Project out of 200 weighted points\*

Presentation out of 50 weighted points

Entity Relationship Diagram sent to and approved by instructors: 25 weighted points

Total: /275

Total User Story Points 65

Andy's User stories for service call routing:

(5 points) 1. As a Customer, I want to open or close a service request on my contracted equipment, so I can receive repairs.

(5 points) 2. As a Customer, I want to view the status of my service requests for all of my contracted copiers, so I can reroute my copy and print jobs accordingly.

(10 points) 3. As a Customer, I want a way to communicate with my service company, so that I may leave special instructions or request as well as escalate my service to the manager if I am not happy. (using Chat Engine API)

(5 points) 4. As a Service Manager, I want to see and filter all service requests, so I can decide what to do with them.

(5 points) 5. As a Service Manager, I want to be able to assign service calls to technicians, so that each technician can schedule service calls.

(5 points) 6. As a Service Manager, I want to view and edit technician training levels, so that I can match the appropriate technician to the correct service request.

(10 points) 7. As a Service Manager, I want to view customers with open service request as a pin on a map, so I can route the closest technician to a service call if I have more than one available. (using Google maps and google Geocoding API)

(7.5 points) 8. As a Service Technician, I want to see a detailed call board of all calls assigned to me, so I can schedule my route. Displayed with multiple pins on a map. (using Google maps and google Geocoding API)

(2.5 points) 9. As a Service Technician, I want to provide the service request with a status such as ETA, enroute, arrived and completed, so that the Customer and Service Manager can be informed of the condition of the copier.

(10 points) As a developer, I want to have an aesthetically pleasing and intuitive user interface/user experience (UI/UX) with all features of the application stylized. (CSS, Bootstrap, Material UI, etc.)