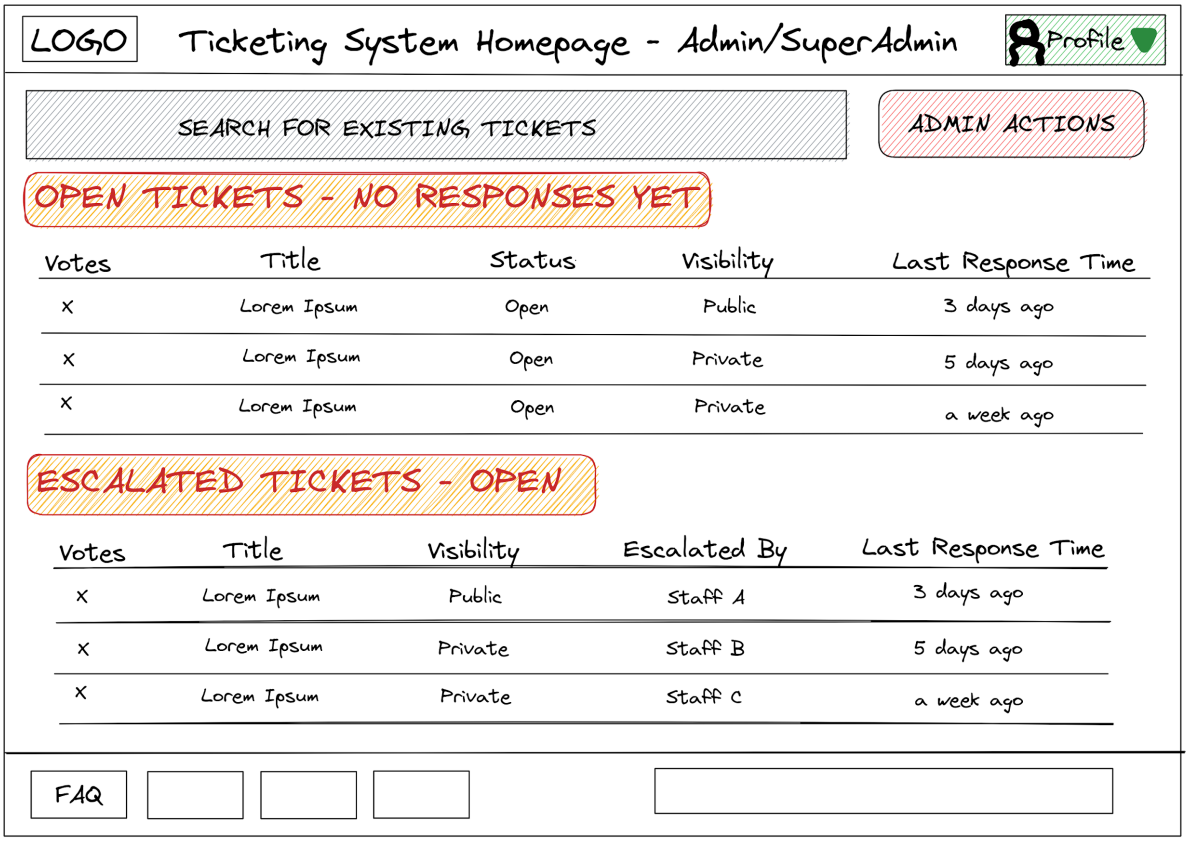
Wireframes - Admin / Super Admin Views

In this document, we describe the wireframes for the views that are intended for the admins/super admins.

Adhil Ahmed P M Shums
21F1003972

Afnan Ahmad
21F1003730

Preetodeep Dev
21F1005636



Description: This is the view that will come up when an administrator/super-administrator logs in to his/her profile (the profile homepage). This page provides a list of all open tickets in a tabular format and further divides them into tickets with no response and tickets that are escalated for the administrators to look at. The admins can then decide how to follow up with each escalated ticket.

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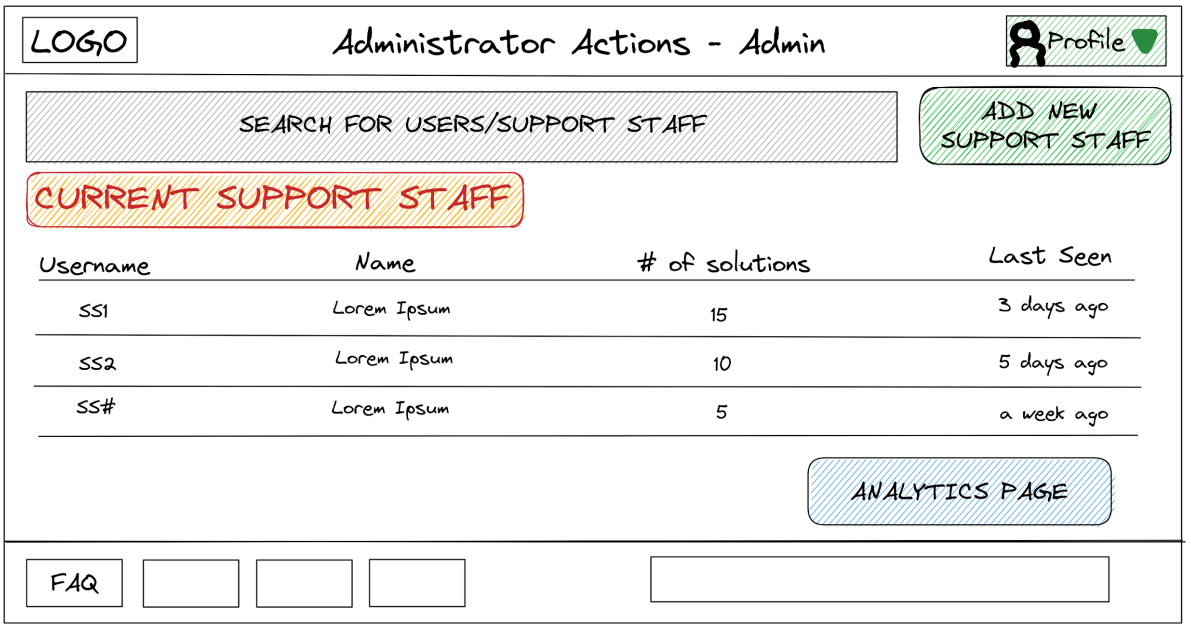

Description: This is the view that will come up when an administrator clicks on the "Administrator Actions" button from the homepage. This is the page that lists all the support staff in a tabular format, as well as some basic metrics related to the support staff. This page also provides options for searching for support staff/students, and adding new support staff. Furthermore, there is also an option for administrators to view analytics related to the ticketing system.

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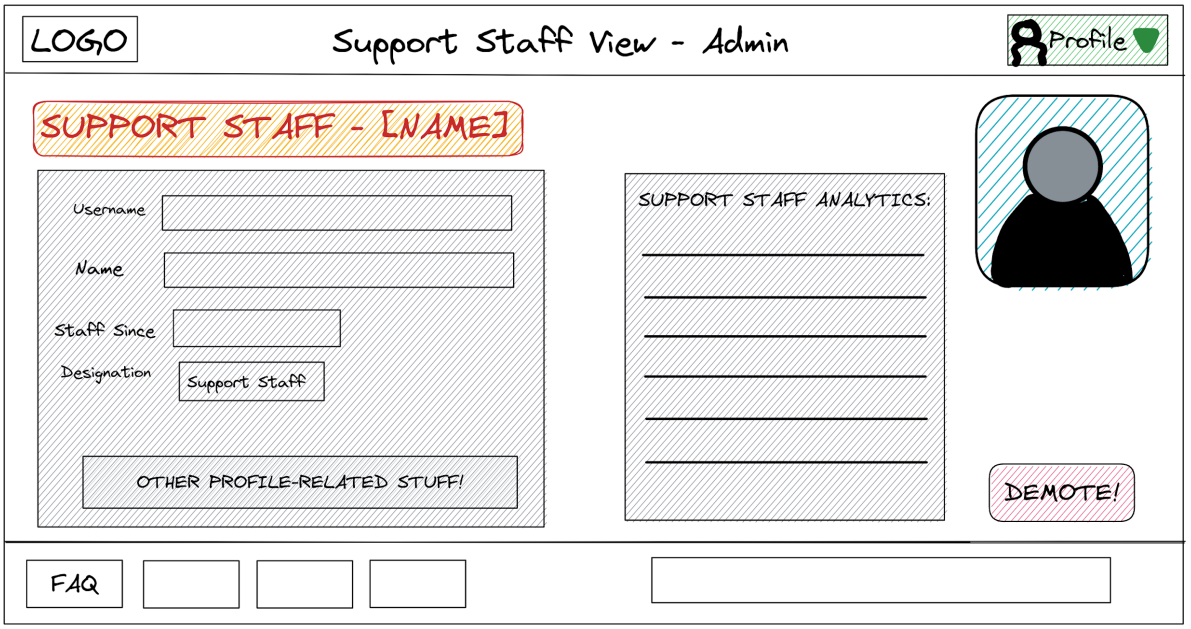

Description: This is the view that will come up when an administrator clicks on any support staff from the list of staff from the admin actions page. This page allows the administrators to view profile details for a support staff, as well as support staff-specific metrics. This page also allows an administrator to demote (i.e remove) a support staff from his/her current position.

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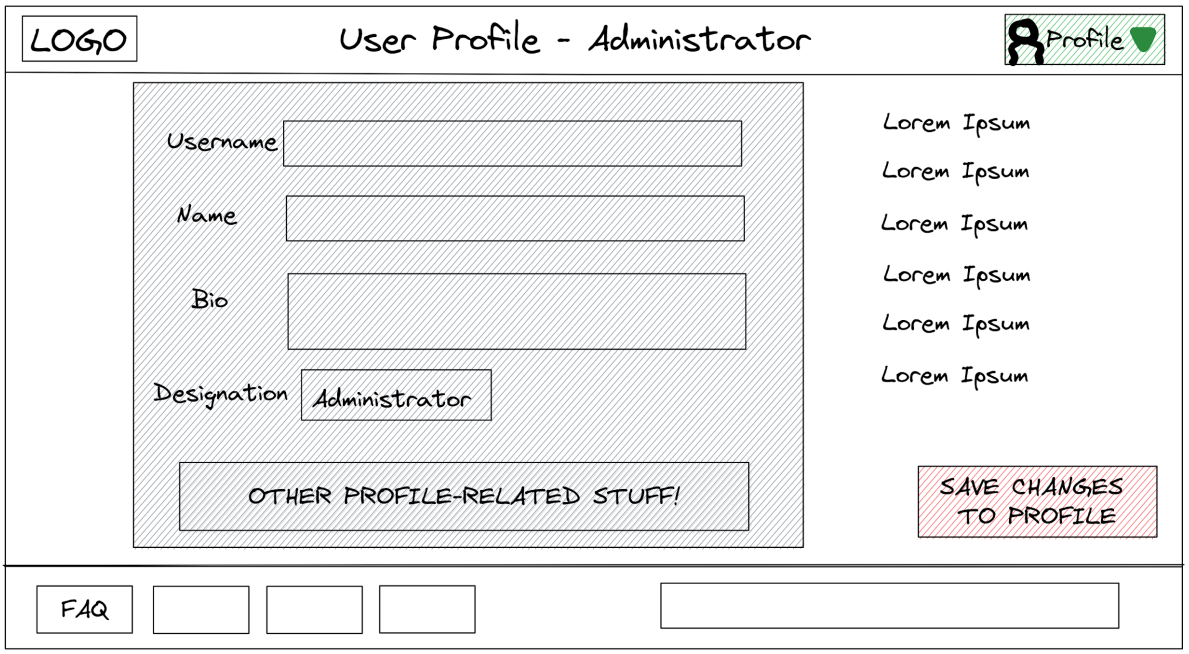

Description: This is the view that will come up when an administrator clicks on the “Profile” drop-down button from his/her homepage. This page allows the administrator to edit various attributes associated with his/her profile, such as profile picture, username, name, biography, etc.

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Description: This is the view that will come up when a super-administrator clicks on the "Administrator Actions" button from the homepage. This is the page that lists all the support staff and administrators in a tabular format, as well as some basic metrics related to both those user categories. This page also provides options for searching for support staff/students, and adding new support staff. Furthermore, there is also an option for super-administrators to view analytics related to the ticketing system.

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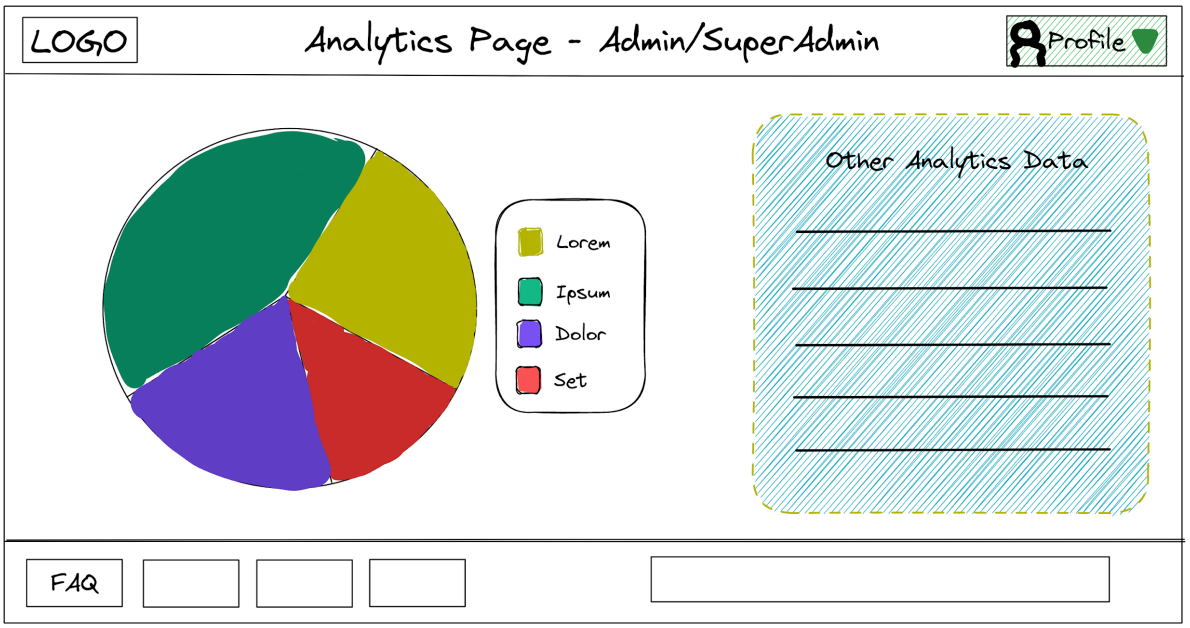

Description: This is the view that will come up when an administrator/super-administrator clicks on the “Analytics Page” button from their respective “Administrator Actions” page. This page displays various analytics associated with the ticketing system, such as number of open tickets, resolved tickets, escalated tickets, etc.

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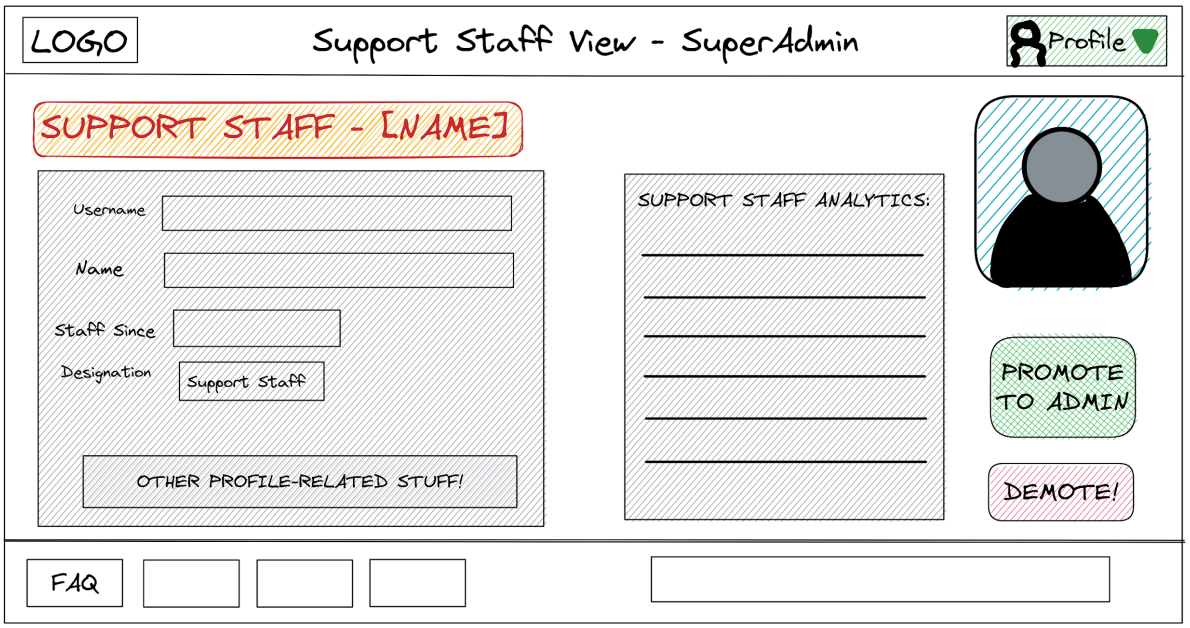

Description: This is the view that will come up when a super-administrator clicks on any support staff from the list of staff from the admin actions page. This page allows the super-administrator to view profile details for a support staff, as well as support staff-specific metrics. This page also allows a super-administrator to promote a support staff to an admin, or demote (i.e remove) a support staff from his/her current position.

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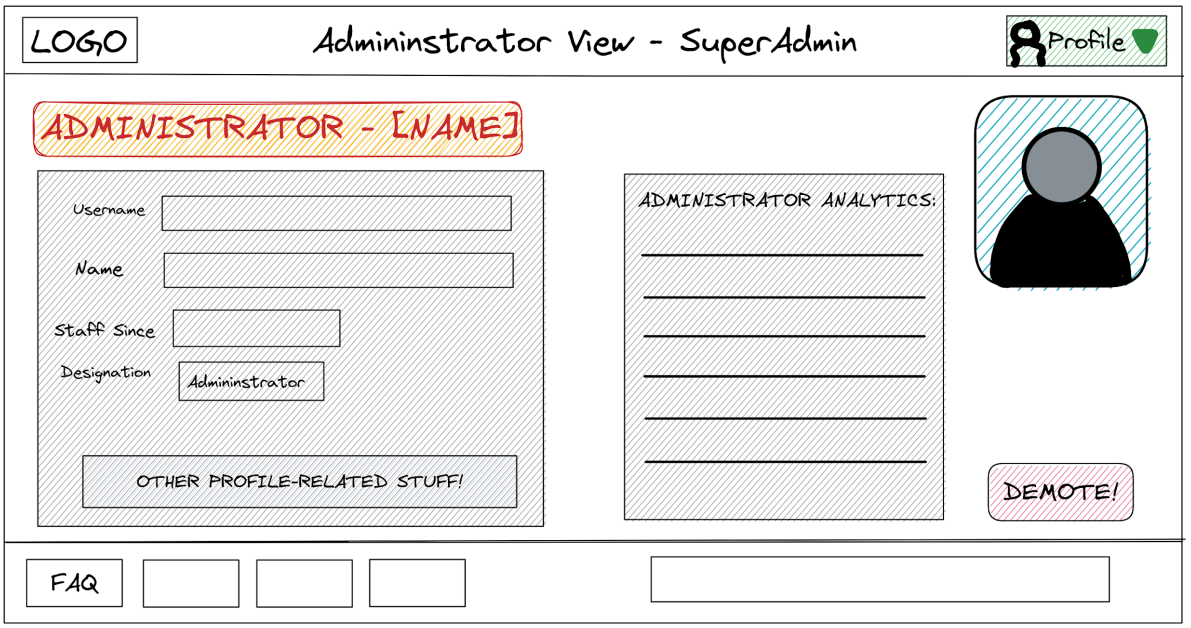

Description: This is the view that will come up when a super-administrator clicks on any administrator from the list of admins from the admin actions page. This page allows the super-administrator to view profile details for an administrator, as well as administrator-specific metrics. This page also allows a super-administrator to demote (i.e remove) an administrator from his/her current position.

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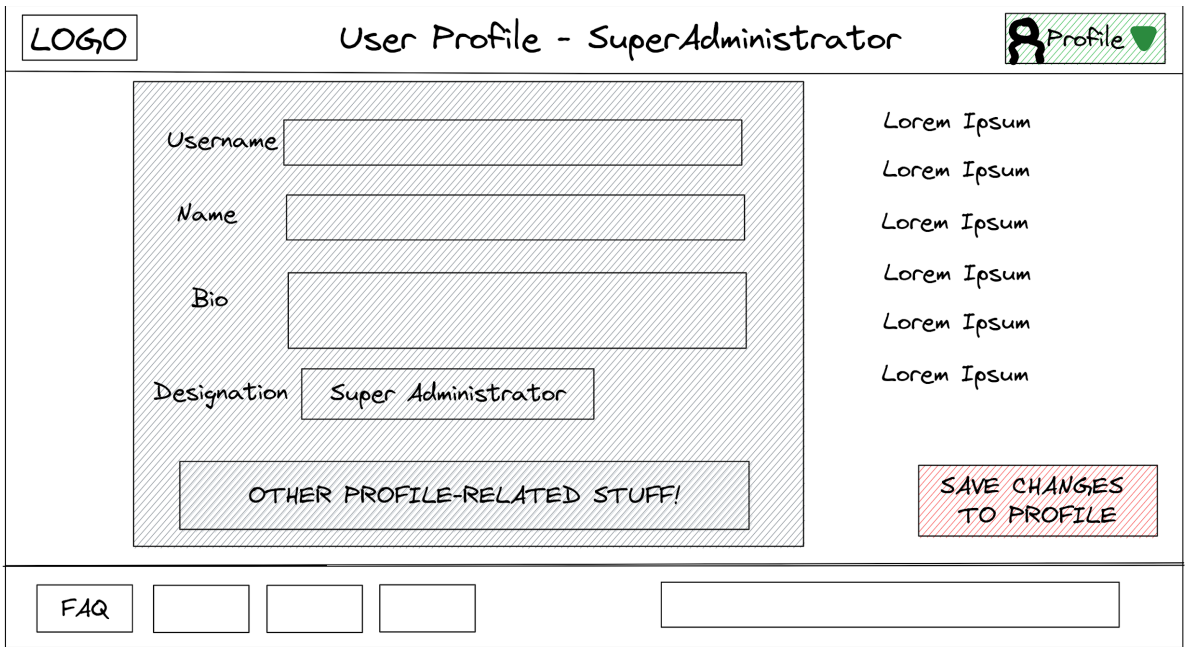

Description: This is the view that will come up when a super-administrator clicks on the "Profile" drop-down button from his/her homepage. This page allows the super-administrator to edit various attributes associated with his/her profile, such as profile picture, username, name, biography, etc.

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