

Online Support Ticket System *for*

IITM BSc Degree Program

Software Engineering (BSCCS3001) Project January 2023

Group Members

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The IITM BSc degree program requires an online support ticketing system that can help manage student queries and concerns. This system should allow students to create support tickets for their specific concerns, and provide a list of similar tickets, to avoid duplicates. The support team can prioritize popular queries, and mark tickets as resolved once they have addressed them. In addition, the system should have a dynamic FAQ section that can be updated by support admins as necessary, with categorized content.

User Roles

The following user roles should be supported by the system:

Students: Users who can create support tickets, view existing tickets, and add comments to tickets they have created or are interested in.

Support Staff: Users who can view all support tickets and respond to them. They can also mark tickets as resolved.

Admins: Users who can manage the system, add categories, and update the FAQ section.

Wireframe

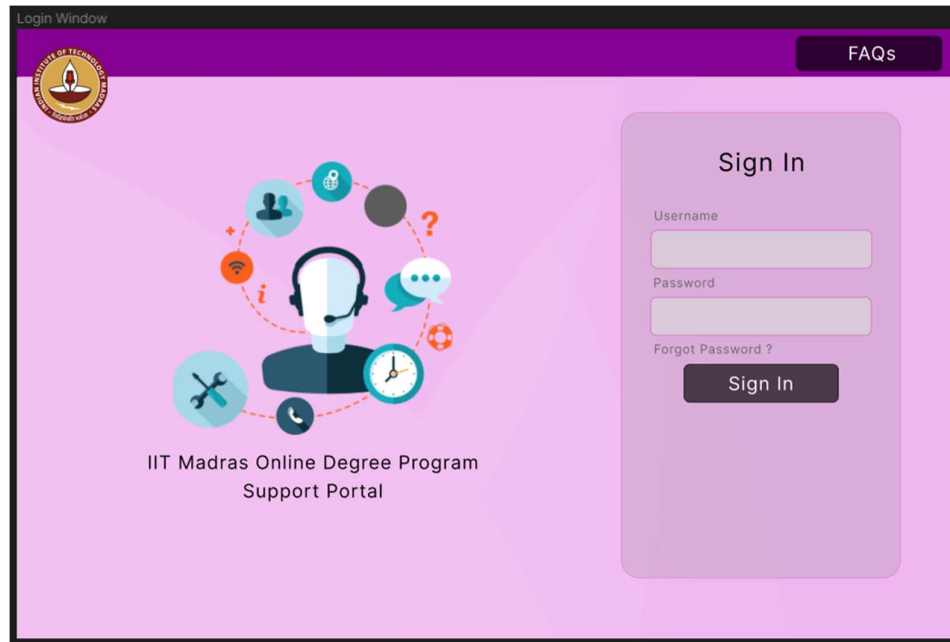
Please refer to the Figma wireframe for the visual representation of the online support ticket system for the IITM BSc degree program.

Please refer this link for Figma Wireframe:

<https://www.figma.com/file/3Wb8YtFDQhKDNVNrs3uRZg/Milestone-2-IITM-Project-Software-Engineering?t=ActaMnNeoGm8ivKG-6>

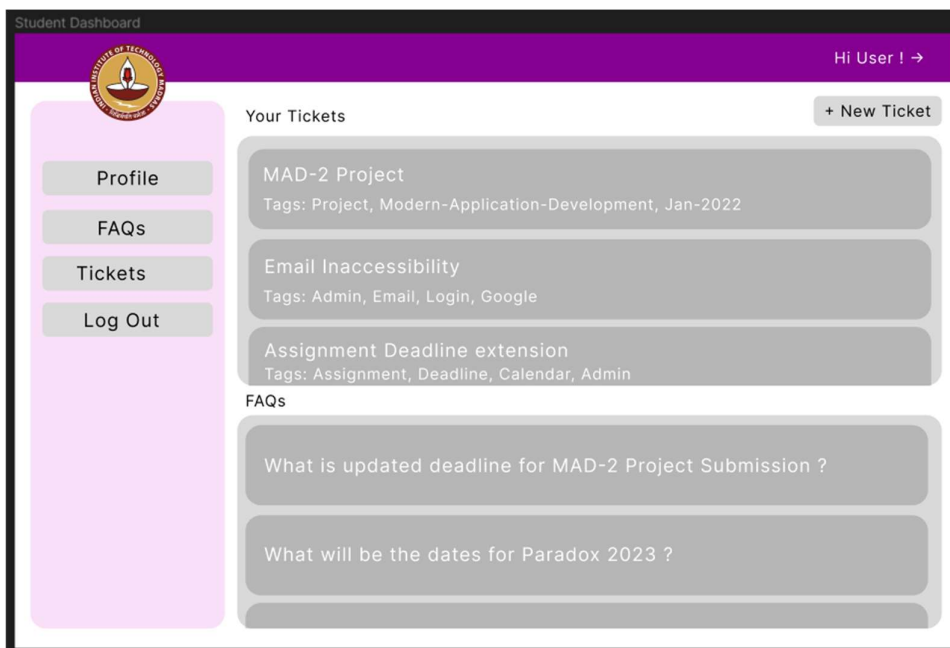
Login Page

The login page is an essential part of the online support ticketing system for the IITM BSc degree program. This page allows users to authenticate themselves before accessing the system. In this documentation, we will describe the design and functionality of the login page.



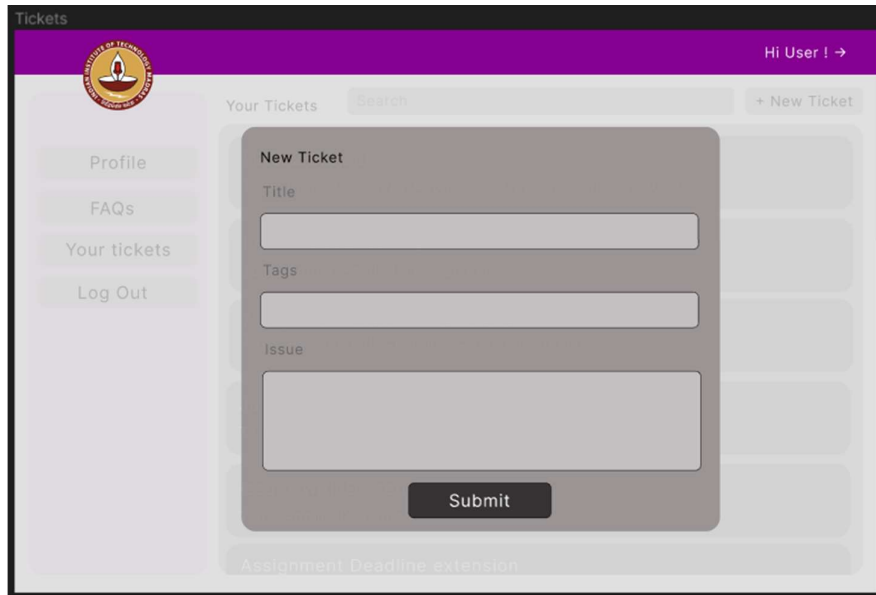
Home Page

The home page should have a search bar to search for existing tickets. The search bar should search for keywords in ticket titles, descriptions, and comments.



Create a Ticket

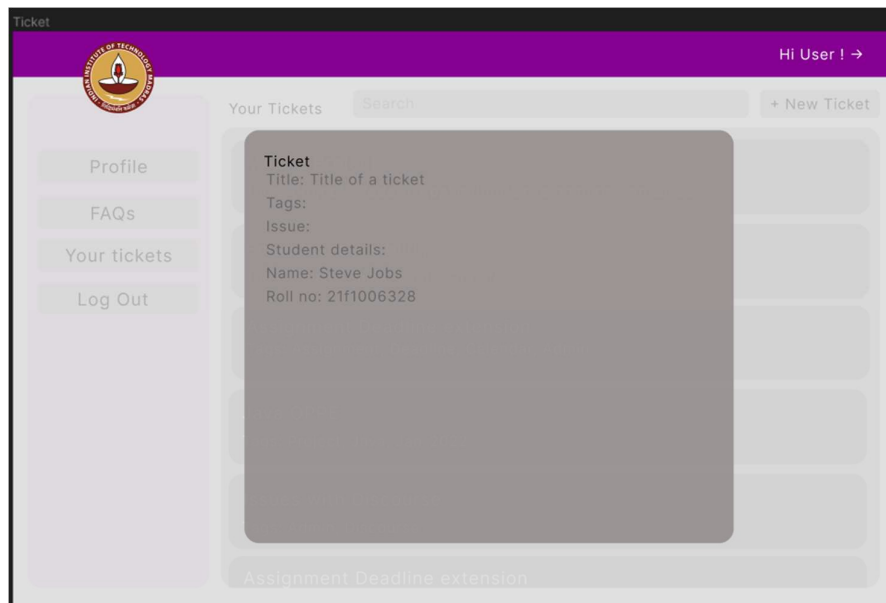
The 'Create Ticket' button will direct users to a form where they can provide details about their concern, including a title, description, category, and a checkbox to mark it as urgent. Once submitted, the system will create a new ticket.



The screenshot shows a web application interface for creating a ticket. The page has a purple header with the text 'Tickets' on the left and 'Hi User ! →' on the right. Below the header is a navigation bar with 'Your Tickets', a search bar, and a '+ New Ticket' button. On the left side, there is a sidebar with buttons for 'Profile', 'FAQs', 'Your tickets', and 'Log Out'. The main content area features a 'New Ticket' form with the following fields: 'Title' (a text input), 'Tags' (a text input), and 'Issue' (a larger text area). A 'Submit' button is located at the bottom of the form. Below the form, there is a link for 'Assignment Deadline extension'.

View Ticket

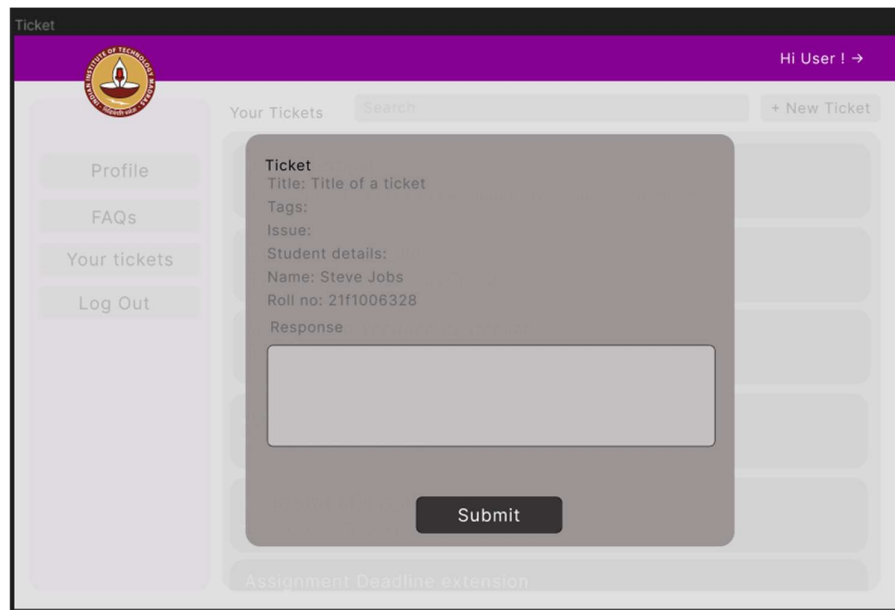
Once a user clicks on a ticket, the system will direct them to the ticket page, where they can view all details about the ticket, including the ticket number, status, title, description, and category. The system will also show a list of similar tickets that have already been created. Users can like or +1 an existing ticket if they think it's like their concern, which will help prioritize popular queries.



The screenshot shows a web application interface for viewing a ticket. The page has a purple header with the text 'Ticket' on the left and 'Hi User ! →' on the right. Below the header is a navigation bar with 'Your Tickets', a search bar, and a '+ New Ticket' button. On the left side, there is a sidebar with buttons for 'Profile', 'FAQs', 'Your tickets', and 'Log Out'. The main content area features a 'Ticket' card with the following details: 'Title: Title of a ticket', 'Tags:', 'Issue:', 'Student details:', 'Name: Steve Jobs', and 'Roll no: 21f1006328'. Below the card, there is a link for 'Assignment Deadline extension'.

Resolve Ticket

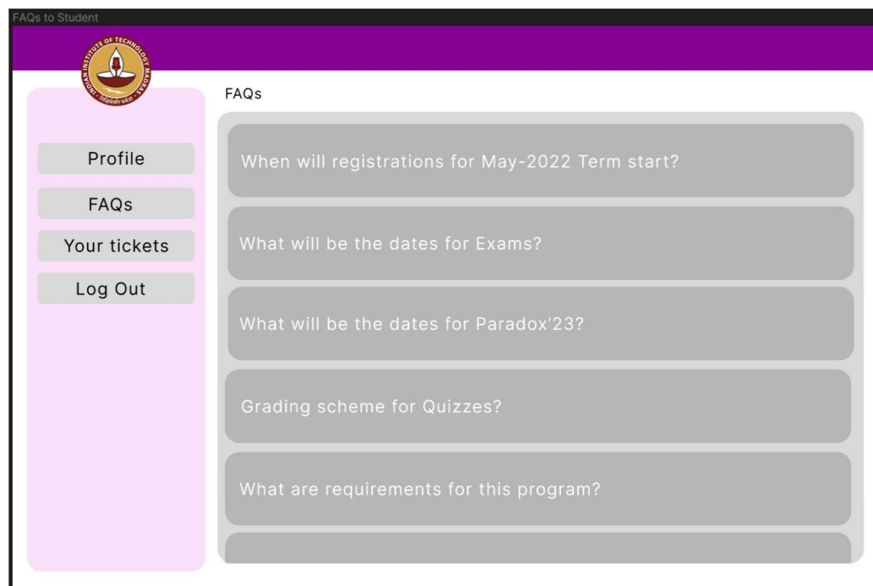
Once the support staff has addressed the concern, they can mark the ticket as resolved. The system will then send a notification to the concerned student with the resolution details.



The image shows a web interface for resolving a ticket. At the top, there's a purple header with a logo on the left and 'Hi User ! →' on the right. Below the header, a sidebar on the left contains buttons for 'Profile', 'FAQs', 'Your tickets', and 'Log Out'. The main area is titled 'Your Tickets' and features a search bar and a '+ New Ticket' button. A large grey box in the center contains a 'Ticket' form with fields for 'Title: Title of a ticket', 'Tags:', 'Issue:', 'Student details:', 'Name: Steve Jobs', 'Roll no: 21f1006328', and 'Response:'. A 'Submit' button is at the bottom of this form. Below the form, there's a button labeled 'Assignment Deadline extension'.

FAQs

The system should have a dynamic FAQs section that can be updated by support admins as necessary. FAQs should be categorized by relevant topics. Support admins can add support queries and responses to the FAQ section if appropriate.



The image shows a web interface for FAQs. At the top, there's a purple header with a logo on the left and 'FAQs to Student' on the right. Below the header, a sidebar on the left contains buttons for 'Profile', 'FAQs', 'Your tickets', and 'Log Out'. The main area is titled 'FAQs' and displays a list of questions in grey boxes: 'When will registrations for May-2022 Term start?', 'What will be the dates for Exams?', 'What will be the dates for Paradox'23?', 'Grading scheme for Quizzes?', and 'What are requirements for this program?'. There are also empty boxes for additional questions.



FAQs

When will registrations for May-2022 Term start?

What will be the dates for Exams?

What will be the dates for Paradox'23?

Grading scheme for Quizzes?

What are requirements for this program?