



# **Red Agents IT Help Desk Sprint #3 Review**

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Field

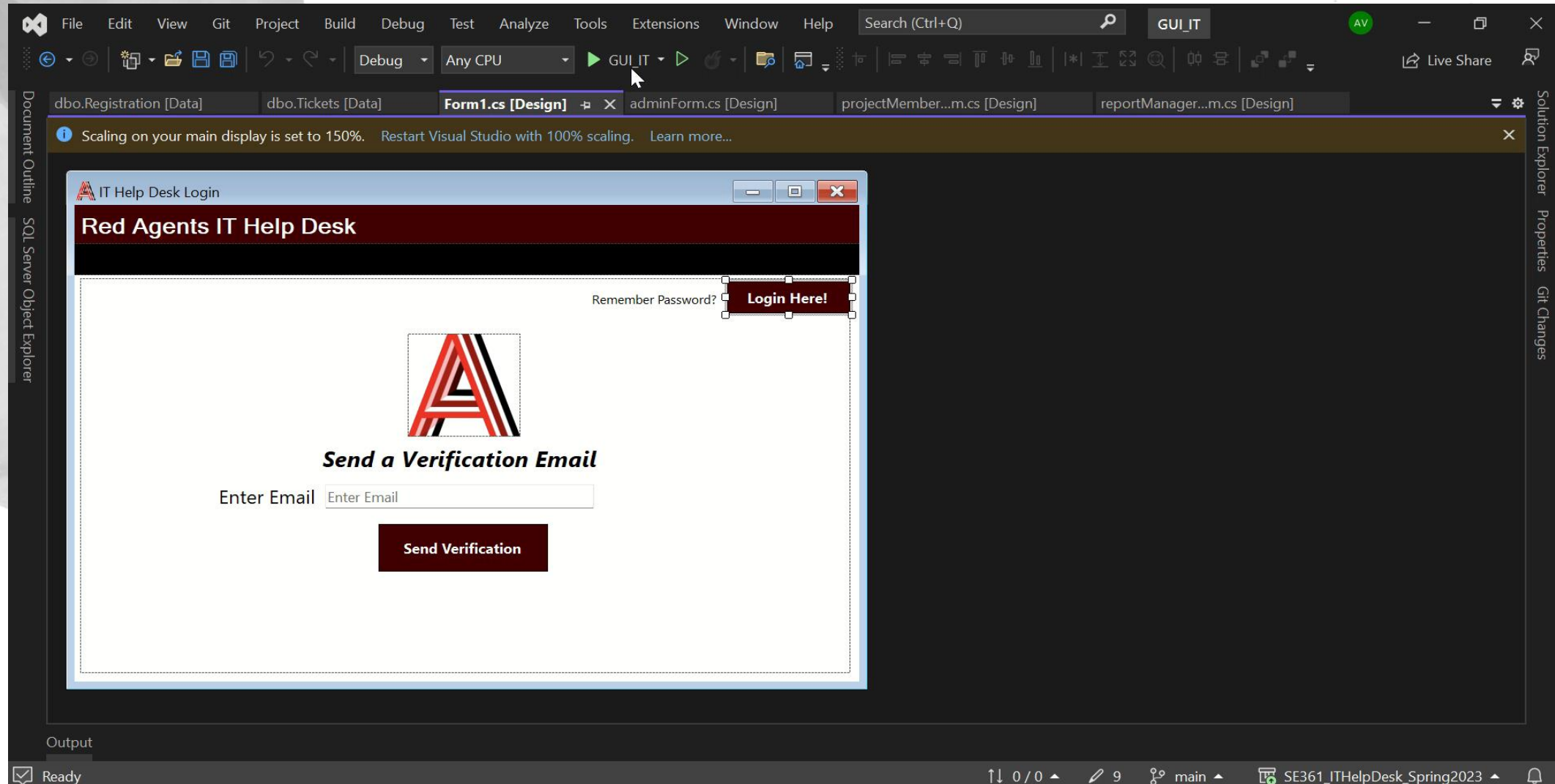
# Goals for Sprint

- How to send emails to users - **3**
- Make progress on outlining design of forms - **2**
- Make tickets table, start working on ticketing system for both frontend and backend - **4**
- Create a method for validating users - **3**
- Create "Online Help" and "Problem List" PDFs + figure out how to implement them into forms - **4**
- Take "rigidity" out of code - **4**

# Updates

- Send users information via email + created email templates
- Validate users that are not admins
- Progress made in laying out format of each form
- Created Tickets and Solved Tickets tables
- Can now display database tables on the GUI
- Interconnected Tickets form with the Tickets table
- Created general outline for approving and denying users
- Progress in creating "Online Help" and "Problem List"

# GUI Video Demo



# Future Ideas and Goals

- How to apply the approve/deny outline to the Admin form
- How to send the remaining email "types"
- How to properly maintain a user session
- How to allow user to change their randomly generated password + make a functional "Forgot Password" panel
- How to validate a registering admin
- How to put a PDF into a form
- How to display a user's personal tickets in a table
- Have every form be properly resized

# Sprint Challenges

## Frontend Challenges:

- Not all users will have Adobe Reader, need to find a way to display PDF w/o using Adobe (if possible?)
- Making sure we have an understanding of all necessary components from requirements
- Resizing is extremely time consuming (and annoying)

## Backend Challenges:

- How to get the database to show up on the GUI
- How to get the ID value of the raised tickets to increase automatically
- Kwesi's laptop literally does not work

***Any Questions?***

