

SOFTWARE ENGINEERING

FINAL PROJECT REPORT



INDIAN INSTITUTE OF TECHNOLOGY, MADRAS

SUBMITTED IN THE PARTIAL FULFILLMENT OF THE
REQUIREMENTS OF THE COURSE:

BSCSS3001: Software Engineering

By:

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Identifying the various types of Users

Primary Users:

- Students
- Support Teams

Secondary Users:

- IIT Madras B.S Degree Administration

Tertiary Users:

- A deep learning model can be trained on this dataset to answer questions using NLP.
- Data Analytics Team

User Stories for the identified users:

Primary User : Student

- As a student , I want to be able to create new ticket so that I can solve my problems.

- As a student, I want to be able to search for similar tickets before creating a new one so that my answers so that I can know the answer of doubt if it is already answered.
- As a student, I want to be able to like (+1) an existing ticket if it's similar to the concern or query I have, so that the support team can prioritize the frequently asked concerns.
- As a student, I want to be able to see the current status of my ticket and solutions given by the support team so that I can get updates on the progress of my query.
- As a student, I want to be able to see the history of my previous tickets so that I can keep track of my old queries.
- As a student , I should be able to mark my queries as operational or course related so that it would be helpful for the support team.

Primary User: Support team

- As a support team member, I want to be able to see a sorted list of all the support tickets filtered by upvotes and last update so that I can respond to them in a timely manner.

- As a support team member, I want to be able to change the status of a support ticket so that the ticket is updated.
- As a support team member, I want to redirect the queries to the appropriate team member so that they can resolve the queries efficiently.

Secondary User: Administration

- As an administrator, I want to be able to see the history of support tickets arranged by upvotes and time so that I can understand the queries of the students.
- As an administrator, I want to be able to assign different team members to different support teams so that they will be able to see only the tickets assigned to them.
- As an administrator, I want to manage the FAQ section, so that students have access to up-to-date information about common concerns and queries.
- As an administrator, I want to be able to enroll a support team to the portal directly using their email IDs so that they can use the portal to resolve queries.

MILESTONE 2

Canny



Hello, Abhisekh

New Query

When can I get my bonafide
Certificate?

30.11.2022



Sheetal

Answered on 05.11.2022

This should be available latest by tomorrow. There was a
delay in backend.

Canny



Submit

Canny



When can I get my Bondafinde
Certificate?

Submit

Canny



When can I get my Bondafinde
Certificate?

Submit

Canny



Aditya has already posted this question. Would you like to upvote?

When can I get my Bondafinde Certificate?

↑ Upvote

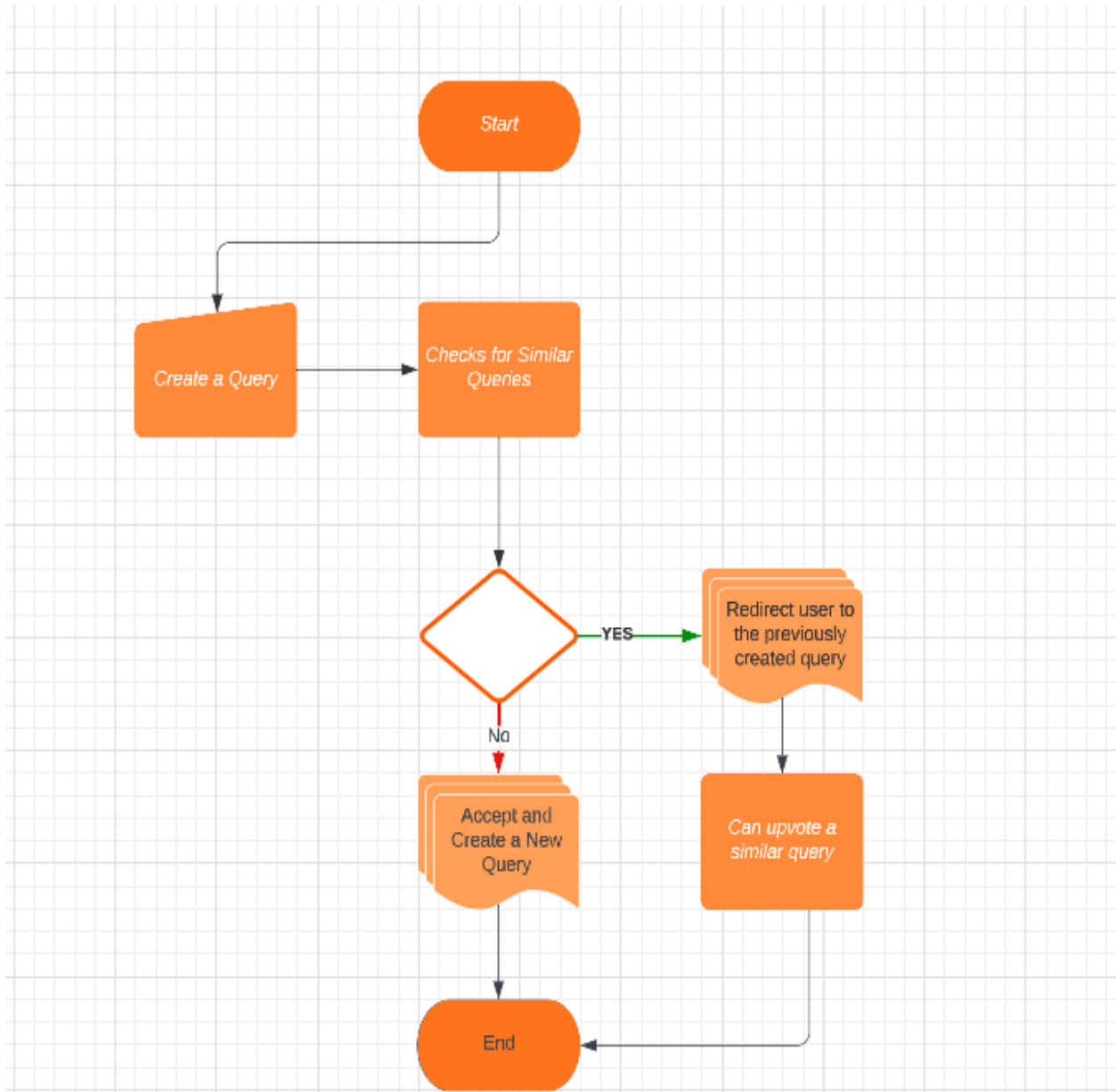
Canny



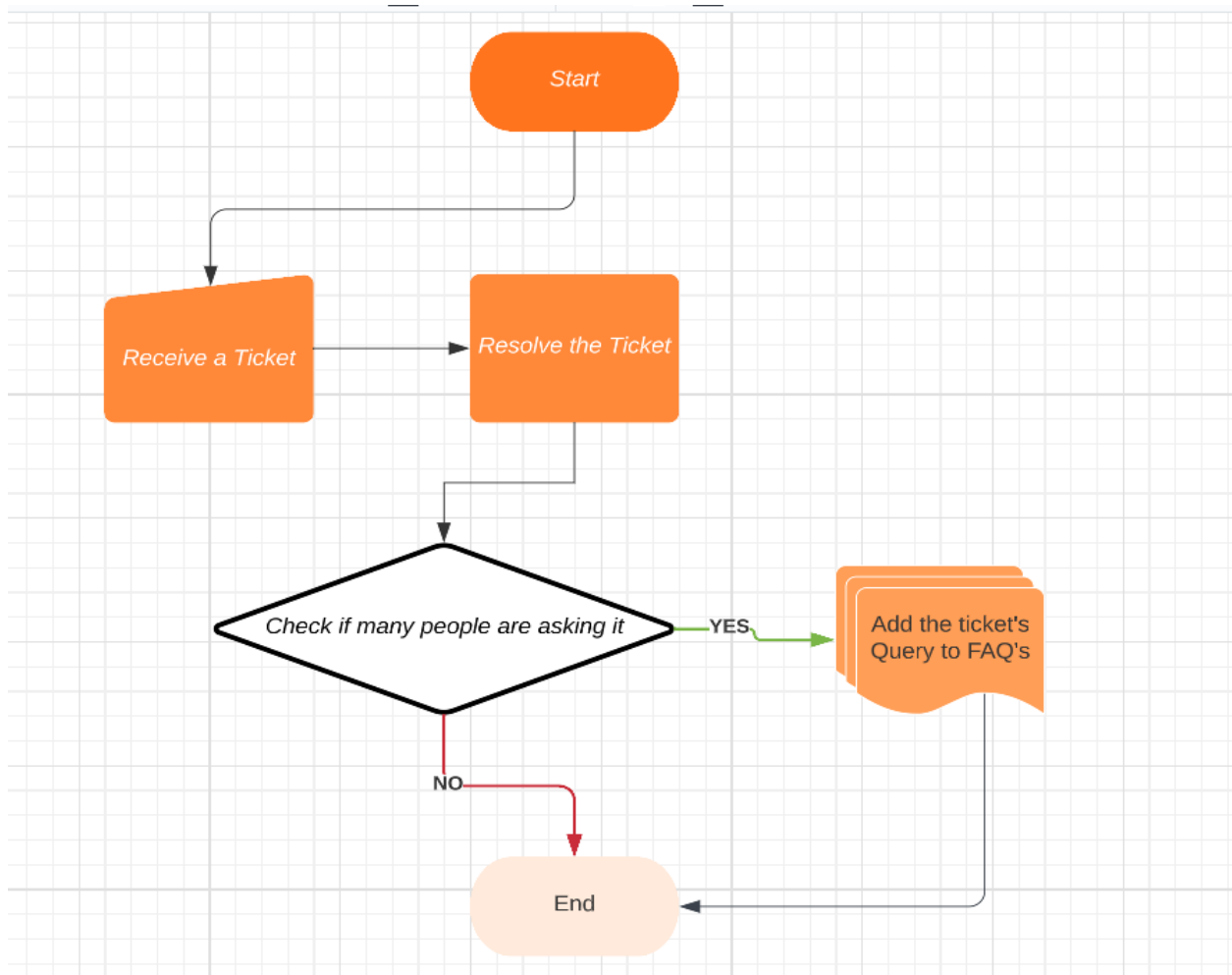
Your Question has been posted

MILESTONE 3

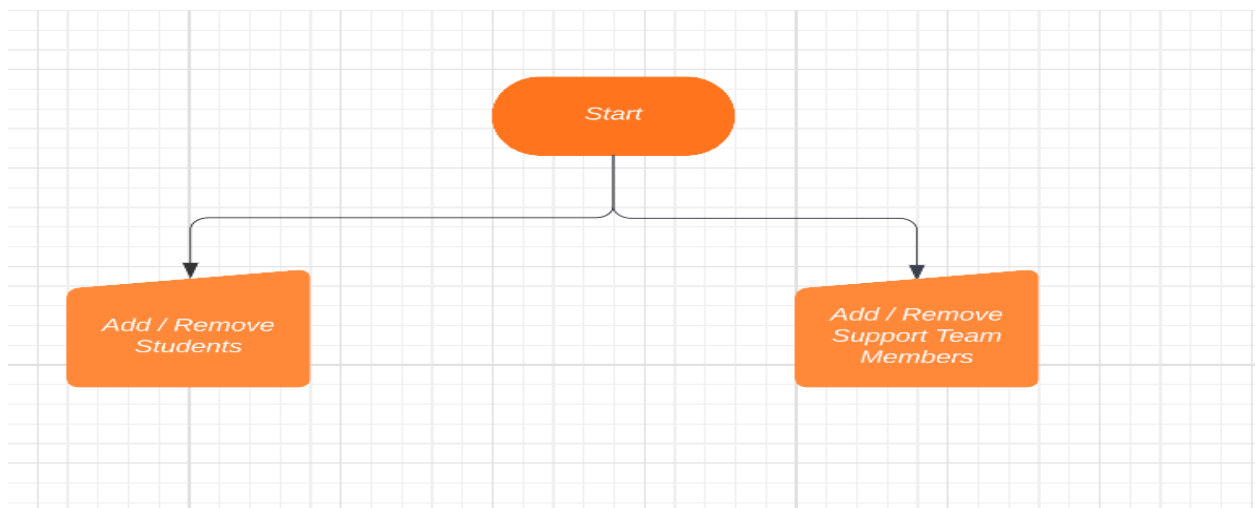
User Flow Diagrams



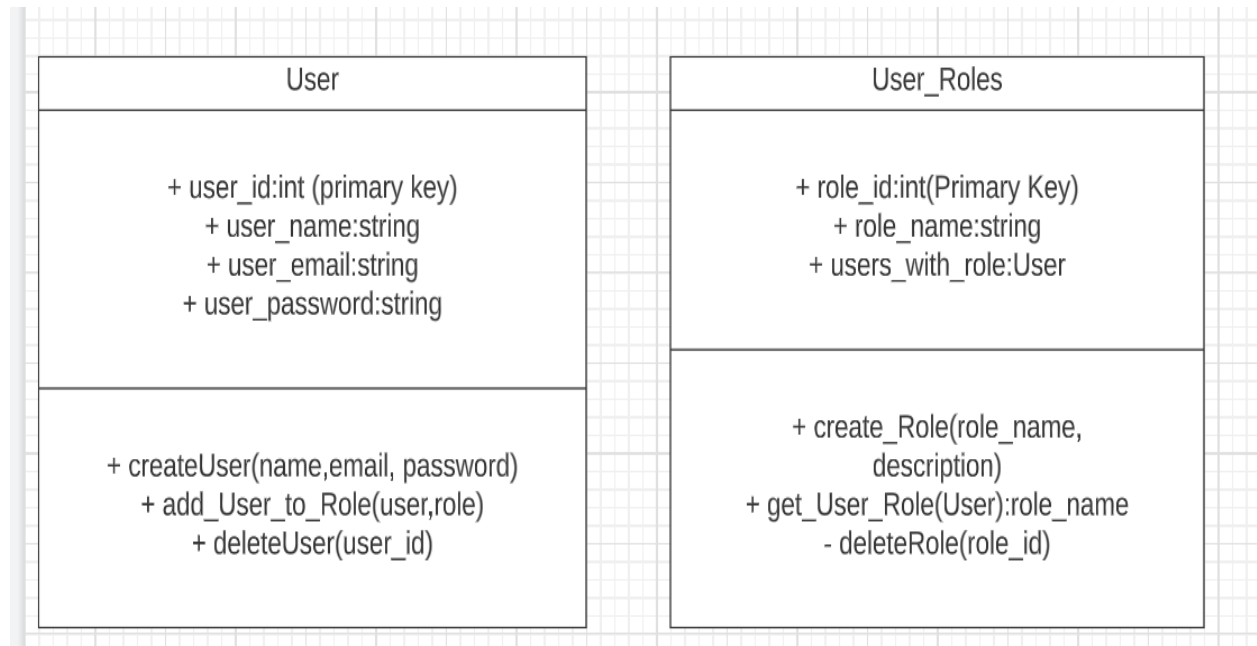
Student User Flow

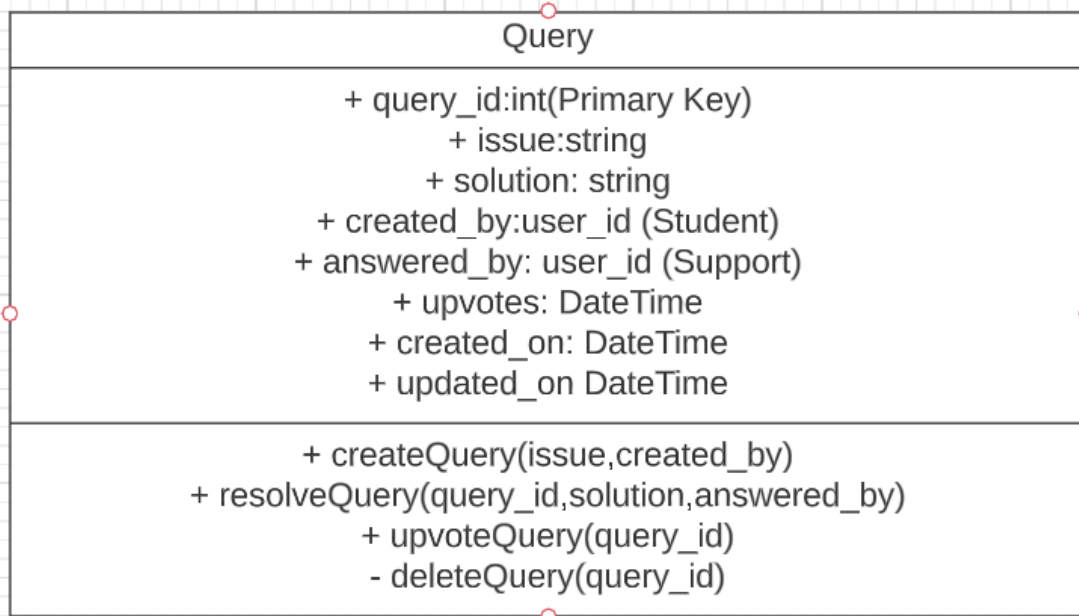


Support Team User Flow

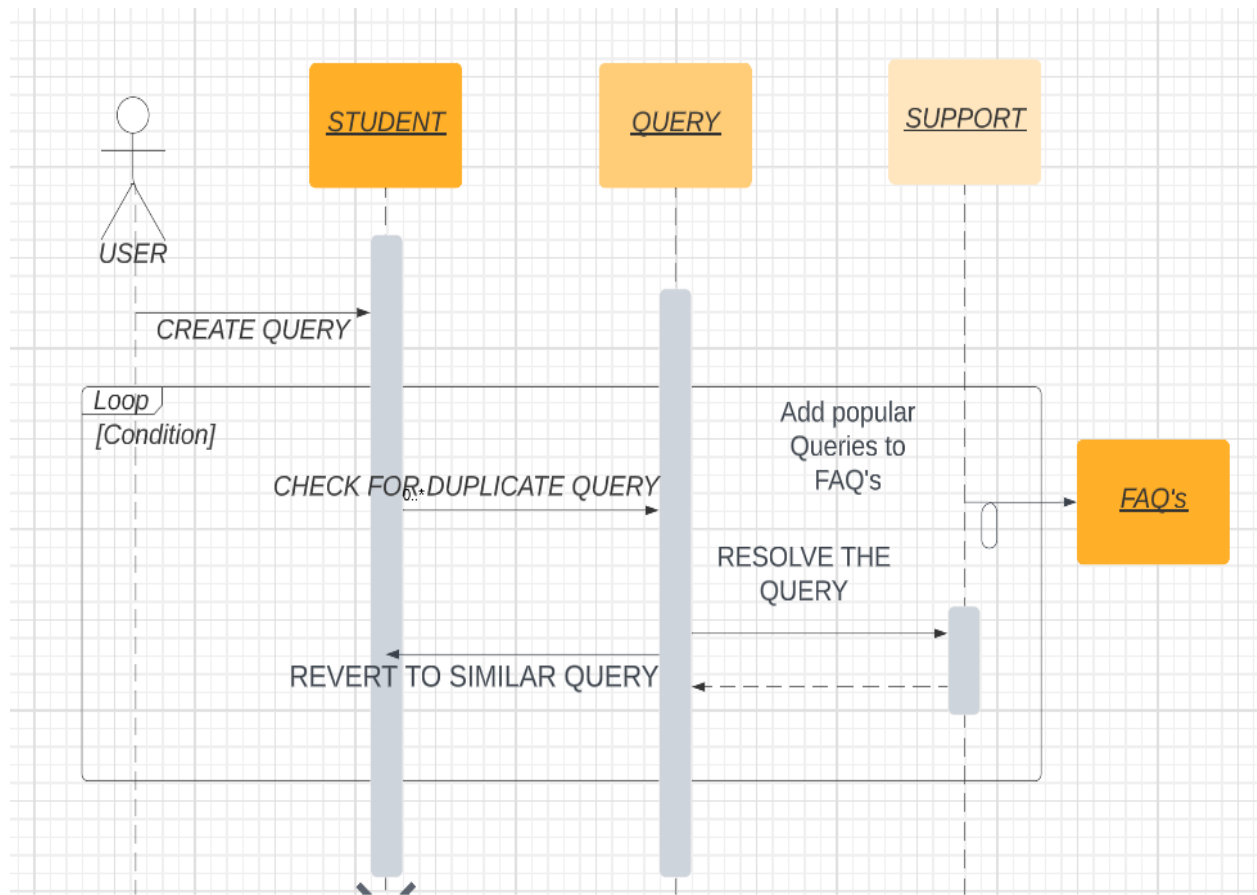


Class Diagrams (UML)





SEQUENCE DIAGRAM



MILESTONE 4

SWAGGER UI BASED YAML FILE .

The screenshot displays the Swagger Editor interface. On the left, the YAML file is edited, showing a definition for the 'Project API' (version 1.0.0.0, OAS3) and two sub-APIs: 'User_API' and 'Query_API'. The 'User_API' section defines endpoints for adding, deleting, and updating users. The 'Query_API' section defines endpoints for adding, deleting, and getting queries. The right pane shows the rendered Swagger UI, which includes a title 'Project API 1.0.0.0 OAS3', a description 'API Description for Support Management System', a server URL 'https://127.0.0.1:5000', and a list of endpoints for both 'User_API' and 'Query_API'.

```
656 upvotes: 10
657 created_on: 10/02/22
658 updated_on: 15/02/22
659
660 '404':
661   description: Invalid FAQ value
662   content:
663     application/json:
664       examples:
665         sample 404 response:
666           value: No FAQ present
667   default:
668     description: Default error sample response
669
670 put:
671   tags:
672     - FAQ_API
673   summary: Update an existing FAQ
674   description: Update an existing FAQ by Id
675   operationId: updateFAQ
676   requestBody:
677     content:
678       application/json:
679         schema:
680           type: object
681           properties:
682             id:
683               type: integer
684               example: 1
685             issue:
686               type: string
687               example: problem regarding marks
688             solution:
689               type: string
690               example: marks will be updated in two days
691             upvotes:
692               type: integer
693               example: 10
694   responses:
695     '201':
696       description: success - return newly updated FAQ
697       content:
698         application/json:
699           examples:
700             sample 201 response:
701               value:
702                 id: 1
703                 issue: problem regarding quiz marks
704                 solution: marks will be updated in two days
705                 upvotes: 10
706                 created_on: 10/02/22
707                 updated_on: 15/02/22
708   '400':
709     description: Bad Request
710     content:
711       application/json:
712         examples:
713           sample 400 response:
714             value: Bad Request
715   '500':
716     description: Internal Error
717     content:
718       application/json:
719         examples:
720           sample 500 response:
721             value: Internal Error
722   default:
723     description: Default error sample response
```

Project API 1.0.0.0 OAS3
API Description for Support Management System

Servers
https://127.0.0.1:5000

User_API API for add USER , delete USER and get USER and update USER.

- POST /api/client To add a new user
- GET /api/client To get the details of all users
- GET /api/client/{client_id} To access a specific user
- DELETE /api/client/{client_id} Deletes a User
- PUT /api/client/{client_id} Update an existing User

Query_API API for add QUERY , delete QUERY and get QUERY and update QUERY.

- POST /api/query To add any query
- GET /api/query To access all queries
- GET /api/query/{query_id} To access a specific Query

Code Review and Issue Tracking

The screenshot shows the GitHub interface for the repository 'ariso-sac / Software_Engg_Project'. The 'branches' tab is selected, displaying a search bar and tabs for 'Overview', 'Yours', 'Active', 'Stale', 'All branches', and a 'New branch' button. A notification states that the 'working_bhailog' branch is not protected. Below this, the 'Your branches' section lists three branches: 'backup' (updated 5 days ago by sghhim, 10 commits), 'version_1' (updated last month by sin-pyqt, 21 commits), and 'main' (updated 2 weeks ago by sghhim, 22 commits). Each branch has a 'New pull request' button and edit/delete icons. The 'Active branches' section shows the same three branches with identical details.

Branch	Updated	By	Commits	Actions
working_bhailog	Updated yesterday	Aditya Raj	Default	Protect this branch
backup	Updated 5 days ago	sghhim	10 0	New pull request, Edit, Delete
version_1	Updated last month	sin-pyqt	21 0	New pull request, Edit, Delete
main	Updated 2 weeks ago	sghhim	22 1	New pull request, Edit, Delete

Report_Software_Engineering - G x Appearance x Commits - ariso-sac/Software_Engg x github.com dark mode - Google x Managing your theme settings - x +

github.com/ariso-sac/Software_Engg_Project/commits/working_bhailog

<> Code Issues Pull requests Actions Projects Wiki Security Insights Settings

working_bhailog

Commits on Apr 19, 2023

change_all_query	Aditya0071506 committed yesterday	Verified	153633d	<>
change_in_faq	Aditya0071506 committed yesterday	Verified	4272665	<>
show_faq.html	Aditya0071506 committed yesterday	Verified	fa0a675	<>
all_query.html	Aditya0071506 committed yesterday	Verified	428d7b0	<>
change_in_query_submission	Aditya0071506 committed yesterday	Verified	7a674dc	<>
instructor_dashboard	Aditya0071506 committed yesterday	Verified	72e1fb4	<>
update	Aditya0071506 committed yesterday	Verified	701c67b	<>
login_form	ariso-sac committed yesterday		a143aad	<>
Merge branch 'working_bhailog' of https://github.com/ariso-sac/Softwa...	ariso-sac committed yesterday		d9b0c06	<>
working_signup_form	ariso-sac committed yesterday		e3f73cf	<>

32°C Haze

Q Search

ENG IN 21:52 20-04-2023

Report_Software_Engineering - G x Appearance x Commits - ariso-sac/Software_Engg x github.com dark mode - Google x Managing your theme settings - x +

github.com/ariso-sac/Software_Engg_Project/commits/working_bhailog

ariso-sac committed 5 days ago

Commits on Apr 10, 2023

pathces_to_user_test	ariso-sac committed 2 weeks ago	0a14218	<>
Update test	sghhim committed 2 weeks ago	3f190c3	<>

Commits on Apr 9, 2023

Update test	sghhim committed 2 weeks ago	125a3c7	<>
Update test	sghhim committed 2 weeks ago	d3bfaba	<>

Commits on Mar 8, 2023

added faq and users	sin-pyqt committed on Mar 8	15fe369	<>
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Commits on Feb 28, 2023

first_push	ariso-sac committed on Feb 28	cfac44c	<>
Initial commit	ariso-sac committed on Feb 28	9a786eb	<>

Newer Older

