    - Recorded presentation of the working model of your system.
    - Testing of the whole system
    - Detailed report on work done

SCRUM Meetings Schedule and Minutes

SCRUM Meetings: Every Wednesday, Saturday and Sunday 10:00PM –11:00PM

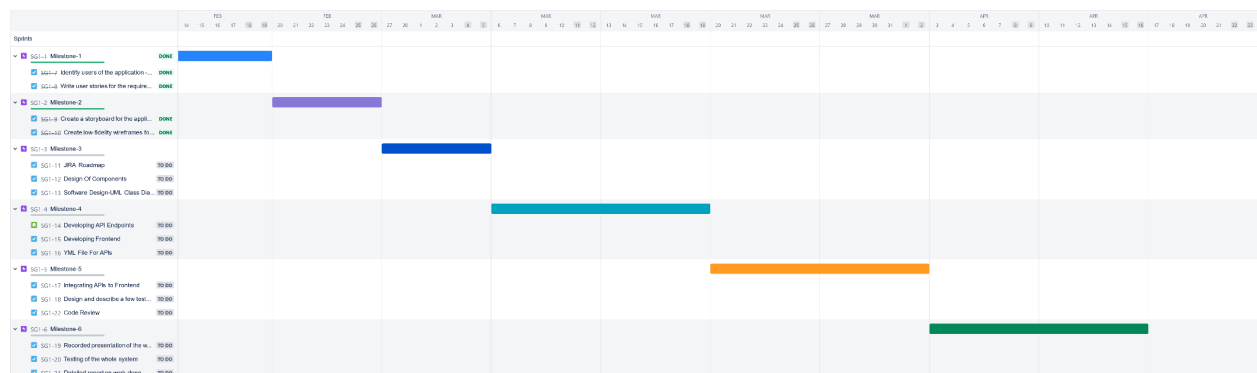**Minutes from Sprint 1 SCRUM Meetings:**
Identified and discussed the different types of users (primary, secondary, and tertiary). Discussed User Stories and applied SMART Guidelines to refine the User Stories.

Minutes from Sprint 2 SCRUM Meetings:
Discussed about the Storyboard and Wireframes, how many stories should be there and screens for wireframes

Minutes from Sprint 3 SCRUM Meetings:
Discussed the complete workflow and plan the execution of the project. Also discussed about the design of components and class diagrams

SG1 Sprint 3

0 days remaining | Complete sprint | ...

PH | Epic ⌄

GROUP BY | None ⌄ | Insights

TO DO	IN PROGRESS 1 ISSUE	DONE 2 ISSUES ✓
	Software Design-UML Class Diagrams	JIRA Roadmap
	MILESTONE-3	**MILESTONE-3**
	☑ SG1-13	☑ SG1-11 ✓
		Design Of Components
		MILESTONE-3
		☑ SG1-12 ✓