Milestone 2

Contents :

- Storyboard Presentation

- Wireframe Presentation

STORYBOARD

Presentation

What's a storyboard?

- A storyboard is a visual representation used to organize a sequence of images and illustrations to tell a story or present a process.

- With this storyboard I have tried to map out the user journey, from initial engagement through various steps of interaction, to the final outcome or goal.

- Hoping that this technique will help my team to visualize the user experience, identify potential issues, and refine the design before actual development begins.

Encounter with a Problem ☹

- Meet Alex, a student at IITM.

- Alex is in a study room, attempting to find a solution to his problem.

- Encounters an issue - an error occurs.

- He is stuck with no solution in sight

- To find a solution he uses our app
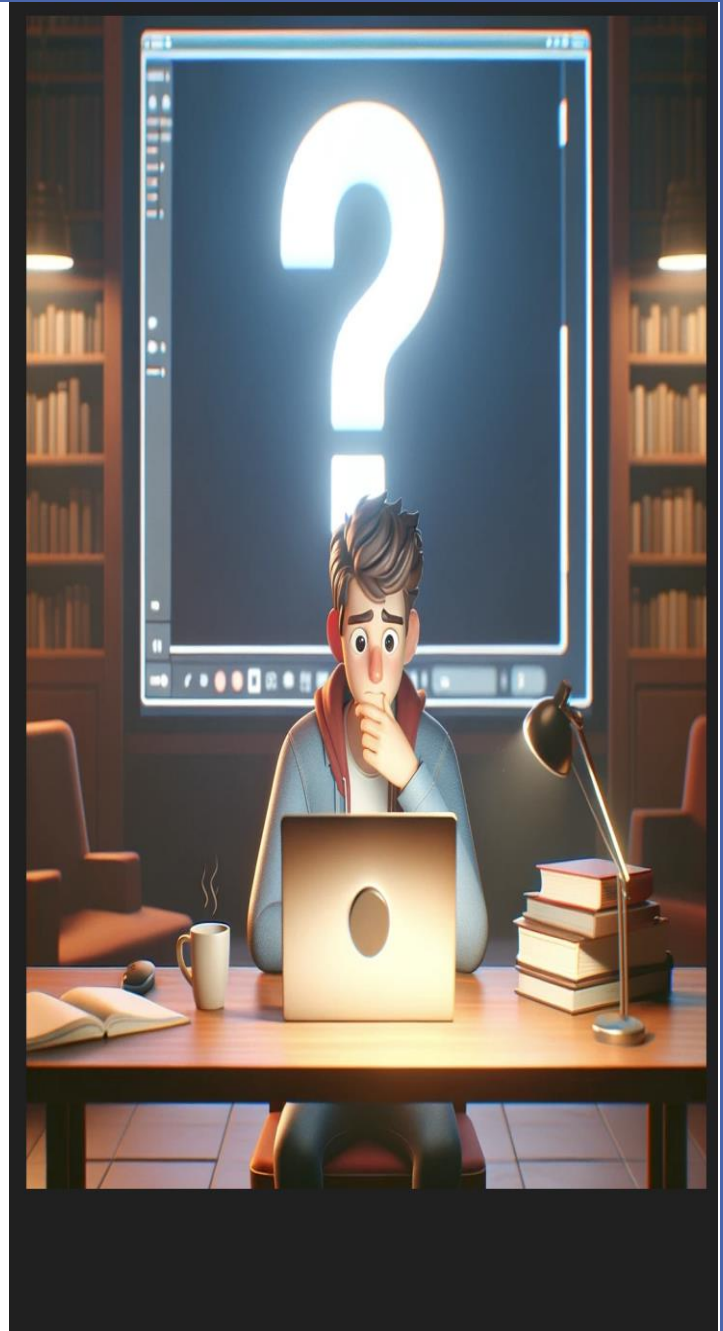
Avoiding Duplicate Efforts 📋

- Our app suggests similar existing tickets to Alex.

- Encourages +1 on existing tickets to prioritize them.

- Thus reduces duplicate tickets, streamlining the support process.
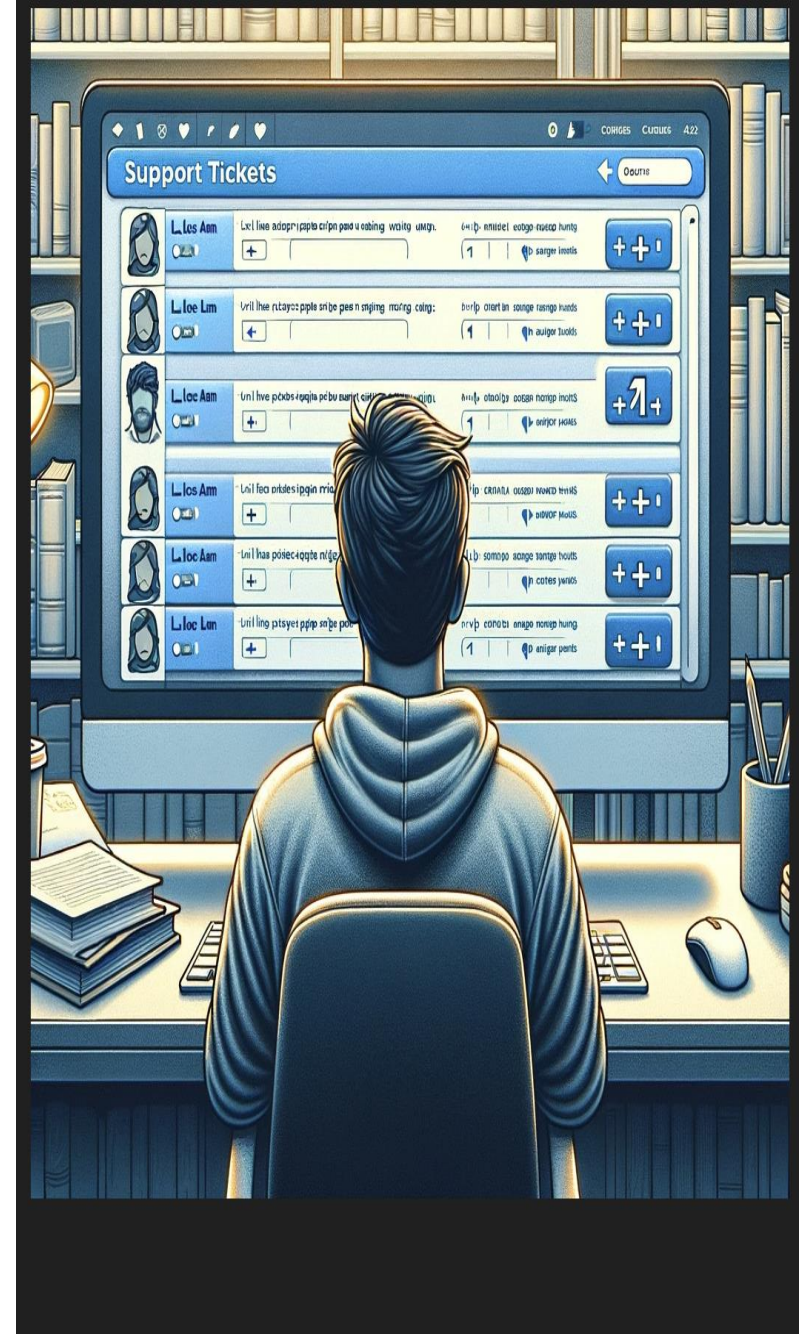
Fortunately or Unfortunately…..

- Alex could not find any similar tickets therefore created a new one.

- He could also generate a discourse thread.

- Thus a detailed discussion on this issue was facilitated
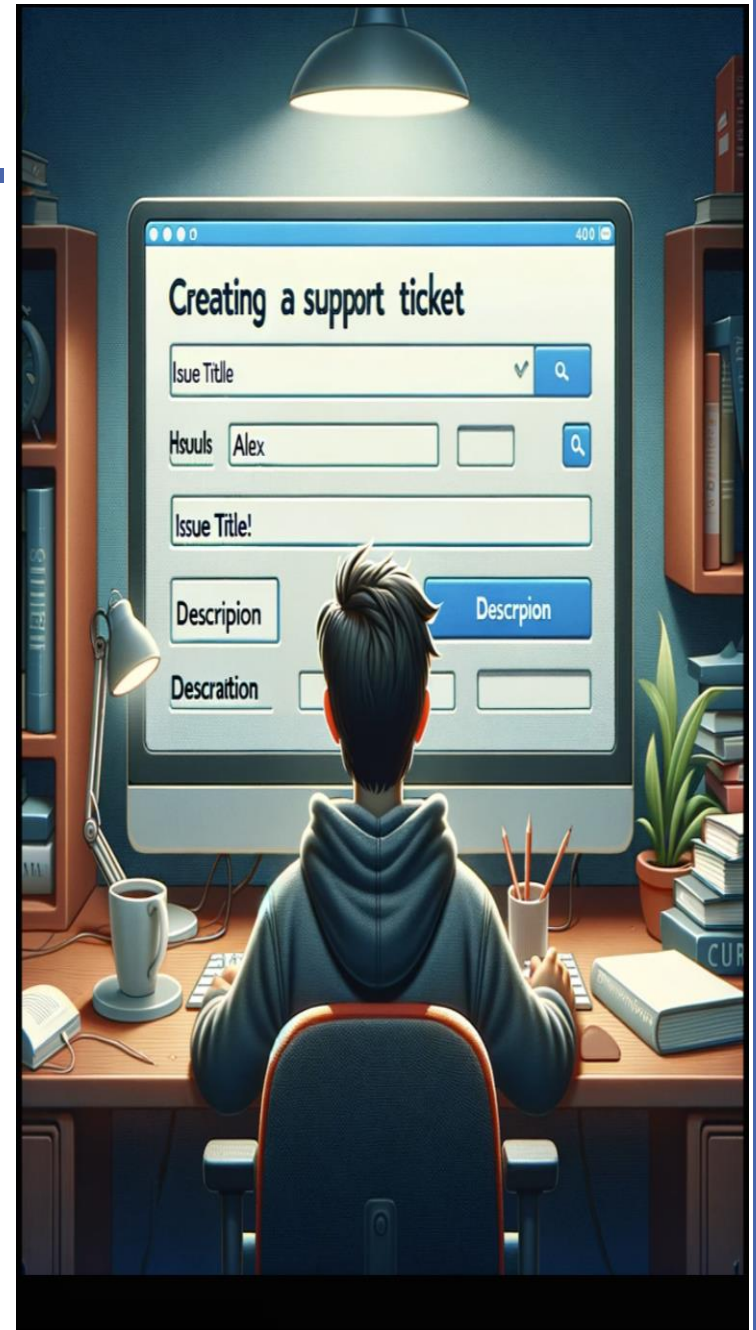
Engaging the community 👥

- All Alex's friends received the notification for a new thread created by Alex.

- Encouraged active participation in the resolution process.

- Made the issue and it's discussion accessible to others
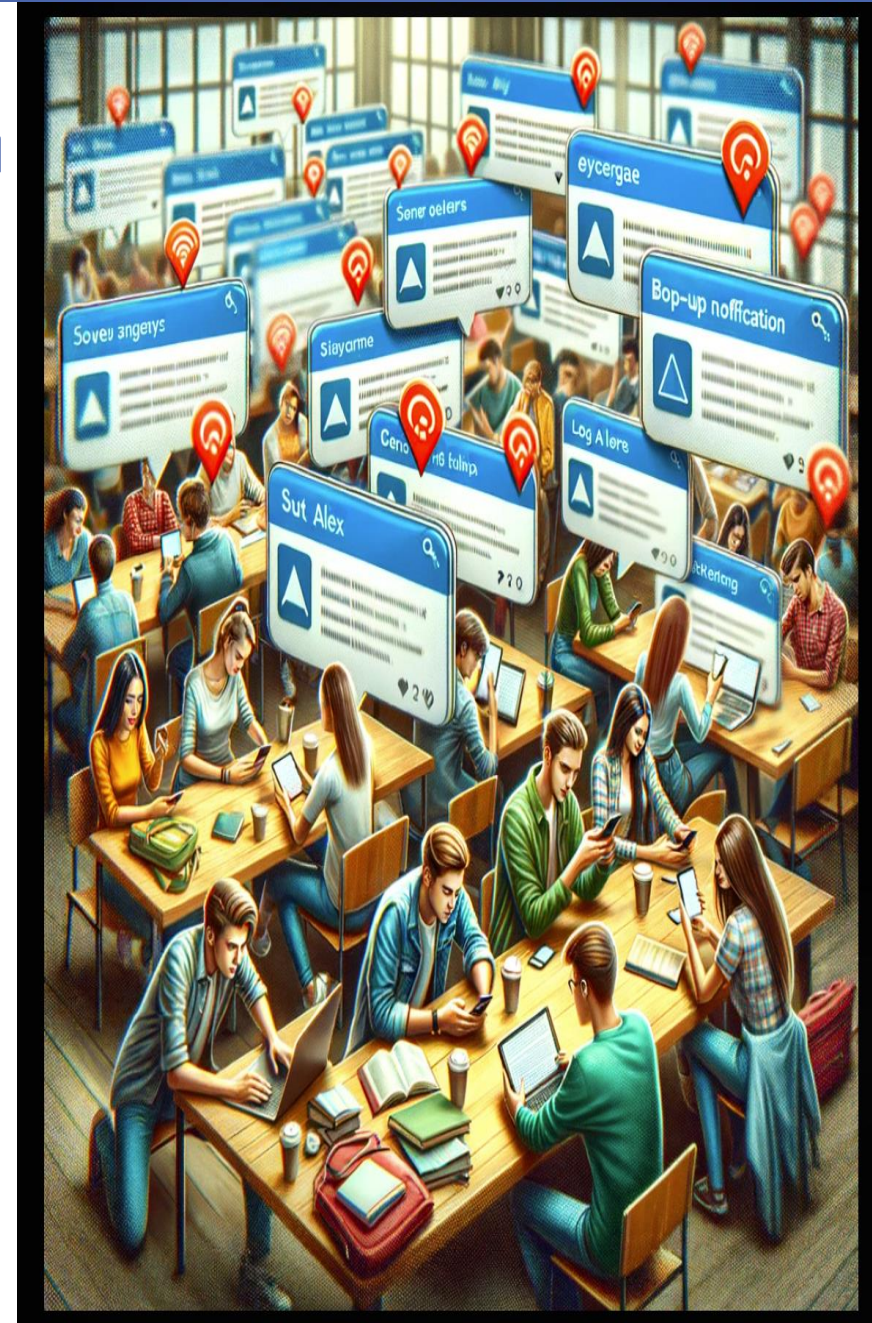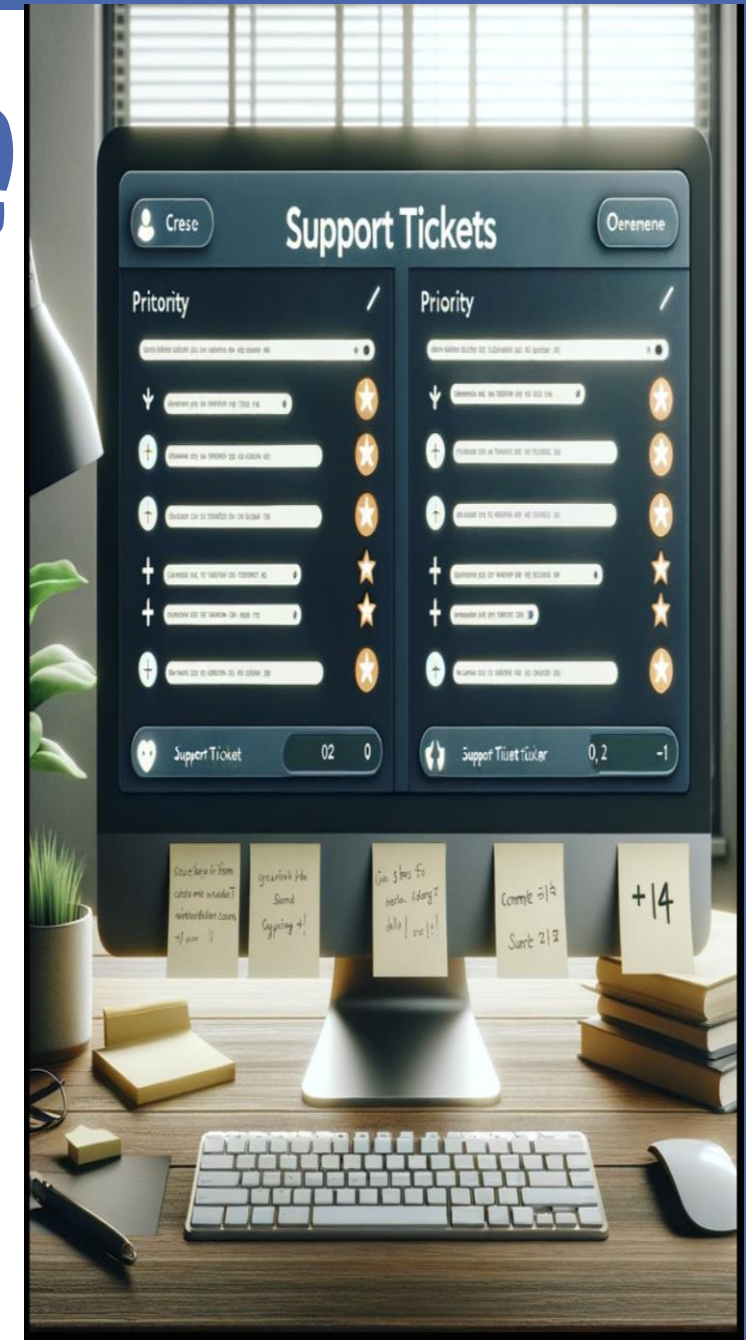
Alerting the authorities 🪪

- +1s of the students has set things into action.

- The issue has been set for immediate action.

- Demonstrating efficient use of webhooks for escalation

Prioritizing student concerns 👣

- Tickets are prioritized by student's +1s.

- Acting on this support staff takes notice

  for prompt action.

- Streamlines support efforts towards

  pressing issues

Sharing solutions 🏃🏃

- After addressing the ticket, support staff makes the ticket publicly accessible.

- Encourages a culture of shared understanding.
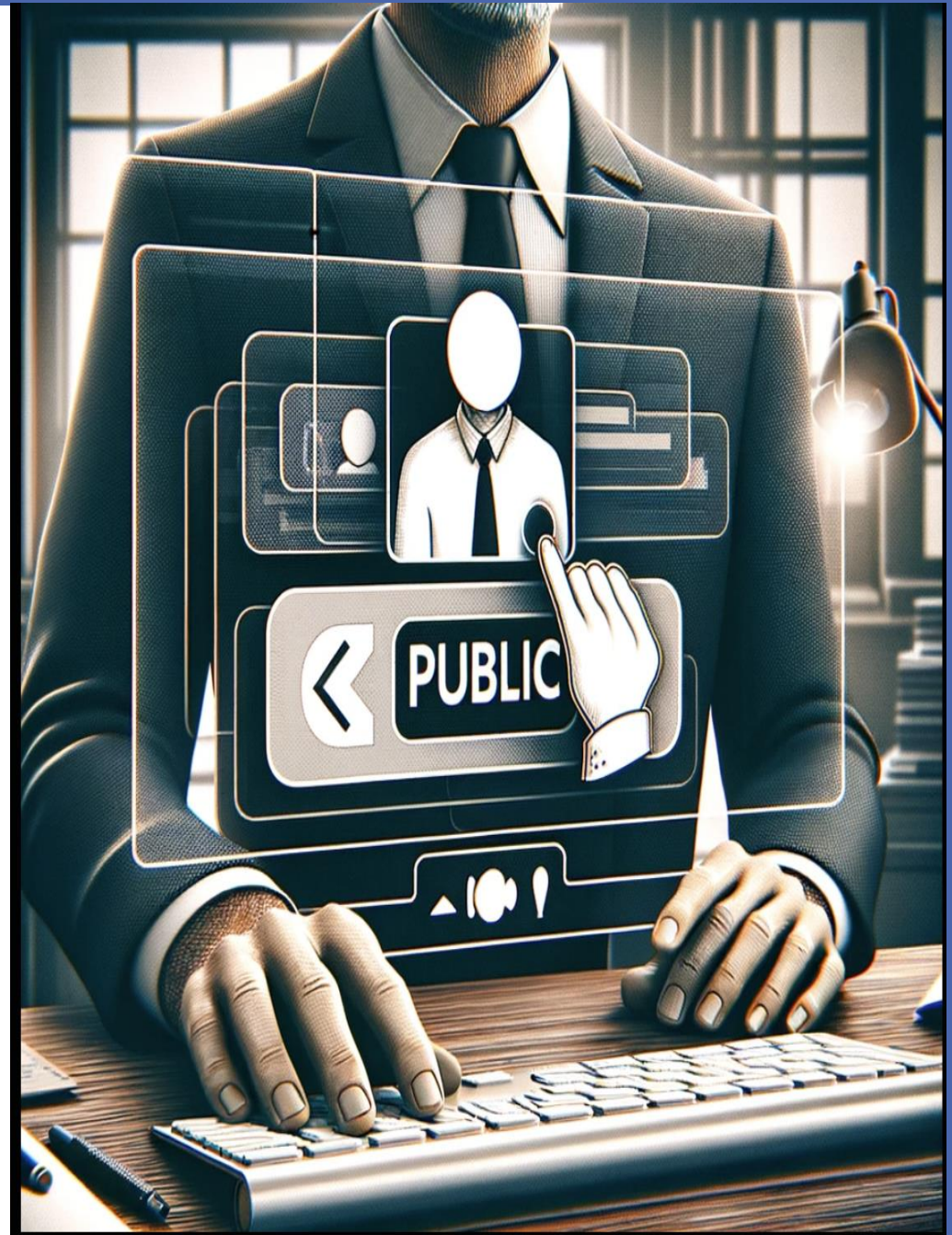
Problem solved

- **Notification Received**: Alex is informed of the ticket resolution.

- **Satisfaction**: Addresses the initial concern, closing the loop.

- **Feedback Opportunity**: Prompt for Alex to provide feedback on the support received.
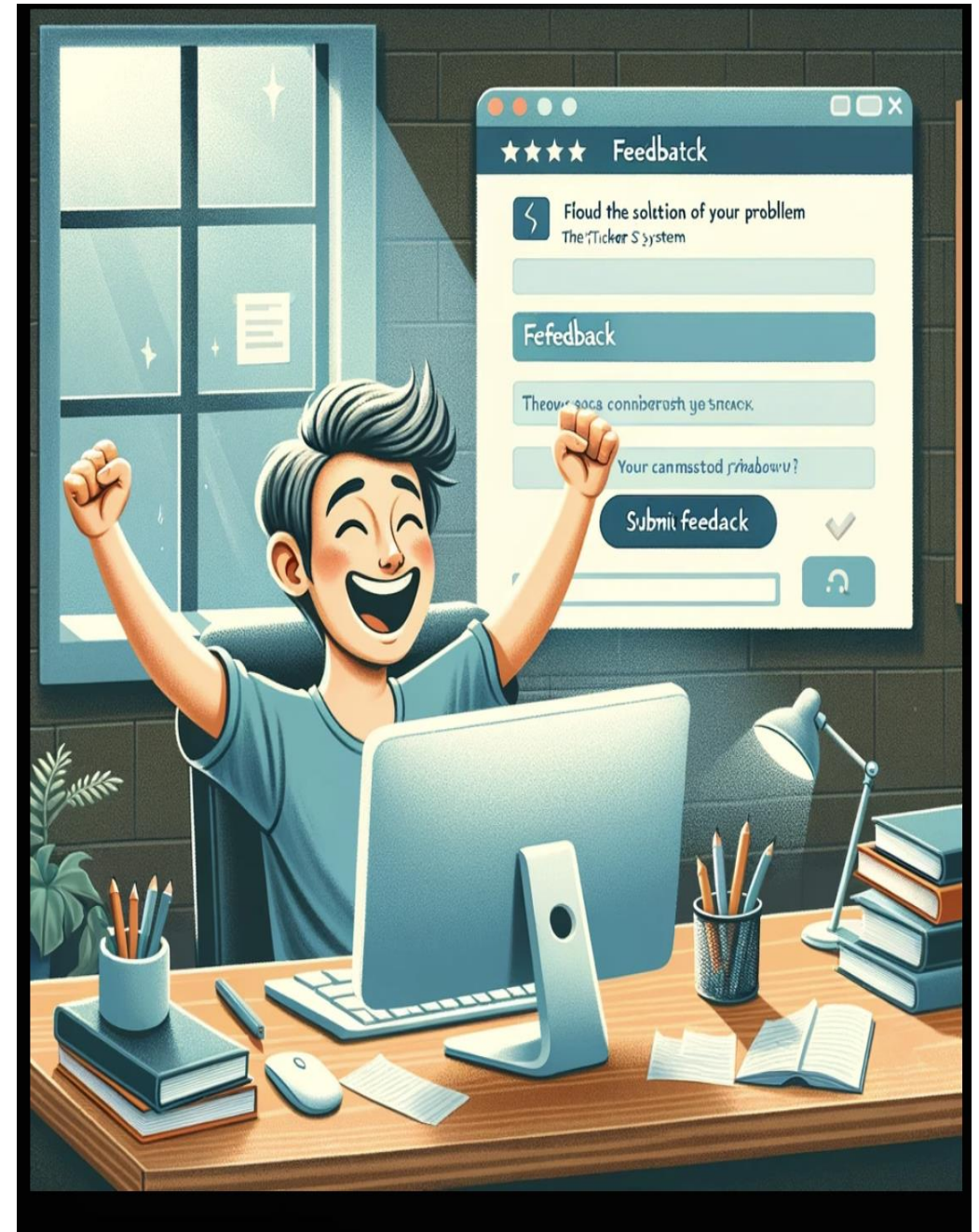
Continuous improvement

- **Insight Gathering**: Review of student feedback for actionable insights.

- **Process Optimization**: Identifies areas for training and process enhancement.

- **Commitment to Excellence**: Underscores the ongoing effort to improve student support.
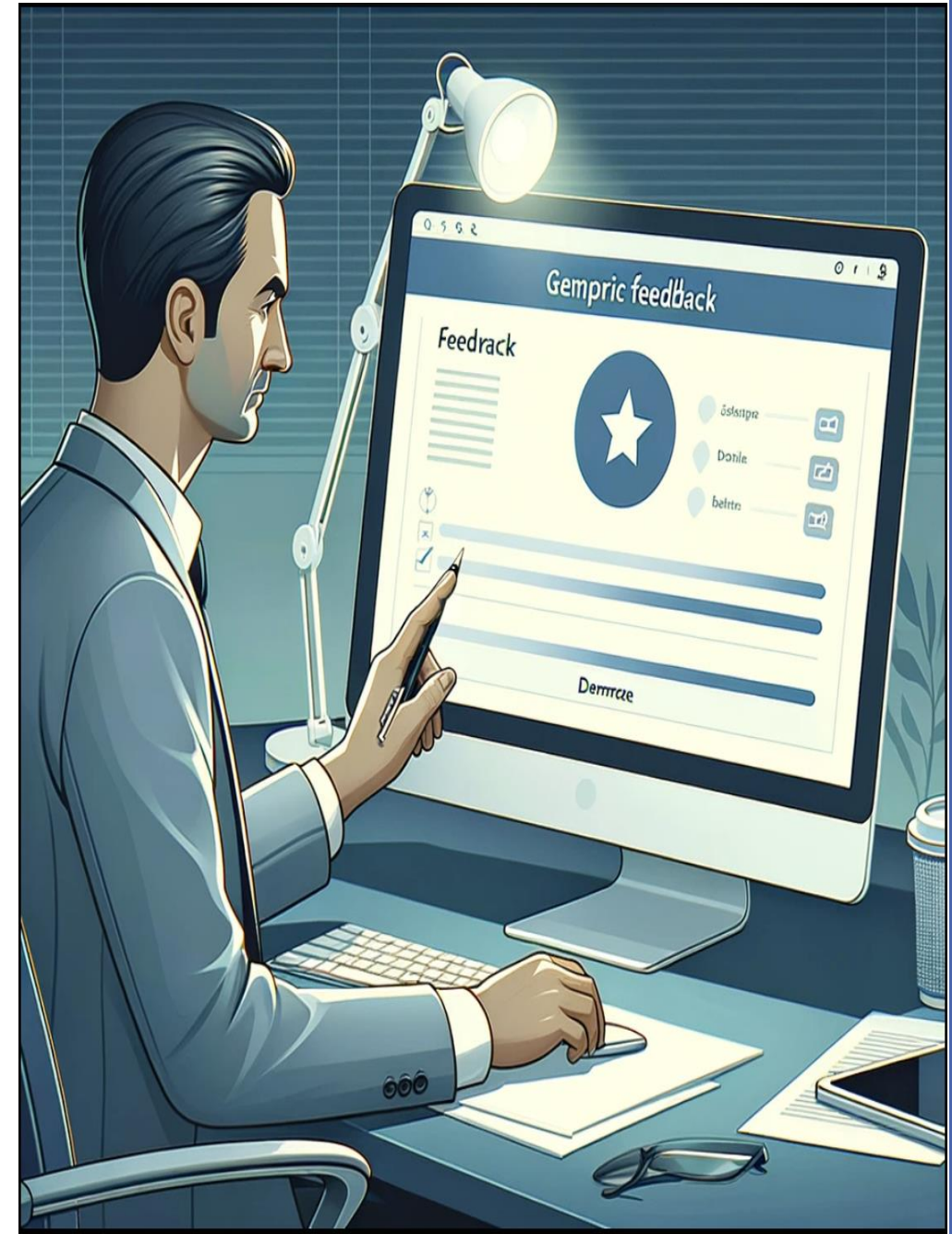
WIREFRAME

Presentation

What's a wireframe?

- A wireframe is a simplified visual guide that represents the skeletal framework of a website, application, or software interface.

- Wireframes are critical in the user interface (UI) design process because they help stakeholders and team members understand how users will interact with the product, where elements will be located, and how the overall navigation will be structured.

Student's Perspective

Student Dashboard

Welcome User | Search for a ticket | Search | Create ticket   Discourse Forum | Logout

```
Clickable Links
```

Software Engineering

- FAQ 1
- FAQ 2
- FAQ 3
- FAQ 4
- FAQ 5

More...

Subject 2

- FAQ 1
- FAQ 2
- FAQ 3
- FAQ 4
- FAQ 5

More...

Subject 3

- FAQ 1
- FAQ 2
- FAQ 3
- FAQ 4
- FAQ 5

More...

Subject 4

- FAQ 1
- FAQ 2
- FAQ 3
- FAQ 4
- FAQ 5

More...

Subject 5

- FAQ 1
- FAQ 2
- FAQ 3
- FAQ 4
- FAQ 5

More...

Subject 6

- FAQ 1
- FAQ 2
- FAQ 3
- FAQ 4
- FAQ 5

More...

Also the student on his/her arrival will be greeted by the app and can navigate through the app using the buttons added on the navigation bar

When the user logins the system, this dashboard is shown with all the subjects the user has enrolled itself for. The user can click each subject to get all queries related to subject. Top 5 FAQs for each subjects are also shown which the user can click to directly see the same.

Logo | Search for a ticket by keyword or category | Search | Create Ticket View Tickets FAQs   Discourse Forum

Subject

Filters: | Resolved | In Progress | Open | All |

Notifications

Ticket Number	Issue Description	Category	Status	Date Created	Discourse Thread
1	Issue description 1	Category 1	Resolved	2021-01-01	+1 / Discourse Thread
2	Issue description 2	Category 2	In Progress	2021-01-02	+1 / Discourse Thread
3	Issue description 3	Category 3	Open	2021-01-03	+1 / Discourse Thread

Notification 1
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Notification 2
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Create Ticket

When clicked on any subject in the dashboard.....

And student can see discourse thread corresponding to each ticket and can +1 tickets of different students when clicked on view tickets student can see tickets created by him/her and for every new updates regarding his/her ticket a notification will be sent

Search for a ticket by keyword or category

Search

Create Ticket View Tickets FAQs   Discourse Forum

FAQ

Notifications

Ticket Number	Issue Description	Category	Status	Date Created	Discourse Thread
1	Issue description 1	Category 1	Resolved	2021-01-01	+1 Discourse Thread
2	Issue description 2	Category 2	In Progress	2021-01-02	+1 Discourse Thread
3	Issue description 3	Category 3	Open	2021-01-03	+1 Discourse Thread

Create Ticket

Notification 1

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Notification 2

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

When Clicked on FAQ or More... this section will open up

Create Ticket Page

Title

Enter title of the ticket

Description

Enter the description of your problem here

Add Tag / Category

Tag 1   Add Tag

Submit   Cancel   On Discourse

The Student can create a new ticket by filling out the data. The user can add a secondary tag(if needed).

The student can post the tickets directly to Discourse
too other than putting it on the app

Question

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ullamcorper dignissim cras tincidunt lobortis. Tellus molestie nunc non blandit

18

Mark as Resolved

Go to Discourse

Write a review

Clickable buttons

Response

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ullamcorper dignissim cras tincidunt lobortis. Tellus molestie nunc non blandit. Quam lacus suspendisse faucibus interdum posuere lorem. Maecenas pharetra convallis posuere morbi leo urna. Pellentesque adipiscing commodo elit at imperdiet dui accumsan.

The query view contains the question and the response(if given by support staff). It shows the likes given by other students on the left side of the question. The student can also click on the **Mark as Resolved** button to close the query.

Reading the response student can write a review for the corresponding response directly to the staff.

Review Page

Title

Enter title of the ticket

Description

Enter the description of your problem here

Submit

Cancel

On Discourse

Support staff's perspective

Ticket Queue

Priority:

All

Status:

All

Title	Submission Date	Priority	Status
Ticket 1	2021-01-01	High	Open
Ticket 2	2021-01-02	Medium	In Progress
Ticket 3	2021-01-03	Low	Resolved

High-Priority Alerts

Urgent ticket 1 requires immediate attention.

Urgent ticket 2 requires immediate attention.

Ticket Details

Ticket 1

Student Name: John Doe

Email: john.doe@example.com

Phone Number: 123-456-7890

Description: Lorem ipsum dolor sit amet, consectetur adipiscing elit.
AttachmentsAttachment 1Attachment 2

Mark as Resolved   Solve

● Create a discourse Thread
☐ Make thread public

Support staff will get high priority alert on Gchat and he/she can also solve it or make the query public for the Gchat alert support staff can directly address to the concern party on google chat too

Home   My Courses   My Profile   Search courses   Search

Select course   Search course

My Reviews

Course 1
Date: January 1, 2022

Review text...

Course 2
Date: January 2, 2022

Review text...

Course 3
Date: January 3, 2022

Review text...

Support staff can read reviews that a student has written for the course corresponding to him

Admin's perspective

Search for a ticket by keyword or category

Search

Create Ticket View Tickets FAQs Discourse Forum

Subject

Filters: | Resolved | In Progress | Open | All |

Ticket Number	Issue Description	Category	Status	Date Created	Mark FAQ
1	Issue description 1	Category 1	Resolved	2021-01-01	FAQ
2	Issue description 2	Category 2	Resolved	2021-01-02	FAQ
3	Issue description 3	Category 3	Resolved	2021-01-03	FAQ

Admin Can mark Solved tickets as FAQ thus the tickets will reflect in FAQ section

Subject Tickets

Search tickets	Search

High	Medium	Low

Ticket ID	Category	Description	Priority	Status	+1s	Actions		
1	Category 1	Description 1	High	Open	5	Edit	Delete	GChat
2	Category 2	Description 2	Medium	In Progress	3	Edit	Delete	GChat
3	Category 3	Description 3	Low	Closed	1	Edit	Delete	GChat

Previous   1   2   3   Next

Based on number of +1s of a ticket priority will get updated and admin will have option to send a Gchat to corresponding course instructor

THANK YOU