



ACNAPI Ticketing Platform

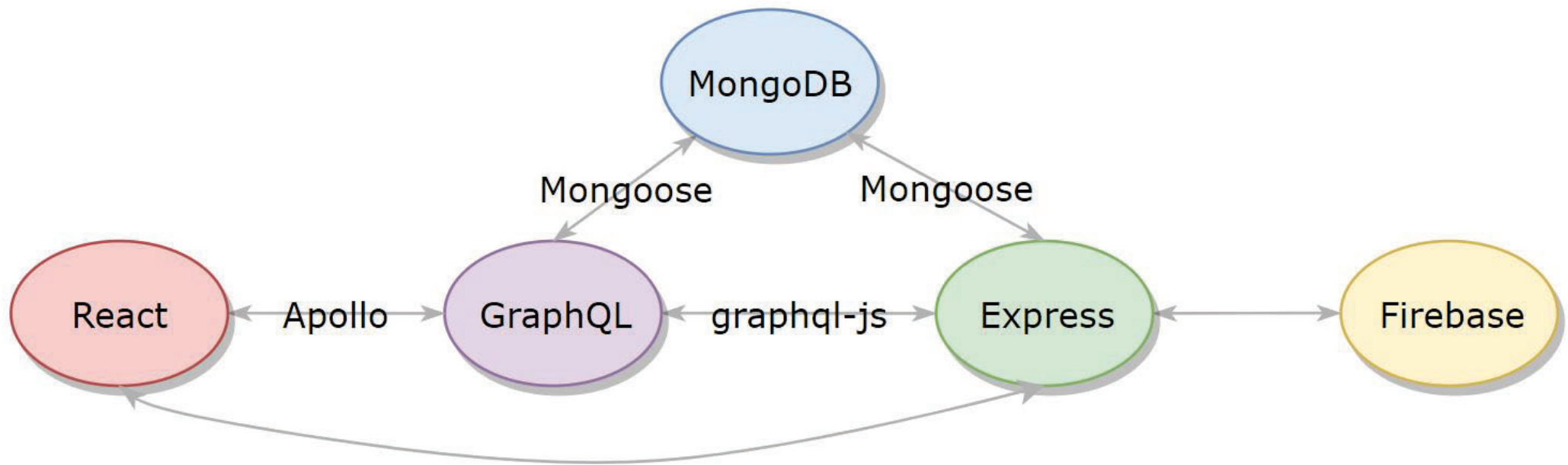
ISTD Cohort 3 Team 10

Lim Ping An Benjamin
Han Jing Bertha
Lee Hang Wee

Assumption

- Not implemented by us and to be integrated with:
 - Accenture's SSO Login (User Authentication)
 - Session Management
- Focus on the ticket/request handling flow between ACNAPI's admins and clients

Stack (and relations)



Create Ticket/Request

- (Ticket) requester can be customized
 - Admin - customised for either internal or external
 - Client - fixed
- Added fields
 - (Ticket) Priority
 - Assigned (Admin)
- Upload image functionality
- Notification
 - Email - any request/ticket created
 - SMS - request/ticket with HIGH priority created - \$\$\$
 - Confirmation on interface

Ticket/Request Detail

- Intuitive UI/UX
- Clear distinction between roles access control
- Communication bet. client and admin - forum based
 - Images
 - Upload functionality for every reply
 - View in corresponding thread
 - View all in central interface

Ticket/Request List

- All tickets organized according to respective fields
 - Sort tickets
- Ticket **status** - open, resolved, closed
- Ticket closing flow
 - Case 1: **Admin** initiates resolving of request (Open → Resolved)
 - Case 1.1 → Client confirms request resolved (Resolved → Closed)
 - Case 1.22 → Client denies request resolved (Resolved → Open)
 - Case 1.3 → Client does not do anything (Resolved → Closed)
 - Case 2: **Client** initiates resolving of request (Open → Closed)
 - Email and SMS notification to admin when closed
- Priority auto-updates with time (> 4 days → Medium; > 7 days → High)
 - SMS Notification
- Ticket can be deleted only if closed

Bonus Exciting Features

- Multi requests updates - multi-checkbox selection
 - Improves efficiency
- Custom filter requests
 - Maximise user customization in filtering
- Real-Time Chat
 - Chat history is stored in DB for each request
 - Each chat is specific to each request

Testing

- UI Testing
 - Jest for React - structural testing, snapshot testing
- Unit Testing
 - GraphQL Schema Type properties
 - CRUD input match set types
- Integration Testing
 - CRUD operations successful - e.g. queries and mutations
- Robust Testing
 - CRUD operations to match valid inputs
 - Protect against invalid data queried, added and updated in DB

Future Integrations

- Another status when client has not replied in $> x$ days
- Notes for respective request/ticket - when admin assigned changes
- Text editor for text inputs
- Data visualisation - statistical analysis of productivity
 - (ACNAPI's Chart as a Service)
- Communication between admin for a request (admin privileges)
- History of activities of each user (both client & admin)
- Integrations with ACNAPI platform
 - ACNAPI Contact Us form - potential clients
 - Conversion from MongoDB to Database API
 - User, session management API
 - Role management API
 - Manager and above v.s. Consultant / Analyst
 - ACN SSO Login
- Queuing in real-time chat

Any Questions?

