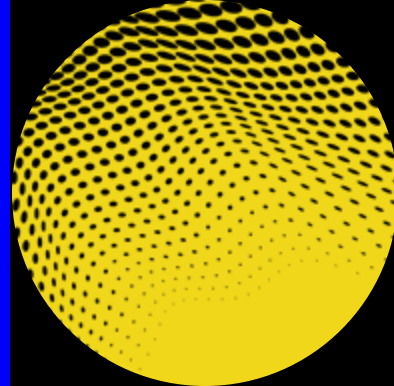
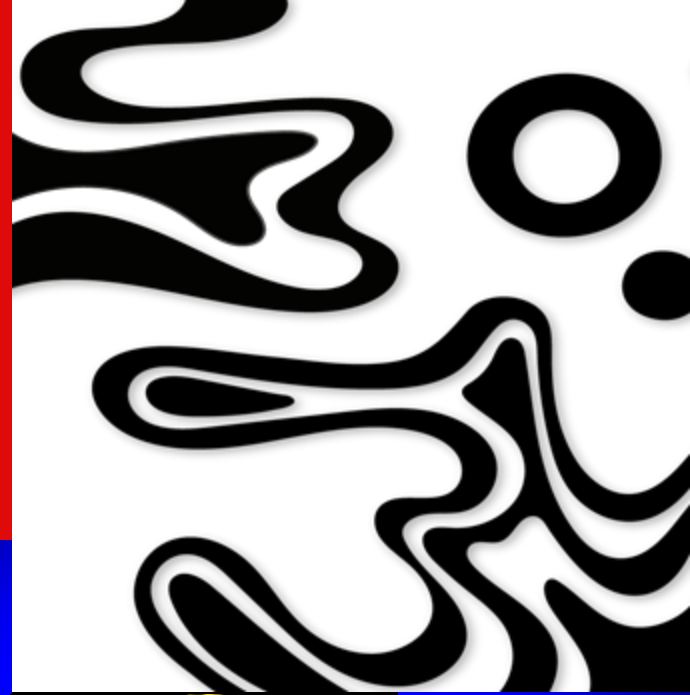


Red Agents IT Help Desk Sprint #4 Review

Anna Vadella, Kwesi Kyei-
fordjour, Elijah Heslop,
Daniel Field, Garret Blake





Goals for Sprint

- Finish layout of all forms and panels
- Approve/deny user registration via Admin Form
- Send the remaining email "types"
- Maintaining a user session
- Create "Online Help" and "Frequently Asked Questions" PDFs
- Put PDFs into "Online Help" + "FAQs" forms
- Display a user's personal tickets in a table
- Work on resizing

Updates

- Finished frontend layout of all forms and panels
- Most buttons on frontend now have a "baseline" functionality
- Figured out User validation
- Allow users to change their password
- Implementation of sharing tickets between IT members
- Implementation of assigning tickets to users
- Implementation of solving tickets by IT members
- Implementation of generate report functionality
- Can display tickets that are assigned to a user and tickets that have been raised by a user
- Fixed user session errors and errors with emails
- Major progress on resizing

Tickets

How do I raise a ticket?

- log in
- go to the ticket dashboard
- select the Raise Tickets tab
- select your problem type and level of urgency.
- Enter a description into the text box to provide more detail
- click the raise ticket button.

How do I reopen a ticket?

- log in
- go to the ticket dashboard
- select the Re-open Tickets tab
- select the reason for re-opening the ticket
- Enter the ID of the ticket you want to re-open, and then enter additional information into the text box
- click the re-open button.

How do I view my active tickets?

- log in
- go to the ticket dashboard
- select the My Tickets tab
- From here you will be able to view any active tickets tied to your account.

General

Can this be used on a mobile device

- No, this is a [web based](#) application that can be used on a PC or laptop

Who can all access this [application](#)

- With the right approval, anyone can
- After you create your account, an admin will approve your role within the application.

Email

What do I need my email for?

- You will need to use your email for account registration and any instance of [account/password recovery](#)

Password

What if I forgot my password?

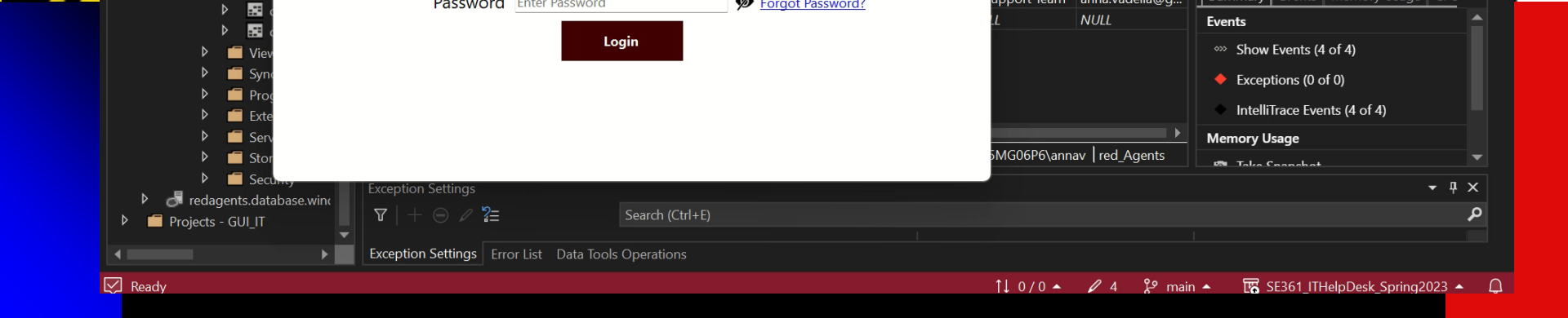
- On the login screen click the forgot password link
- enter your email
- click the send verification button
- You will receive an email with instructions on how to reset your password

FAQ PDFs

These are our general PDF layouts, still need to add questions to several of the categories (Email and Password), and just figured out a potential method for implementing PDFs onto a Windows Form.

GUI Video Demo

The screenshot displays the GUI_IT application interface. The top menu bar includes File, Edit, View, Git, Project, Build, Debug, SQL, Test, and Analyze. The main toolbar contains icons for Pause, Record Pointer, Select Area, Audio, and a close button. The central workspace shows a web browser window titled 'Red Agents IT Help Desk' with a registration form. The form includes a logo, the text 'Login To Your Account', and input fields for Username and Password. A 'Register Here!' button is visible. The background shows a SQL Server Enterprise Edition interface with a table of user data. The right sidebar contains diagnostic tools, including a timeline for a 1:30 session and a process memory graph.



Happiness Metric Questions 1 and 4

Question #1

How do you feel about your role in your team?

5 responses

I feel good about it. I do feel like sometimes I am worked around and excluded from the convo.

I feel really good about my role in the team, I know that I carry my weight and help further our progress overall.

5 - Very Good

I feel like I'm playing a very big role in the group. Contributing to most of the functionality

I feel good about my role

Question #4

What one thing would make you happier in the next sprint?

5 responses

More collaboration.

Finishing our project!

Nothing, I am happy with the way things are going now

More help with the backend

Finally finishing my goal of the sizing

Happiness Metric Questions 2 and 3

Question #2

How do you feel about the team as a whole?

5 responses

Great dynamics.

I am overall happy with our team.

5 - Very Good

I feel like we work together well, but the communication could be better. I feel like you are the only one replying in the group chat. I also don't really know what the other members are doing with the project.

I feel like our team has a great dynamic and we can easily accomplish work.

Question #3

Why do you feel that way?

5 responses

I think we all work well together when we do!

There have been times where I've worried about our progress and who's accomplishing what, but as a group we always manage to complete our goals despite whatever problems may occur.

I think everyone has well defined roles and tasks set for each person which helps us remain productive and always know what we need to be working on for both ourselves and for our group.

We're getting a lot done. A lot of functionality has been achieved, but no one really replies. There haven't been many pushes by the other

We have our hiccups as a team but we can always work them out and we can all find time outside of class to meet to work on things.



Sprint Challenges

- Maintaining User Sessions across forms, specifically userProfile form
- Errors sometimes with pushing and pulling via GitHub
- Having an idea but struggling to figure out how to implement it
- Still cannot figure out how to correctly implement PDFs into a windows form
- Kwesi's laptop just doesn't work sometimes



Final Goals for Last Sprint

- Finish all resizing and figure out how to make sure it is committed correctly
- Figure out how to get PDFs properly implemented + finish writing all questions for PDFs
- Figure out how to implement all functionalities surrounding reopening tickets
- Make sure all email "types" are properly written and sent out when needed



**Any
Questions?**