MILESTONE-2

By - **Team FMM**
Group Number - **2**

STORYBOARD PRESENTATION

This storyboard contains a sequence of illustrations and includes descriptions. It illustrates that Online Support Ticketing System of IITM ensures immediate resolution of query as compared to conventional resolution through mailing system

PROBLEM

Vidya is preparing for Quiz-1 and she is stuck on a MLT topic and unable to understand it. She also understands that this topic is important for the Quiz-1.

EMAIL

She mails the doubts to online support team for clarification of the topic

STRESS

It's been 5 hrs but no reply from support team. Vidya is now super stressed for the Quiz-1 also affecting other courses she has taken.

SYSTEM

She now logins the Support Ticketing System of IITM and raised her queries about the topic.

SUPPORT

The query has been assigned to the relevant support team for resolution

RESOLUTION

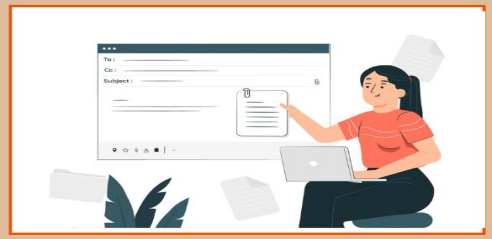
Within a very short time, Vidya has been notified that her query has been resolved. She totally understands the solution and likes the solution.

The Whole Story

STORYBOARD

This storyboard contains a sequence of illustrations and includes descriptions. It illustrates that Online Support Ticketing System of IITM ensures immediate resolution of query as per compared to conventional resolution through mailing system

Vidya is preparing for Quiz-1 and she is stuck on a MLT topic and unable to understand it. She also understands that this topic is important for the Quiz-1.



She mails the doubts to online support team for clarification of the topic

Its been 5 hrs but no reply from support team. Vidya is now super stressed for the Quiz-1 also affecting other courses she has taken.

She now logins the Support Ticketing System of IITM and raised her queries about the topic.

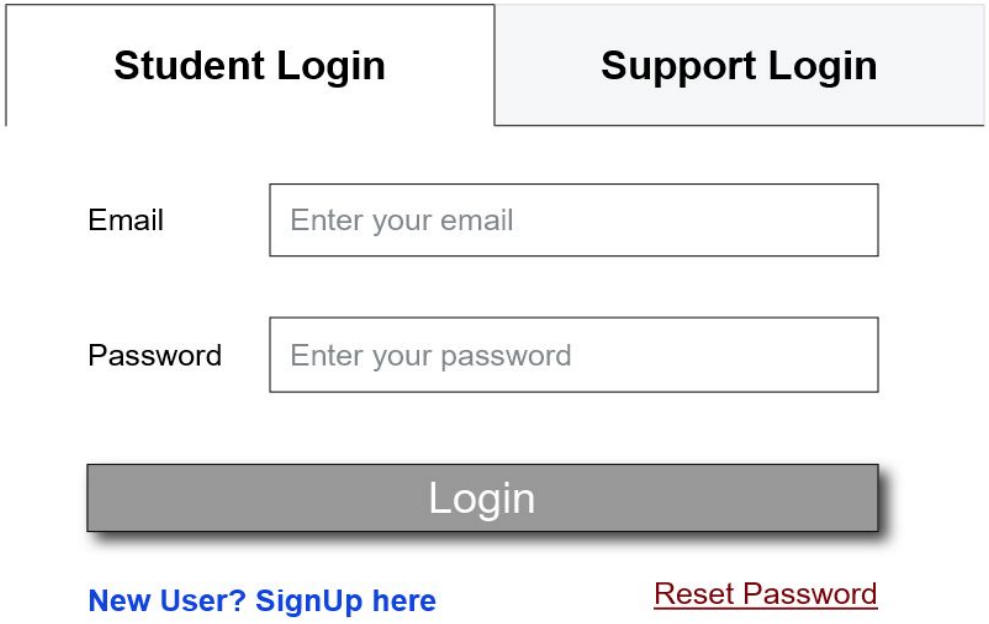
The query has been assigned to the relevant support team for resolution

Within a very short time, Vidya has been notified that her query has been resolved. She totally understands the solution and likes the solution.

Project’s Wireframe

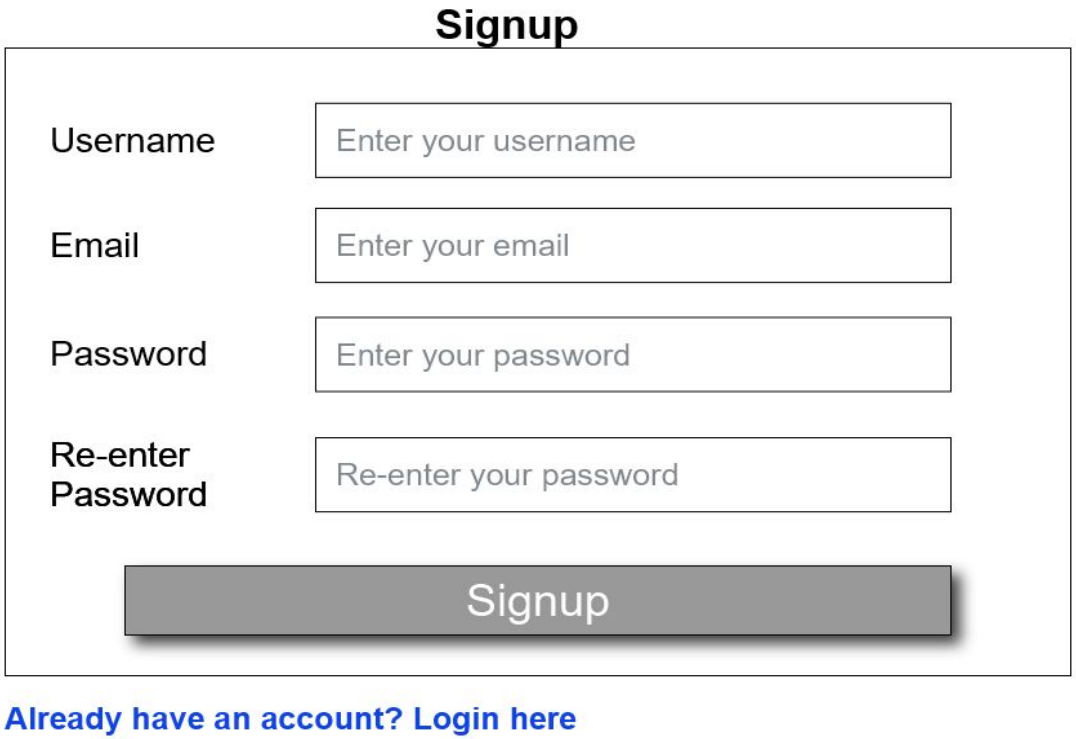
Student’s Perspective

Student Login Page



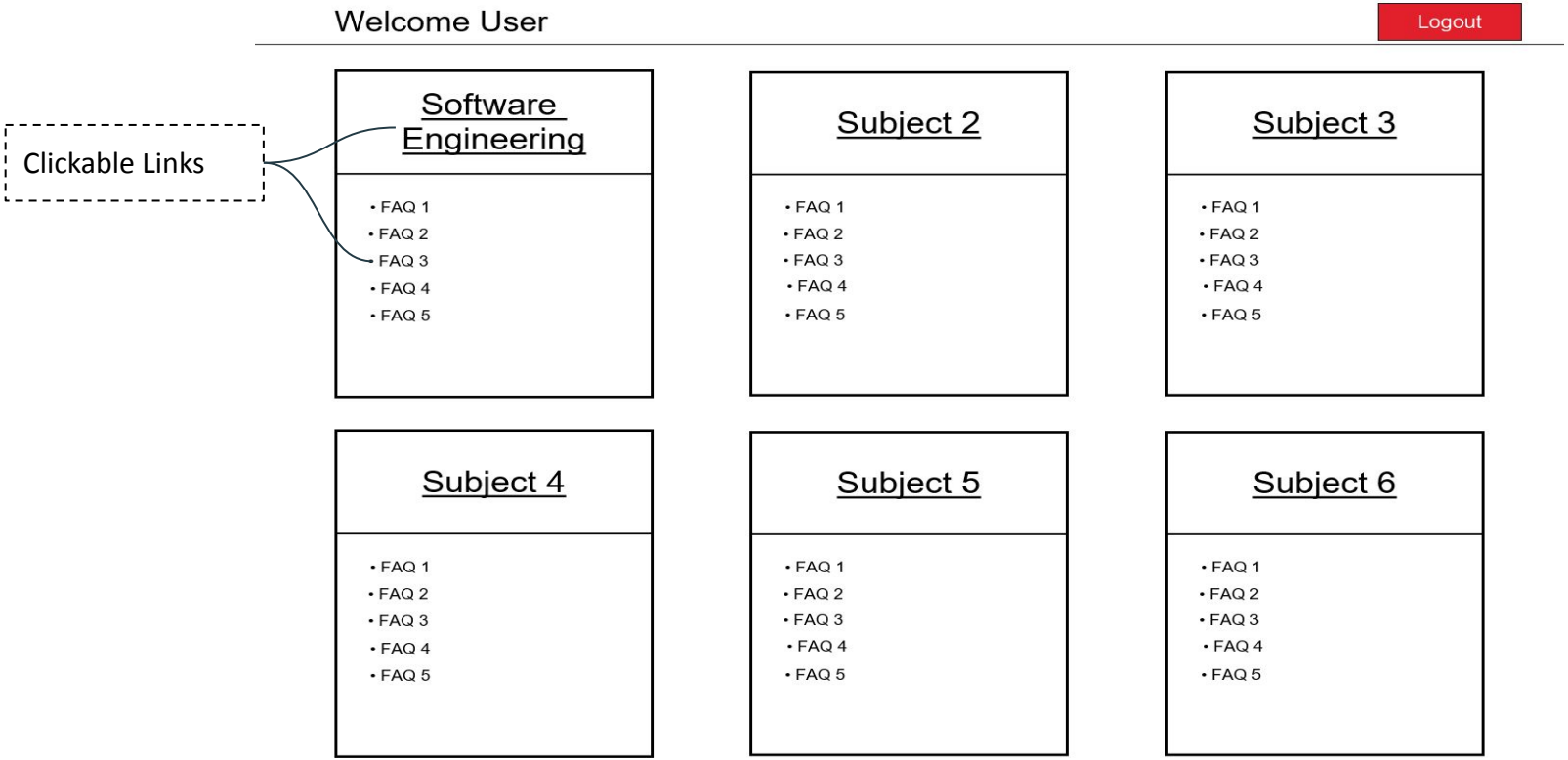
This is the student login page where existing student can login to the system and if they want to sign up, they can click at the bottom link for Signup.

Student Signup Page



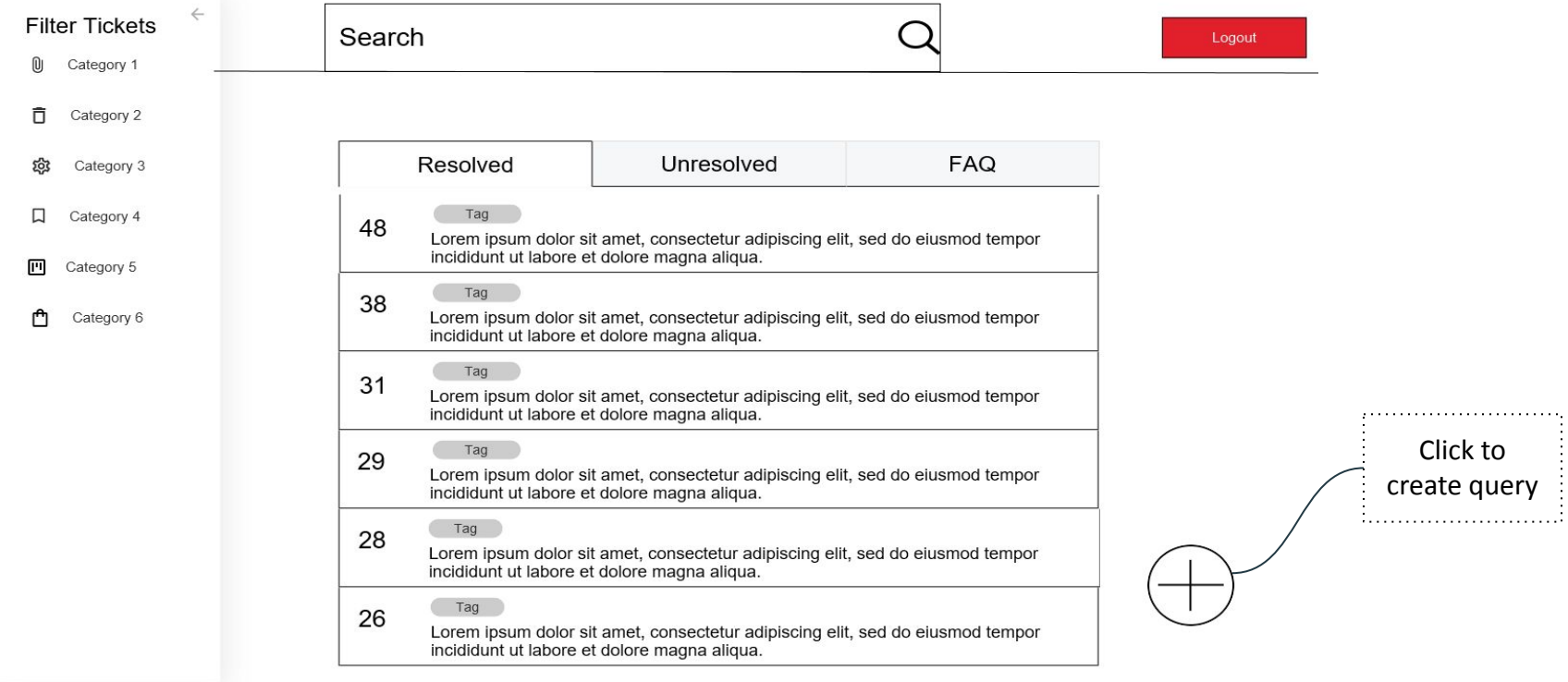
After clicking the Signup link, the student is redirected to Signup page. At the bottom we also have option to return to Login page if an existing user by mistake clicks on New User link ensuring usability goal of **Safety**.

Student Dashboard



When the user logins the system, this dashboard is shown with all the subjects the user has enrolled itself for. The user can click each subject to get all queries related to subject. Top 5 FAQs for each subjects are also shown which the user can click to directly see the same.

Subject Dashboard



Each subject dashboard is divided into 3 tabs which have the list of resolved queries, unresolved queries and FAQs. The list of query has tag and likes associated with it. The student can also search the query in the search bar before creating the query through + icon shown on the bottom right. The student can also filter the queries by categories shown on the left side.

Create Ticket Page

Title

Enter title of the ticket

Description

Enter the description of your problem here

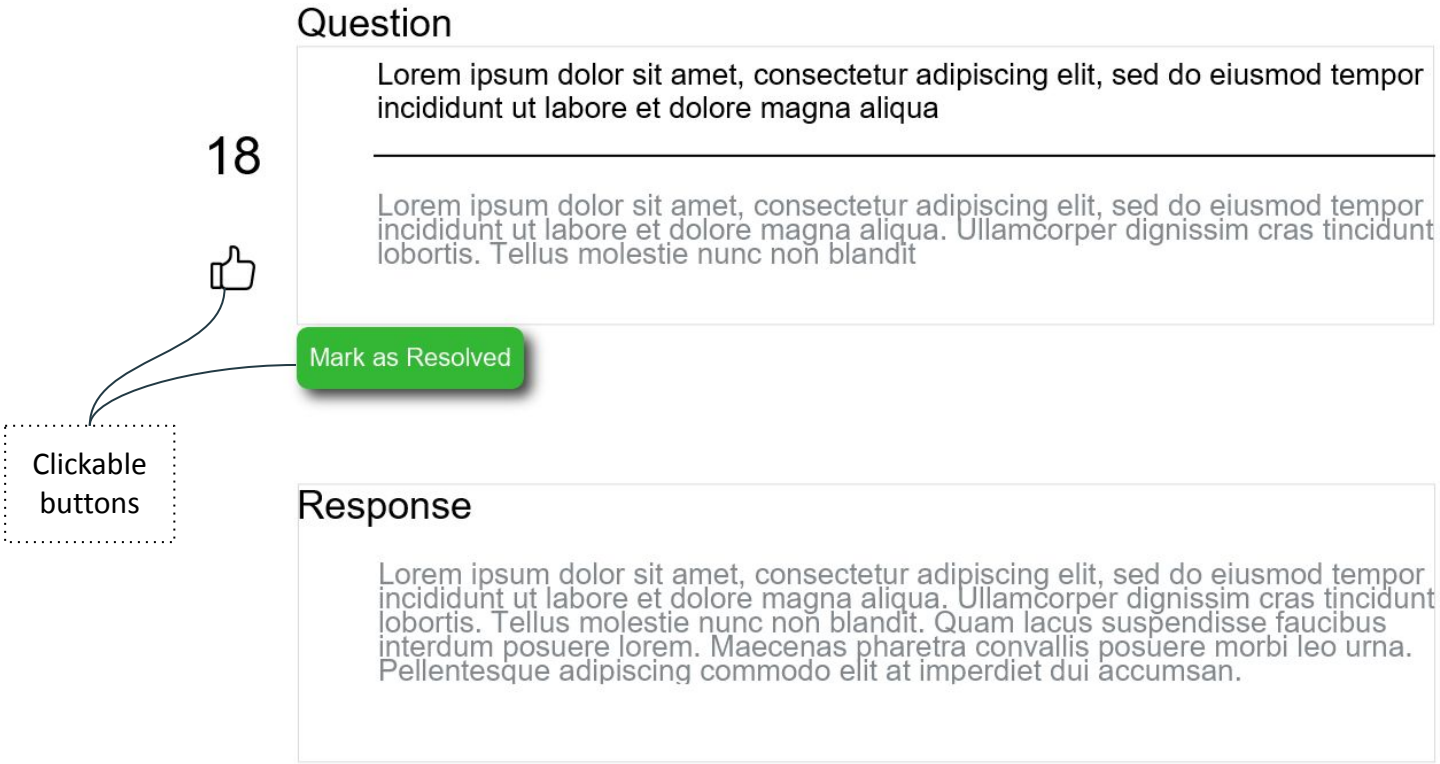
Add Tag / Category

Tag 1 Add Tag

Submit Cancel

The Student can create a new ticket by filling out the data. The user can add a secondary tag(if needed).

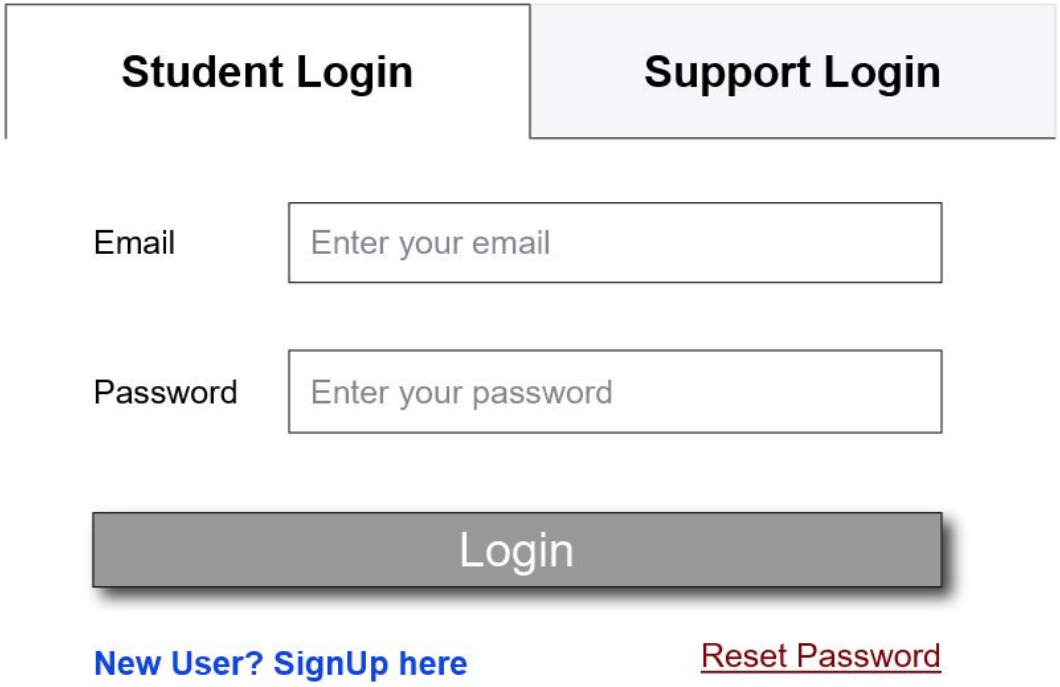
Query View



The query view contains the question and the response(if given by support staff). It shows the likes given by other students on the left side of the question. The student can also click on the **Mark as Resolved** button to close the query.

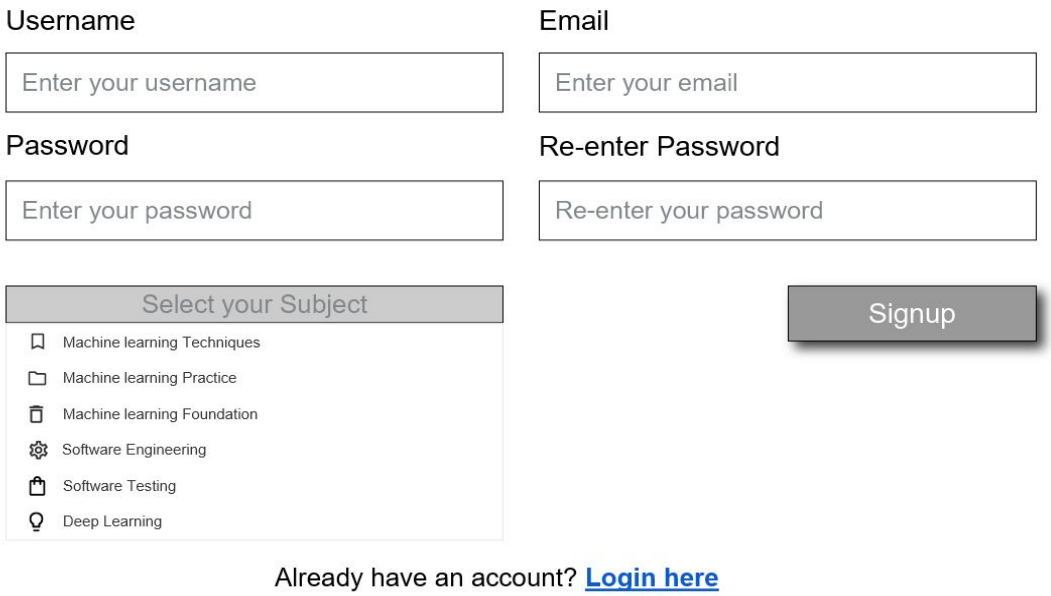
Support’s Perspective

Support staff login Page



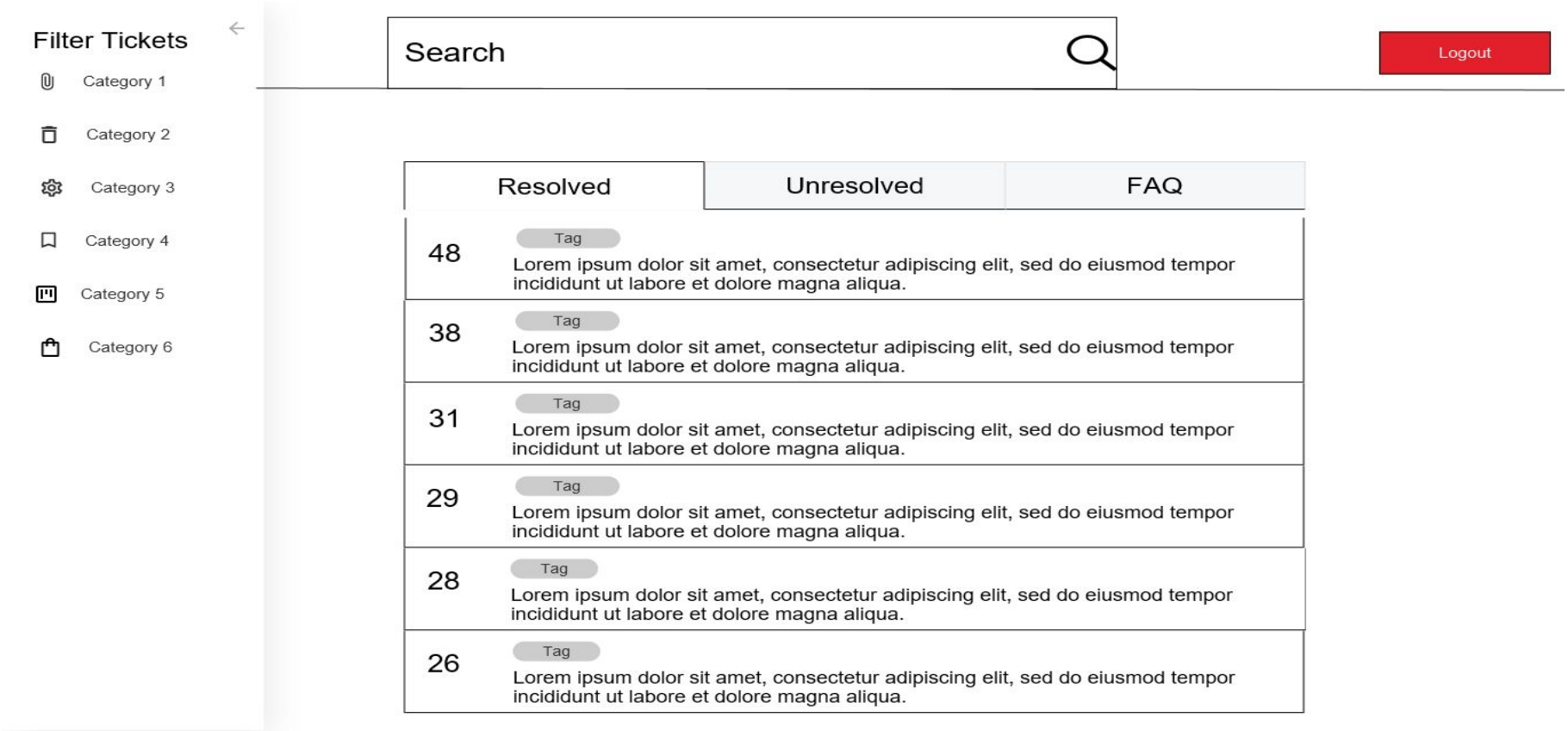
For the support staff to login, the user has to click on the “Support Login” tab where existing support staff can login to the system and a new user can sign up by clicking at the bottom link for Signup.

Support Staff Signup Page



After clicking the Signup link, the support staff is redirected to this Signup page. The support staff has to select the subject for which he/she is assigned. After Signing up, the user has to wait for the Admin's approval for accessing the application, which will be notified by email.

Subject Dashboard



This is the first page that the support staff sees after login-in. Similar as the student’s perspective of the subject dashboard.

Query View

Question

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Mark as Duplicate

Mark as FAQ

Response

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The query view is similar to as what a student sees but the **Mark as Resolved** button is shown only to the student. The support staff can mark a ticket as **DUPLICATE** or mark it for **FAQ.**

Question

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Mark as Duplicate

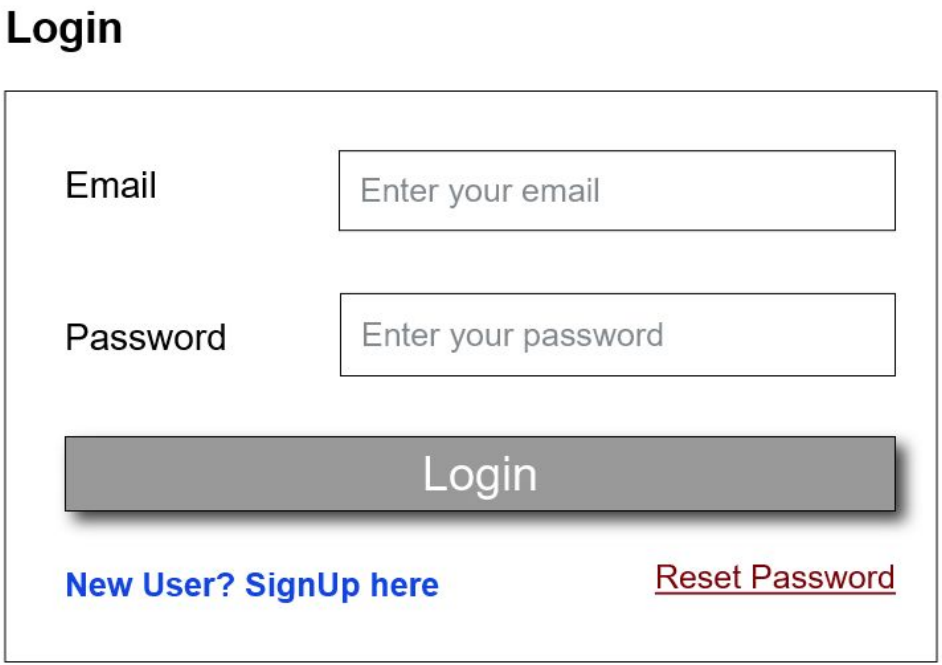
Mark as FAQ

Type your response here

Submit Response

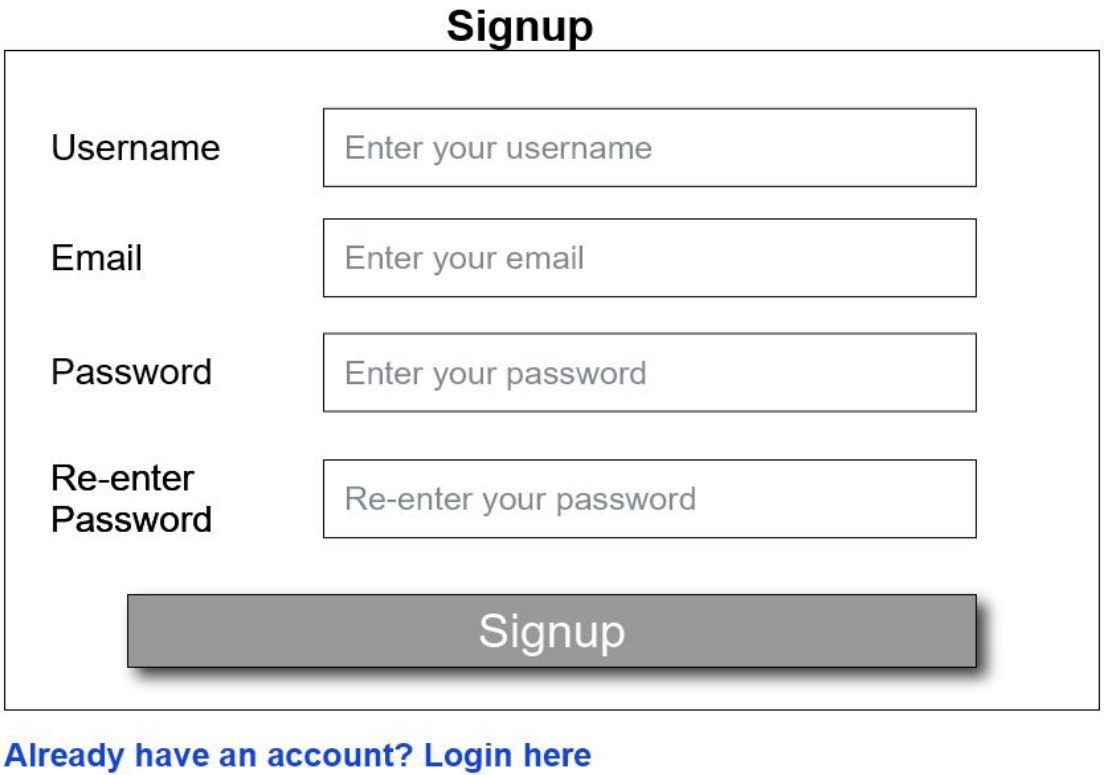
Administrator’s Perspective

Admin login Page



The Admin can login to the system and if the admin is a new user then the user can sign up by clicking at the bottom link for Signup.

Admin Signup Page



After clicking the Signup link, the Admin is redirected to the Signup page. At the bottom we also have the option to return to Login page if an existing user by mistake clicks on New User link ensuring usability goal of **Safety**.

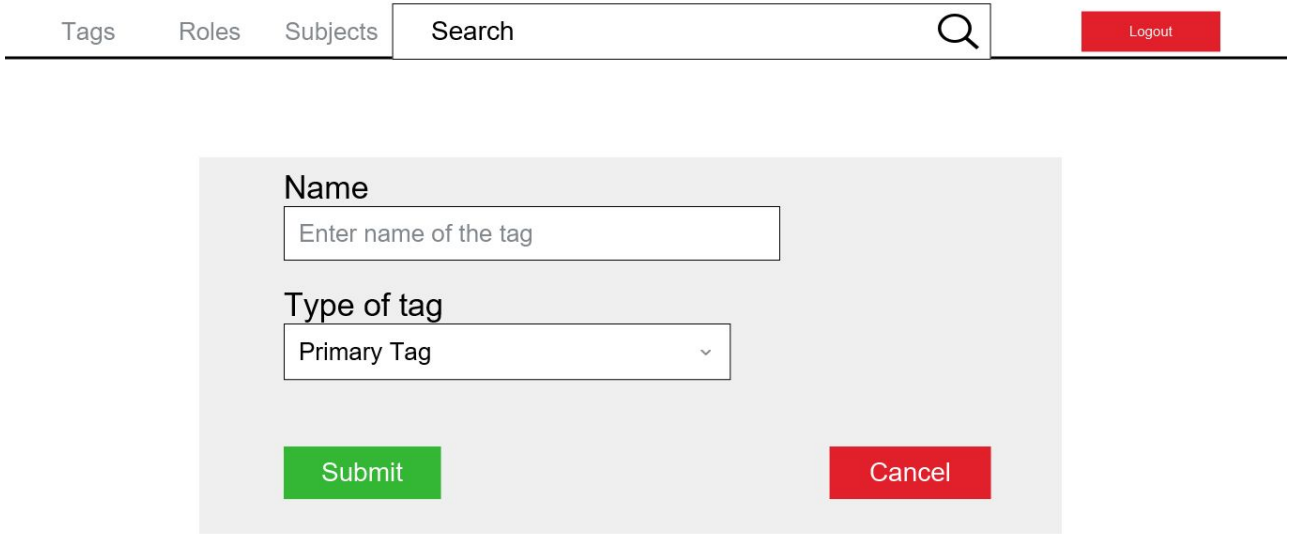
Admin Dashboard (Tag Management)

Tags Roles Subjects Search Logout

Tag 1	Edit	Delete
Tag 2	Edit	Delete
Tag 3	Edit	Delete
Tag 4	Edit	Delete
Tag 5	Edit	Delete
Tag 6	Edit	Delete

This is the first page which an Admin sees after Login-In. There are 3 tabs - Tags, Roles and Subjects, which is used for their management. The Admin can create/edit/delete a tag. The Admin can search for a tag in the search textbox.

Create Tag Page



The Admin can create new tags by entering the tag name and selecting whether the tag is a primary(subject) tag like “PDSA”, etc. or just a secondary(sub-category) tag like “week-1”, etc.

Admin Dashboard (Role Management)

Tags Roles Subjects Search Logout

Approved Unapproved

User 1	Edit	Delete
User 2	Edit	Delete
User 3	Edit	Delete
User 4	Edit	Delete
User 5	Edit	Delete
User 6	Edit	Delete

The Admin can edit/delete the roles of approved applications of the support staff.

Admin Dashboard (Role Management)

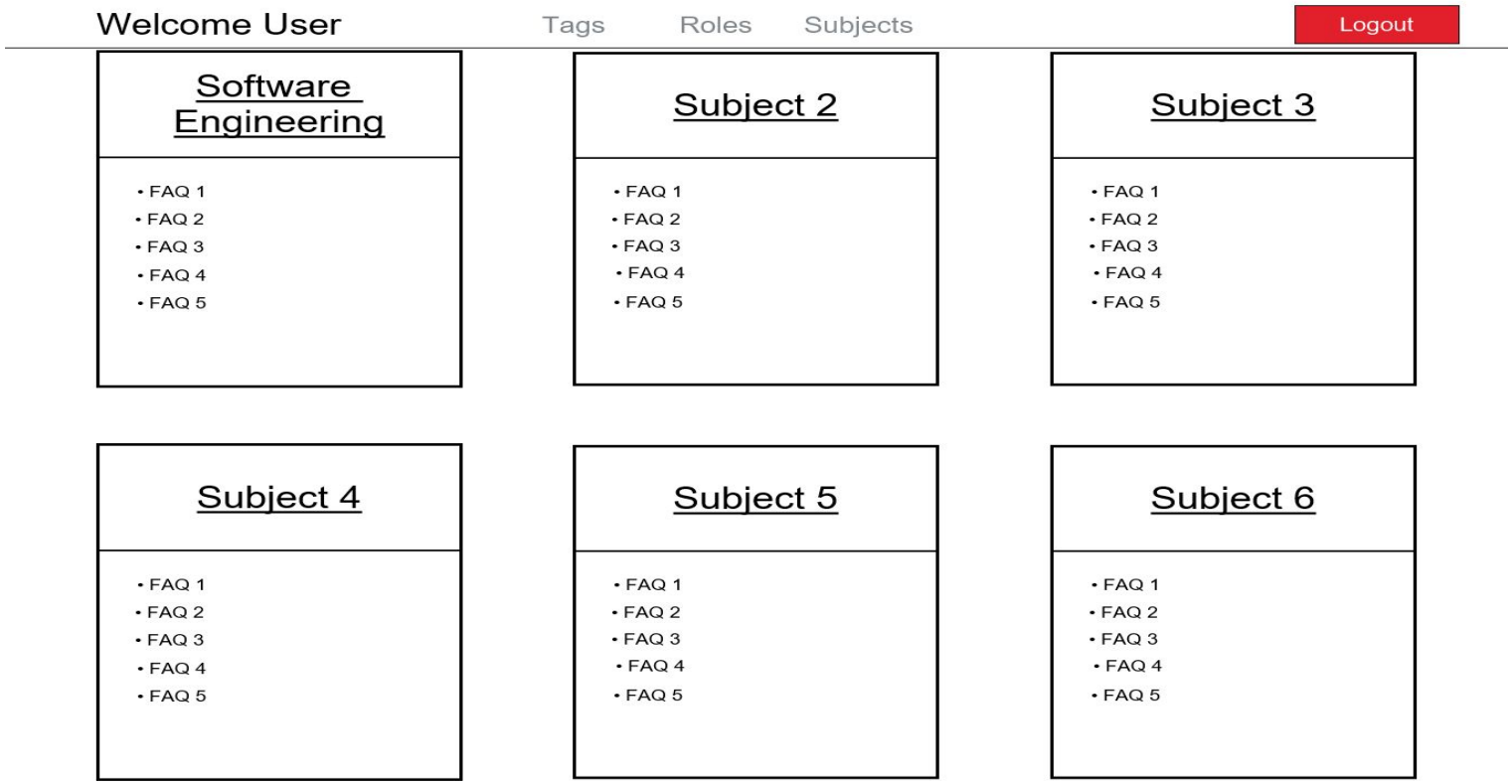
Tags Roles Subjects Search Logout

Approved Unapproved

Username: User 1 Email: email@ds.study.iitm.ac.in	Approve	Deny
Username: User 2 Email: email@ds.study.iitm.ac.in	Approve	Deny
Username: User 3 Email: email@ds.study.iitm.ac.in	Approve	Deny
Username: User 4 Email: email@ds.study.iitm.ac.in	Approve	Deny
Username: User 5 Email: email@ds.study.iitm.ac.in	Approve	Deny
Username: User 6 Email: email@ds.study.iitm.ac.in	Approve	Deny

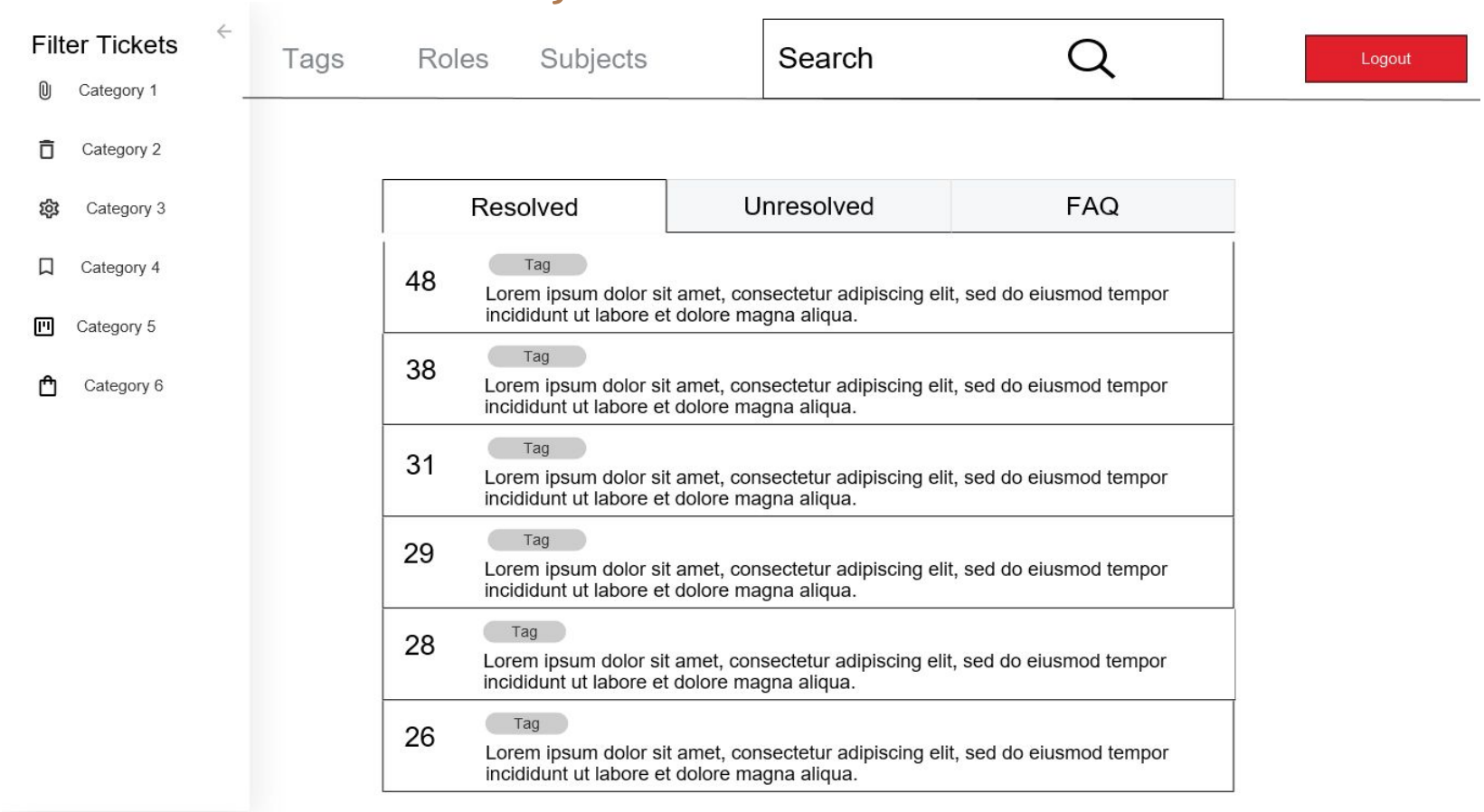
The Admin can approve or deny the pending unapproved applications of the support staff.

Subject Dashboard



On clicking the subject tab the Admin is redirected to the Dashboard similar to as the student dashboard.

Subject Dashboard



On clicking the Subject name the Admin is redirected to the Subject dashboard.

Query View

Question

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Mark as Duplicate

Mark as FAQ

Type your response here

Submit Response

On clicking a ticket the Admin see the Query view similar to what the support staff sees. The delete button is available only to the Admin to delete a ticket/query.