Milestone-3 Report

Team FMM
Group No. 2

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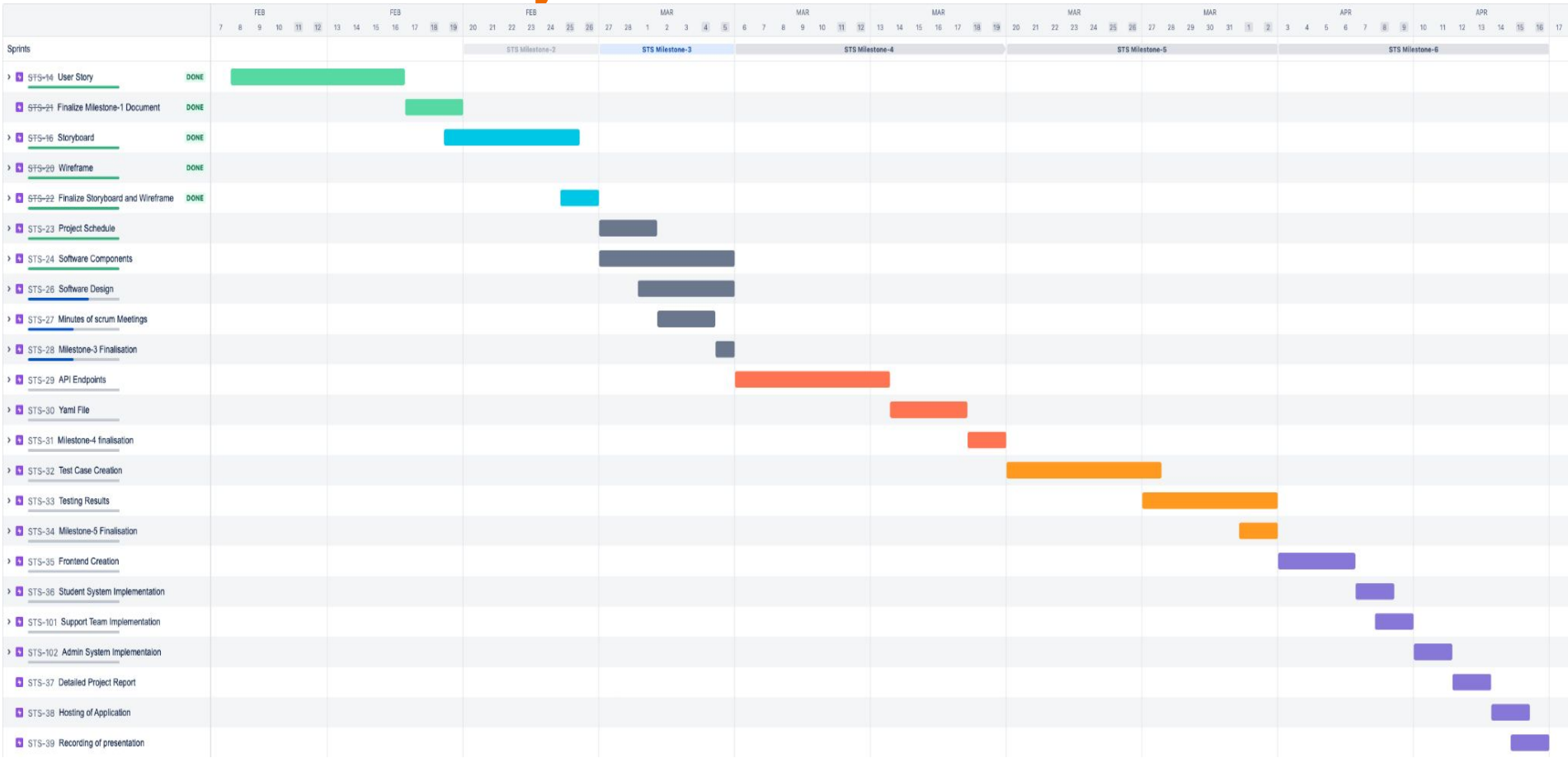
Project Scheduling Tool

Jira Software

Gantt Chart for Project Schedule



Sprint Schedule

Components

- Login Management System
- Ticket Management System
- User Management System
- Tag Management System
- FAQ System

Login Management System

- Login manager manages the authentication and authorization process of users when they're trying to access the software.
- It typically consists of a login screen where users are required to enter their credentials, such as username and password, to gain access to the system.
- Once the user is authenticated, the login manager grants them access to the support ticketing system and redirects them to the appropriate dashboard or homepage.
- The login manager also ensures that users are automatically logged out after a certain period of inactivity to prevent unauthorised access to the system
- The login manager is also responsible for registering students, support team and admin

Ticket Management System

- The ticket management component is responsible for managing student query from creation to resolution.
- The ticket management component is essential in ensuring efficient and effective handling of student queries.
- The ticket management system enables the student to search, filter and create queries for the relevant topic
- When a student create a query in a particular category, the same is automatically assigned to the relevant support staff.
- The priority level of the ticket is based on the likes the query received from other students
- The ticket management system enables the support staff to view and resolve the ticket assigned to them.
- It also enables the support staff to update the ticket status as FAQ.
- After resolution of the ticket, the system enables the student to mark the query as resolved to close the query

User Management System

It is a vital component of an online support ticketing system that enables the management of different types of users with different levels of access and permissions. It provides a platform to manage and organize user accounts and their associated information.

There are typically three types of users: students, support team members, and administrators. The user management system enables the following functions for each user type:

User Management System(cont..)

1. Students: The user management system allows students to create and manage their user accounts. Students can submit new support tickets and view the status of their existing tickets
2. Support team: The user management system provides support team members with access to the software's ticket management .
    a. The system assigns and manages tickets based on the support team member's role and permissions.
    b. Support team members can view and update ticket details.
3. Administrators: The user management system enables administrators to manage the software's overall functionality, including user roles and permissions and ticket workflows.
    a. Administrators can approve, modify, or delete support accounts and assign or revoke user permissions based on their roles and responsibilities
    b. This also provides administrator access to Tag Management System.

Tag Management System

- The tag management component in a support ticketing software enables the administrator to create and manage tags that can be assigned to tickets.
- Tags are labels that are used to categorize and group similar tickets together.
- It helps in automatic allocation of ticket to the relevant support staff.
- There are two types of tag which are categorised into subject tag and ticket tag.
- The subject tags relates to name of the subject/ course and this tag is automatically assigned during the creation of query.
- The ticket tag is assigned by the student during query submission.
- They allow support teams to easily identify and prioritize specific types of tickets
- It also allows the administrator to edit and delete the tags created.

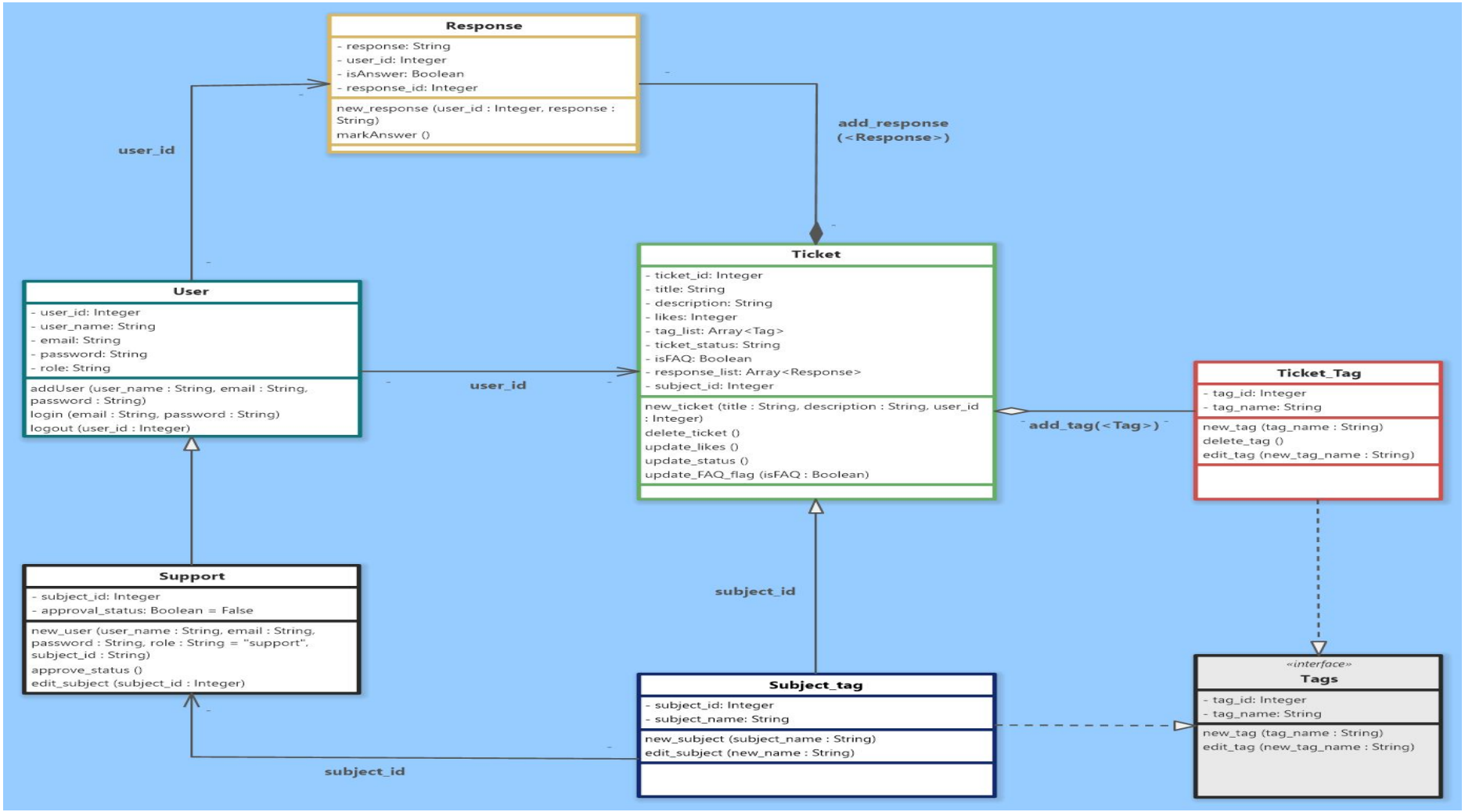
FAQ System

- The FAQ (Frequently Asked Questions) system in an online support ticketing software allows administrators and support team members to update commonly asked questions and their corresponding answers as FAQ.

- Top 5 FAQ for all primary tags or course are populated on student's dashboard and whereas All FAQs of a particular course are shown when user clicks the particular course and FAQ tab in the course

- In addition to reducing the workload for the support team, the FAQ system also helps reduce student stress by providing student with immediate answers to their questions.

Class Diagram


Response
- response: String
- user_id: Integer
- isAnswer: Boolean
- response_id: Integer
new_response (user_id : Integer, response : String)
markAnswer ()
user_id
add_response (<Response>)
User
- user_id: Integer
- user_name: String
- email: String
- password: String
- role: String
addUser (user_name : String, email : String, password : String)
login (email : String, password : String)
logout (user_id : Integer)
user_id
Ticket
- ticket_id: Integer
- title: String
- description: String
- likes: Integer
- tag_list: Array<Tag>
- ticket_status: String
- isFAQ: Boolean
- response_list: Array<Response>
- subject_id: Integer
new_ticket (title : String, description : String, user_id : Integer)
delete_ticket ()
update_likes ()
update_status ()
update_FAQ_flag (isFAQ : Boolean)
add_tag(<Tag>)
Ticket_Tag
- tag_id: Integer
- tag_name: String
new_tag (tag_name : String)
delete_tag ()
edit_tag (new_tag_name : String)
Support
- subject_id: Integer
- approval_status: Boolean = False
new_user (user_name : String, email : String, password : String, role : String = "support", subject_id : String)
approve_status ()
edit_subject (subject_id : Integer)
subject_id
«interface»
Tags
- tag_id: Integer
- tag_name: String
new_tag (tag_name : String)
edit_tag (new_tag_name : String)
Subject_tag
- subject_id: Integer
- subject_name: String
new_subject (subject_name : String)
edit_subject (new_name : String)
subject_id

Scrum Meeting Minutes

Click to see