



# Adobe Internship - 2022 CJM project Functional Document

ScoPortal

# Document Control

## Version Control

Version	Date	Author	Description
1	29/07/2019	Niharika B S, Ananya Khera	Final draft for internal circulation

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## Document overview

### Purpose and Scope

ScoPortal is a web-based Scoping Requirement Automation tool, implemented as part of Adobe Internship-2022 CJM project.

This document will provide functional details of different modules developed in ScoPortal

### Assumptions

This document will be uploaded to the GDC SharePoint site and then maintained by the GDC team.

# SIGNUP

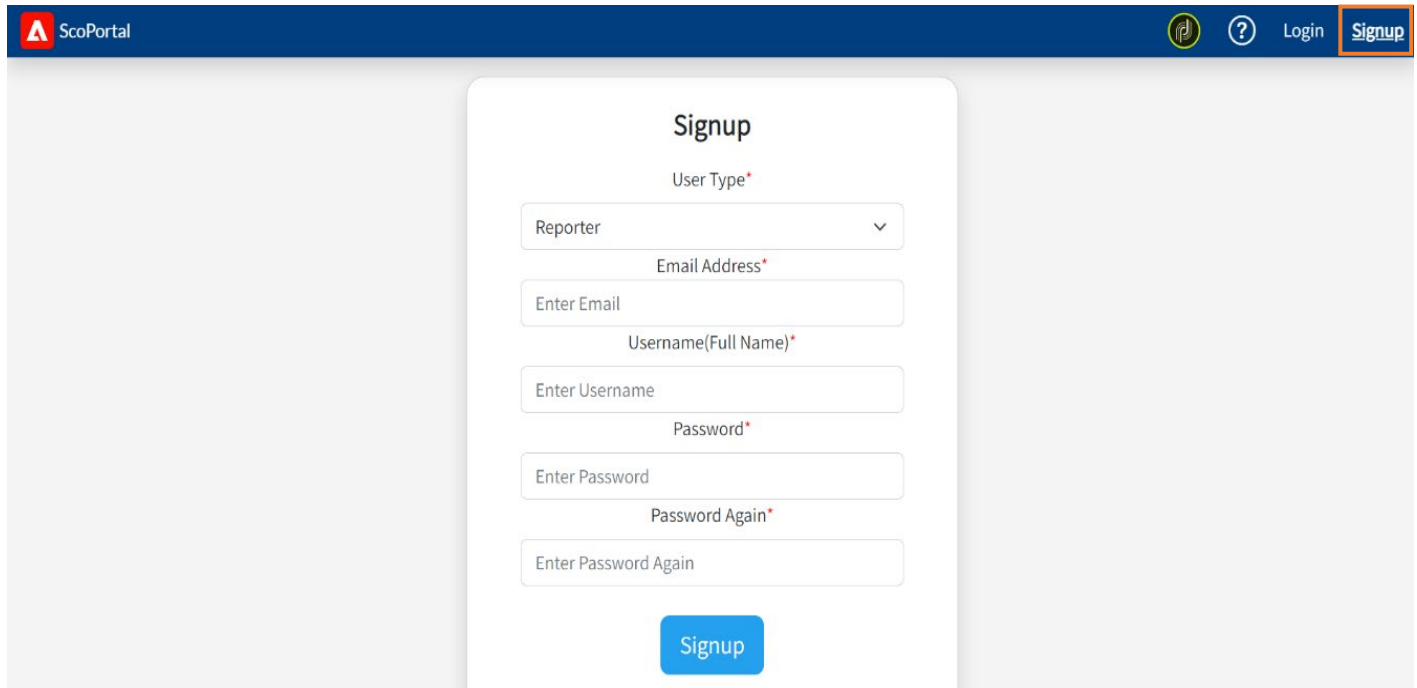
## User Type

- Reporter
- Admin
- Assignee

Email-Address – Provide Adobe email

Username – Provide Full name as Username

Password – Set a Password



The screenshot shows the ScoPortal web application's Signup page. The header is dark blue with the ScoPortal logo on the left and navigation links (a profile icon, a question mark, 'Login', and a highlighted 'Signup' button) on the right. The main content area is light gray and contains a white Signup form. The form has a title 'Signup' and a 'User Type\*' dropdown menu with 'Reporter' selected. Below this are five input fields: 'Email Address\*' (placeholder 'Enter Email'), 'Username(Full Name)\*' (placeholder 'Enter Username'), 'Password\*' (placeholder 'Enter Password'), and 'Password Again\*' (placeholder 'Enter Password Again'). A blue 'Signup' button is at the bottom of the form.

ScoPortal

Signup

User Type\*

Reporter

Email Address\*

Enter Email

Username(Full Name)\*

Enter Username

Password\*

Enter Password

Password Again\*

Enter Password Again

Signup

## LOGIN

The image shows two screenshots of the ScoPortal web application. The top screenshot is the login page, featuring a header with the ScoPortal logo and navigation links for Login and Signup. The main content area has a login form with fields for Email and Password, a Login button, and a Forgot Password? link. The bottom screenshot is the password reset page, titled 'Reset Password', with fields for Username, Password, and Password Again, and a Reset button. A large blue arrow points from the Forgot Password? link in the top screenshot to the Reset Password page in the bottom screenshot.

**Top Screenshot (Login Page):**

- Header: ScoPortal logo, profile icon, help icon, **Login** (highlighted), Signup.
- Form Fields: Email, Password.
- Buttons: Login, [Forgot Password?](#) (highlighted).

**Bottom Screenshot (Reset Password Page):**

- Header: ScoPortal logo, profile icon, help icon, Login, Signup.
- Form Title: Reset Password.
- Form Fields: Username\*, Enter Username, Password\*, Enter New Password, Password Again\*, Enter New Password Again.
- Buttons: Reset.

- After completing signup, reporter/admin/assignee can login into the application by giving Adobe email and password.










## Forget Password

- User can reset password using Username

## NAVIGATION BAR

### Admin



-  → Shows graphical representation of ticket data for different dimensions
-  → Shows overview of All tickets created by a reporter(s).
-  → Shows overview of email alerts sent out to Admin/Reporters/Assignees
-  → Section for Admin to setup different master setups like Questions, Effort fields
-  → To logout from the application.
-  → Help Section
-  → User Profile
-  → Logo of Adobe product
-  → Logo of the Company
- ScoPortal → Name of the Web application

### Reporter

- All Tickets sections shows overview of tickets created by logged-in Reporter



### Assignee

- The navigation bar for Assignee is similar to Reporter except that in All tickets it displays all the tickets that have been assigned to the Assignee logged in.

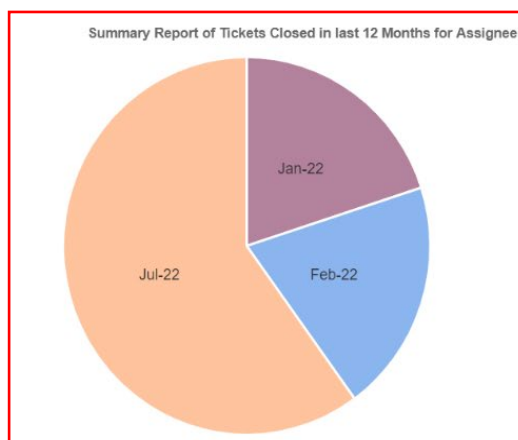


## Admin

Status Report

Parameter

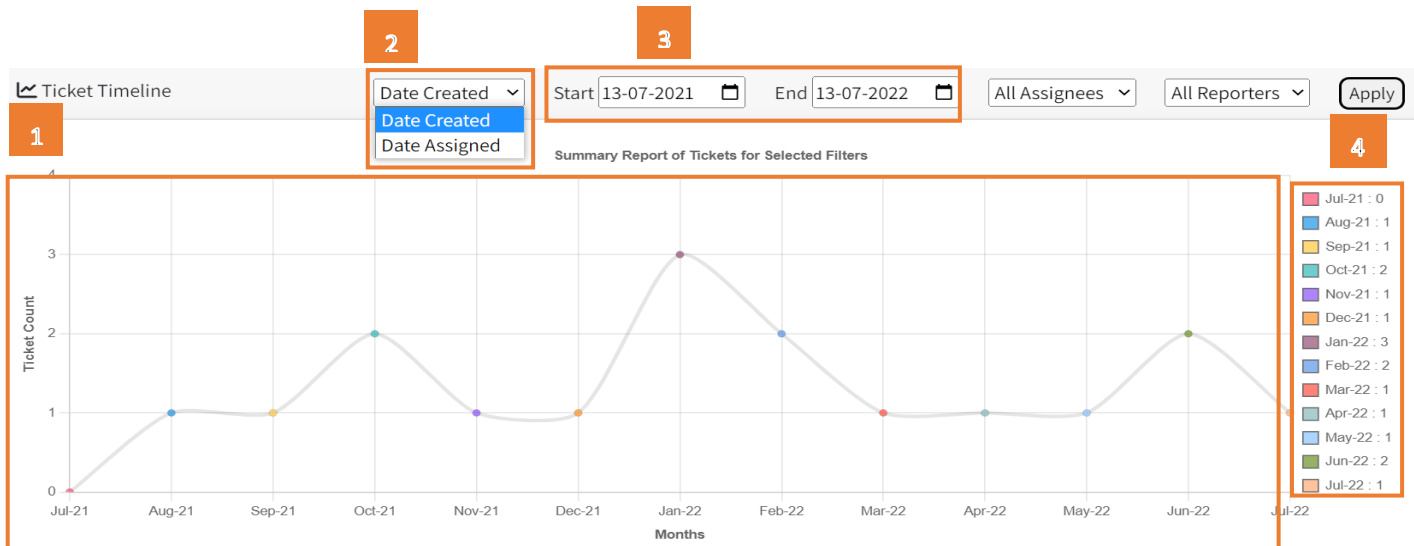
Assignee Report



3



	Parameter	Description
1.	Assignee Report	Graph shows count of tickets closed by the assignee, in last 1 year.
2.	Filter	Allows to select an Assignee and to show data related to the selected Assignee
3.	Legends on right side	Shows quick overview of ticket closed by assignee in a particular month

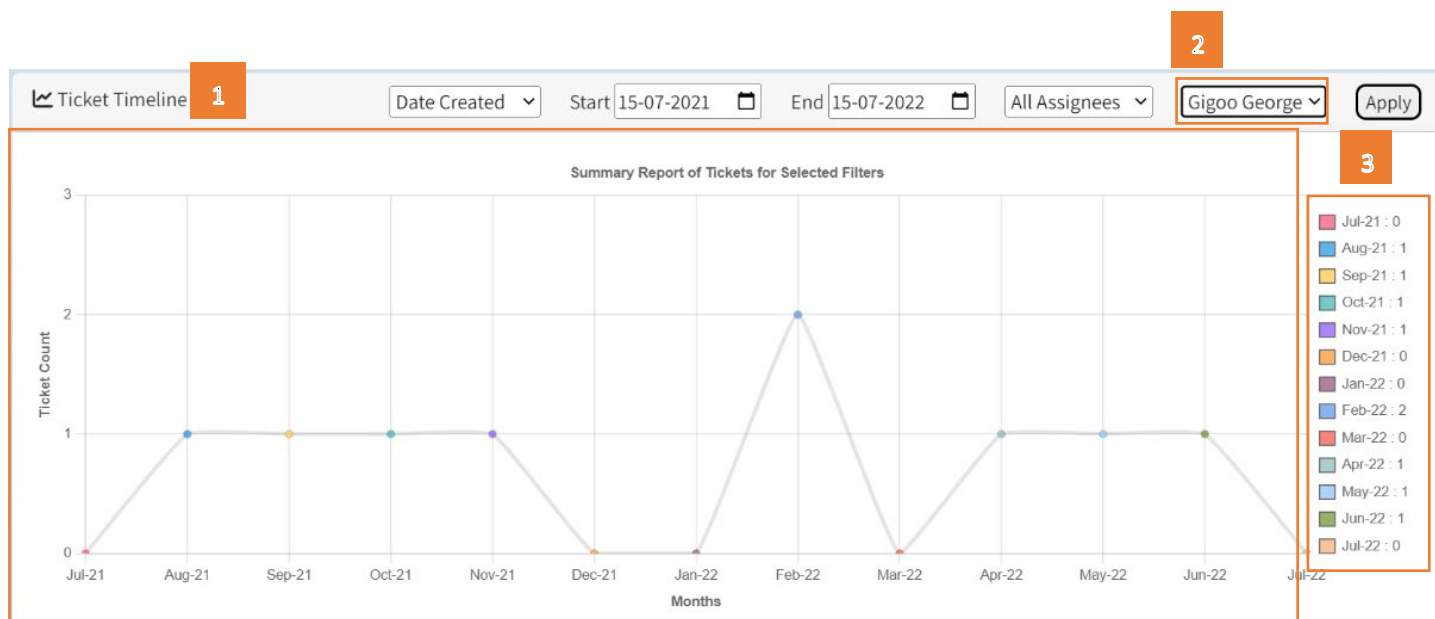


	Parameter	Description
1.	Ticket Timeline	Graph shows count of tickets for selected filters
2.	Date field filter	To filter based on Date Created or Date Assigned.
3.	Other filters	Allows to show data for the specific duration and duration cannot be more than a year. Other filters allow to select specific Assignee and/or Reporter and to show data related to the selected Assignee and /or Reporter
4.	Legends on right side	Shows a quick overview number of tickets per month

## Reporter



	Parameter	Description
1.	Status Report	Graph shows count of tickets for different statuses created by reporter itself, in last 1 year.
2.	Legends on right side	Shows a quick overview of ticket count per status by the reporter.

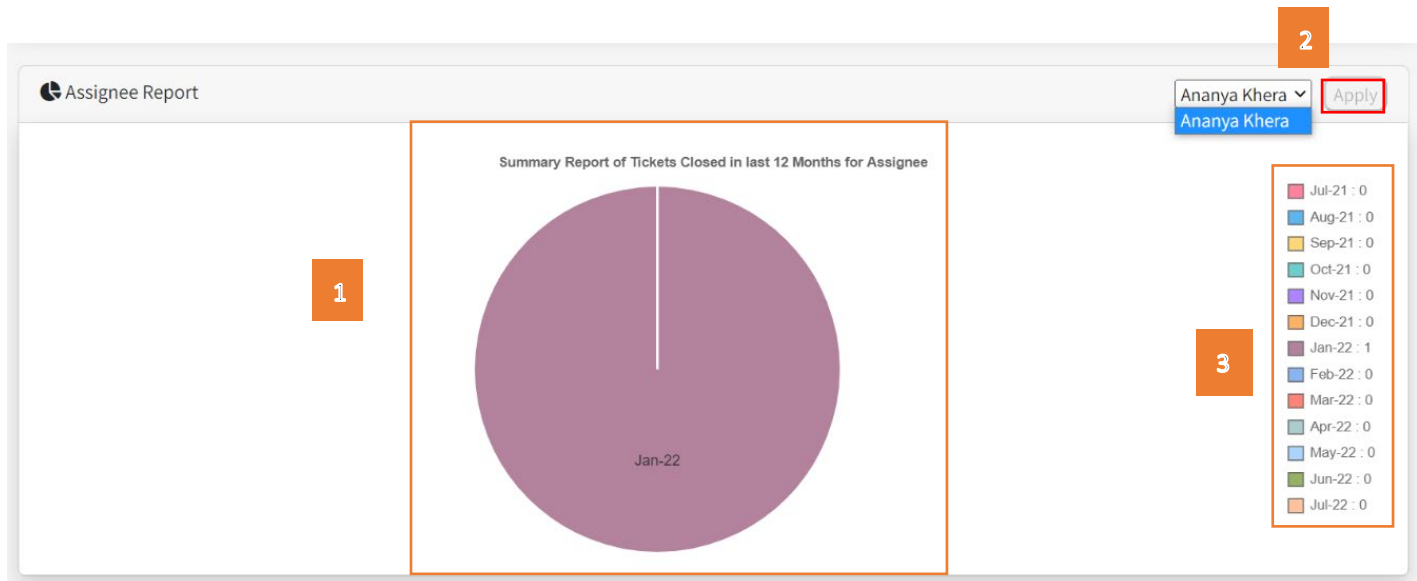


	Parameter	Description
1.	Ticket Timeline	Graph shows count of all tickets created by currently logged-in reporter for selected filters
2.	Filter	Reporter can only see their own Tickets by default.
3.	Legends on right side	Shows a quick overview number of tickets per month

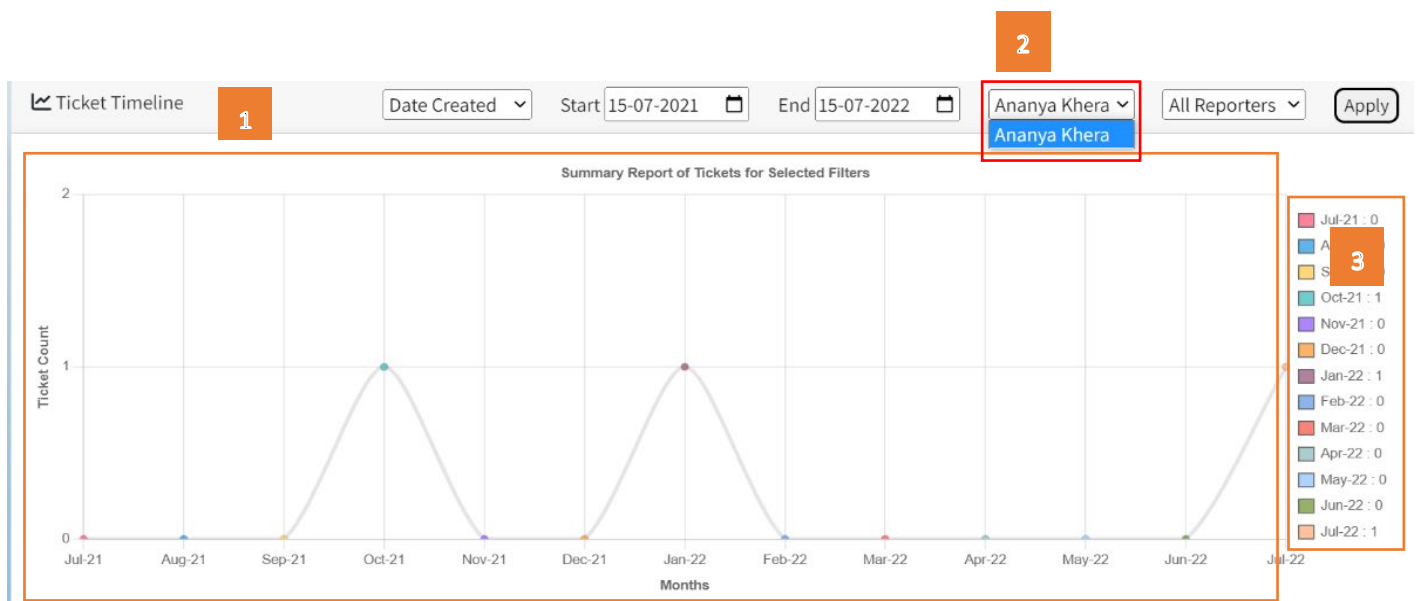
## Assignee



	Parameter	Description
1.	Status Report	Graph shows count of tickets for different statuses Tickets assigned to him/her, in last 1 year.
2.	Legends on right side	Shows a quick overview of ticket count per status by the Assignee.



	Parameter	Description
1.	Assignee Report	Graph shows count of tickets closed by the assignee, in last 1 year.
2.	Filter	Apply button is disabled since Assignee should only be able to view his own Tickets.
3.	Legends on right side	Shows a quick overview of ticket closed by the assignee during a particular month



	Parameter	Description
1.	Ticket Timeline	Graph shows count of all tickets created by currently logged-in assigned for selected filters
2.	Filter	Assignee can only see their own Tickets by default.
3.	Legends on right side	Shows a quick overview number of tickets per month

## ALL TICKETS

## Admin

The screenshot shows the 'All Tickets' page in the ScoPortal application. The page has a dark blue header with navigation links: Home, All Tickets (selected), Alert Audit, and Master Setup. On the right of the header are icons for profile, help, and a Logout button. Below the header, the 'All Tickets' section is highlighted with an orange box labeled '1'. To the right of this section is an orange box labeled '2' containing an 'Export' button. Below these is a search bar and a table of tickets. The table has 7 columns: Ticket ID, Customer Name, Reporter Name, Current Status, Assignee, Created On, and Last Modified On. The table contains 7 rows of ticket data.

Ticket ID	Customer Name	Reporter Name	Current Status	Assignee	Created On	Last Modified On
<a href="#">CAMPSCO1</a>	Alpha Corporation 1	Gigoo George	Assigned	Ananya Khera	2021-07-12 09:04:31	2022-07-14 20:38:31
<a href="#">CAMPSCO10</a>	Reflex Ltd.	Shiby Lazar	Closed	Hariharan B	2022-01-12 09:31:27	2022-07-12 09:40:09
<a href="#">CAMPSCO11</a>	Straight Ltd.	Shiby Lazar	In-Review	Hariharan B	2022-01-12 09:32:24	2022-07-12 16:13:32
<a href="#">CAMPSCO12</a>	Right Ltd.	Shiby Lazar	In-Review	Ananya Khera	2022-01-12 09:33:30	2022-07-14 20:44:30
<a href="#">CAMPSCO13</a>	Rotation Ltd.	Shiby Lazar	Closed	Hariharan B	2022-03-12 09:34:40	2022-07-12 14:12:30
<a href="#">CAMPSCO14</a>	Omega Corporation	Gigoo George	Assigned	Niharika	2022-04-12 09:53:47	2022-07-12 12:31:48

All ticket section shows different parameters of a ticket. Below are the parameters:

	Parameter	Description
1	Ticket ID	Shows the ticket ID of the current ticket.
	Customer Name	Name of the customer mentioned during creating a ticket
	Reporter Name	Name of the reporter who created a ticket
	Current Status	Status of ticket at a particular time during a process
	Assignee	Name of the Assignee assigned to the ticket
	Created On	Date on which ticket is created
	Last Modified On	The last time a ticket was modified.
2.	Export	To export details of all tickets in an excel

1				2																	
	Ticket Number	Customer Name	Reporter Name	Current Status	Assignee Name	Approx Start Date	Created On	Assigned On	Closed On	Last Modified On	Name of the Adobe Product (ACC/ACS/JO/AJO)										
1	CAMPSC010	High Corporation	Niharika B S	Opened	Not Assigned	2022-08-27	2022-08-12 09:58:1	None	None	2022-07-12 10:14	dfvd										
2	CAMPSC023	Alpha Corporation	Niharika B S	Assigned	Hariharan B	2022-07-14	2022-07-22 15:25:5	2022-07-22 18:4	None	2022-07-26 19:14	ACS										
3	CAMPSC07	Omega Corporation	Niharika B S	Opened	Not Assigned	2022-09-16	2021-09-12 09:24:5	None	None	2022-07-12 09:24	ACC										
4	CAMPSC011	Straight Ltd.	Shiby Lazar	Closed	Somdeep	2022-10-21	2022-01-12 09:32:2	2022-07-12 14:1	2022-07-22 15:54	2022-07-22 15:56	ACC										
5	CAMPSC05	Delta Corporation	Niharika B S	In-Review	Somdeep	2022-07-27	2021-08-12 09:22:1	2021-08-13 09:4	None	2022-07-22 15:58	ACC										
6	CAMPSC010	Reflex Ltd.	Shiby Lazar	Opened	Somdeep	2022-08-24	2022-01-12 09:31:2	2022-01-18 09:3	None	2022-07-12 09:40	JO										
7	CAMPSC019	Iota Corporation	Niharika B S	Opened	Not Assigned	2022-07-23	2021-11-12 10:41:4	None	None	2022-07-12 10:41	fdgdg										
8	CAMPSC014	Omega Corporation	Niharika B S	Assigned	Gigoo George	2022-09-24	2022-04-12 09:53:4	2022-07-12 12:3	None	2022-07-12 12:31	w										
9	CAMPSC020	Zeta Corporation	Niharika B S	Opened	Not Assigned	2022-07-02	2022-02-12 10:44:0	None	None	2022-07-12 10:44	dsdxdv										
10	CAMPSC013	Rotation Ltd.	Shiby Lazar	Closed	Somdeep	2022-10-13	2022-03-12 09:34:4	2022-07-12 14:1	2022-07-12 14:1	2022-07-12 14:12	AJO										
11	CAMPSC02	Beta Corporation	Niharika B S	In-Review	Not Assigned	2022-07-23	2021-07-12 09:14:4	None	None	2022-07-12 09:38	ACC										
12	CAMPSC015	Pie Corporation	Niharika B S	Clarification Pe	Not Assigned	2022-10-13	2022-05-12 09:55:0	None	None	2022-07-12 10:51	dsc										
13	CAMPSC017	Vertex Ltd.	Shiby Lazar	On-Hold	Not Assigned	2022-07-15	2022-06-12 10:33:4	None	None	2022-07-12 10:51	JO										
14	CAMPSC021	Thi Corporation	Niharika B S	Estimation Add	Not Assigned	2022-07-14	2022-02-12 10:44:5	None	None	2022-07-12 10:52	dwwdv										
15	CAMPSC09	Obtuse Ltd.	Shiby Lazar	Cancelled	Not Assigned	2022-10-21	2021-12-12 09:29:0	None	None	2022-07-12 10:52	ACS										
16	CAMPSC022	Large Corporation	Niharika B S	Assigned	Gigoo George	2022-07-20	2022-07-15 21:51:0	2022-07-15 21:5	None	2022-07-15 21:53	18										
17	CAMPSC06	Micron Corporation	Niharika B S	Closed	Hariharan B	2022-08-25	2021-10-12 09:23:2	2021-10-12 09:5	2022-01-12 09:5	2022-07-12 09:52	ACS										
18	CAMPSC018	Angle Ltd.	Shiby Lazar	Closed	Hariharan B	2022-07-31	2022-07-12 10:39:2	2022-07-12 10:5	2022-07-22 15:2	2022-07-22 15:27	fdsdf										
19	CAMPSC08	Acute Ltd.	Shiby Lazar	Closed	Somdeep	2022-07-31	2021-10-12 09:27:0	2022-07-12 14:1	2022-07-12 14:1	2022-07-12 14:15	ACC										
20	CAMPSC03	Gamma Corporation	Niharika B S	Cancelled	Hariharan B	2022-07-30	2021-06-12 09:16:5	2021-08-12 09:4	None	2022-07-22 15:28	JO										
21	CAMPSC012	Rinht Ltd	Shiby Lazar	Cancelled	Hariharan B	2022-07-25	2022-01-12 09:33:3	2022-01-12 09:3	None	2022-07-22 15:28	JO										

3									
		Name of the Adobe Product (ACC/ACS/JO/AJO)	Current Version and Build	Hosting Type Environment (Hybrid, On-Premise, Adobe Hosted)	Detailed Description	Modules which are considered in the requirement	DR# for the requirement	Total Effort(Hours)	
	Last Modified On	ACC/ACS/JO/AJO	Current Version and Build	Hosting Type Environment (Hybrid, On-Premise, Adobe Hosted)	Detailed Description	Modules which are considered in the requirement	DR# for the requirement	Total Effort(Hours)	
	2022-07-12 16:15:44							null	
	2022-07-26 19:14	ACS	Adobe Campaign Standard v2	Adobe Hosted	Implementation of Predictive Analytics	Integration of Adobe Journey AI service	DR43211	800	
2	2022-07-12 09:24	ACC	VXVFD	FDHSHG	Estimate for a contract	Estimate for a contract	AWODFWEO	null	
15	2022-07-22 15:56	ACC	FBFB	RGRFDF	SGSDFOG	DOGSDSO	FDOBODF	0	
	2022-07-22 15:58	ACC	FB	DVXFVDGDXF	GNMFNC	DFBFDB	FGSNG	0	
	2022-07-12 09:40	JO	Adobe Campaign Standard v2	On-Premise	Implementation of Predictive Analytics	Integration of Adobe Journey AI service	DRYYYYY	dsi	
	2022-07-12 10:41	fddgdg	dsfdgdg	dgfgd	xfbf	fbgbf	xfbf	null	
	2022-07-12 12:31	w	dfvrd	fvv	dfvds	fvdfdv	fvdfv	null	
	2022-07-12 10:44	dsvdxv	dsfgfdg	dfbgfdbgd	cvbfcfb	fbgfd	dfbf	null	
2	2022-07-12 14:12	AJO	VCVXCX	DFVFDB	XBOXBFO	XBOVXCBO	FDOVBFB	0	
14	2022-07-12 09:38	ACC	Adobe Campaign Standard v2	Hybrid	Implementation of Predictive Analytics	Integration of Adobe Journey AI service	DRWWWWW	null	
	2022-07-12 10:51	dsc	ds	dfghjhhj	trytyttr	xdgdg	Ask for Budgetary Pricing (Ball)	dgfdg	null
	2022-07-12 10:51	0	fd	df	db	fbdbf	gvfd	null	
	2022-07-12 10:52	dwwdv	dfgbf	dgdgfd	dfggdf	dfgfd	drgrdr	null	
	2022-07-12 10:52	ACS	Adobe Campaign Standard v2	Hybrid	Implementation of Predictive Analytics	Integration of Adobe Journey AI service	DRVVVVV	null	
	2022-07-15 21:53	18						null	
2	2022-07-12 09:52	ACS	FDSBFC	FGNV	GGDFGFGF	CGNGSNN	GFNFGFF	0	
9	2022-07-22 15:27	fdsfdf	fggfgfbgfbg	ggfgf	gfgngf	fgbngfbf	cvbbb	0	
2	2022-07-12 14:15	ACC	Adobe Campaign Standard v2	Adobe Hosted	Implementation of Predictive Analytics	Integration of Adobe Journey AI service	DRCCCCC	0	
14	2022-07-22 15:28	JO	Adobe Campaign Standard v2	Premise	Implementation of Predictive Analytics	Integration of Adobe Journey AI service	DRQQQQQ	00	
	2022-07-22 15:28	JO	SCFEDF	DSESDGGD	XVEXCVCXF	FDSEDS	XVEXX	00	
All Tickets									

				4				
dered in the	DR# for the requirement	Total Effort(Hours)	Total Cost(\$)	Action Items from Adobe	Staffed Hours - Tech Consultant (GDC)	Staffed Hours - Tech Consultant (Onsite)	Staffed Hours - QA (GDC)	Staffed Hours - Project Manager (GDC)
	dfhdghfd	null	null	null	null	null	null	null
me y AI servi	DR43211	800	7600	• Require	70	0	0	10
estimate for	AWODFWEO	null	null	null	null	null	null	null
	FDOBODF	0	0	00	0	0	0	0
	FGSNG	0	00	0	0	0	0	0
me y AI servi	DRYYYYY	dsi	dji	Ask for Budgetar	00	0	0	00
	xfbfbf	null	null	null	null	null	null	null
	fviodfvi	null	null	null	null	null	null	null
	dfbfd	null	null	null	null	null	null	null
	FDOVBFB	0	9	0	0	9	0	0
me y AI servi	DRWWWWW	null	null	null	null	null	null	null
Pricing (Ball	dgfdg	null	null	null	null	null	null	null
	gvfd	null	null	null	null	null	null	null
	drgdr	null	null	null	null	null	null	null
me y AI servi	DRVVVVV	null	null	null	null	null	null	null
		null	null	null	null	null	null	null
	GFNFGFF	0	0	0	0	0	0	0
	cvbbb	0	0	0	0	0	0	0
me y AI servi	DRCCCCC	0	00	0	0	0	0	0
me y AI servi	DRQQQQQ	00	0	0	0	0	0	0
	XVEXX	00	0	0	0	0	0	0

	Parameter	Description
1.	Ticket Number	Unique Code for a different Tickets
2.	Ticket Details	Details of the Ticket
3.	Questions	Answers of the questions for all tickets
4.	Effort Estimation	Answers of the effort estimation for all tickets



## Reporter

1 Create New Ticket 3 All Tickets 2 Export

Show 10 entries Search:

Ticket ID	Customer Name	Reporter Name	Current Status	Assignee	Created On	Last Modified On
<a href="#">CAMPSCO1</a>	Alpha Corporation 1	Gigoo George	Assigned	Ananya Khera	2021-07-12 09:04:31	2022-07-14 20:38:31
<a href="#">CAMPSCO14</a>	Omega Corporation	Gigoo George	Assigned	Niharika	2022-04-12 09:53:47	2022-07-12 12:31:48
<a href="#">CAMPSCO15</a>	Pie Corporation	Gigoo George	Clarification Pending	Not Assigned	2022-05-12 09:55:05	2022-07-12 10:51:19
<a href="#">CAMPSCO16</a>	High Corporation	Gigoo George	Opened	Not Assigned	2022-06-12 09:56:18	2022-07-12 16:15:59
<a href="#">CAMPSCO19</a>	Iota Corporation	Gigoo George	Opened	Not Assigned	2021-11-12 10:41:44	2022-07-12 10:41:44
<a href="#">CAMPSCO2</a>	Beta Corporation	Gigoo George	In-Review	Not Assigned	2021-07-12 09:14:46	2022-07-12 09:38:41
<a href="#">CAMPSCO20</a>	Zeta Corporation	Gigoo George	Opened	Not Assigned	2022-02-12 10:44:04	2022-07-12 10:44:04

	Parameter	Description
1.	Create New Ticket	This button is to create new ticket by a Reporter
2.	Export Button	To export details of all tickets in an excel
3.	Table	The Ticket table Tickets created by the Reporter logged in.

## Assignee

1 All Tickets Export

Show 10 entries Search:

Ticket ID	Customer Name	Reporter Name	Current Status	Assignee	Created On	Last Modified On
<a href="#">CAMPSCO1</a>	Alpha Corporation 1	Gigoo George	Assigned	Ananya Khera	2021-07-12 09:04:31	2022-07-14 20:38:31
<a href="#">CAMPSCO12</a>	Right Ltd.	Shiby Lazar	In-Review	Ananya Khera	2022-01-12 09:33:30	2022-07-14 20:44:30
<a href="#">CAMPSCO18</a>	Angle Ltd.	Shiby Lazar	Assigned	Ananya Khera	2022-07-12 10:39:25	2022-07-12 10:51:46
<a href="#">CAMPSCO3</a>	Gamma Corporation	Gigoo George	In-Review	Ananya Khera	2021-06-12 09:16:50	2022-07-12 14:57:24
<a href="#">CAMPSCO4</a>	Gamma Corporation	Gigoo George	Estimation Added	Ananya Khera	2021-07-12 09:20:51	2022-07-12 14:57:03
<a href="#">CAMPSCO6</a>	Micron Corporation	Gigoo George	Closed	Ananya Khera	2021-10-12 09:23:25	2022-07-12 09:52:21

Showing 1 to 6 of 6 entries Previous Next 1

	Parameter	Description
1.	Status Report	Contains the information of the Tickets that has been assigned to the Assignee logged in.

## CREATE TICKET: REPORTER

« Back

1

Save

Customer Name\*

Enter Customer Name

Region\*

North America

Requirement Title\*

Enter Requirement Title

Approx Start Date:\*

dd-mm-yyyy

2

Questionnaire

Name of the Adobe Product (ACC/ACS/JO/AJO)

Name of the Adobe Product (ACC/ACS/JO/AJO)

Current Version and Build

	Parameter	Description
1.	Details	Main details of the customer
2.	Questionnaire	Questions filled by the reporter related to basic requirement of the customer

## TICKET

## Admin

ScoPortal


Home


All Tickets


Alert Audit

Master Setup

3

 Logout





Ticket #CAMPSC01

1

2

Select Status

Select Assignee

Edit Ticket

4

Details

Customer Name:Alpha Corporation 1

Region: NA

Current Status: Assigned

Requirement Title: Send-out Time optimization

Questions

Estimation Details

Comments

Comment here

Comment

[Hide 28 Comments](#)

Gigoo George (reporter) added a comment - 5 days ago (2022-07-14 20:38:31)  
Ticket was edited

People

Reported By:  
Gigoo George

Assignee:  
Ananya Kherra

Dates

Created On:  
2021-07-12 09:04:31

Assigned On:  
2022-07-12 17:26:18

Last Modified On:  
2022-07-14 20:38:31

5


ScoPortal


Home


All Tickets

Alert Audit

Master Setup

 Logout





Ticket #CAMPSC01

Select Status

Select Assignee

Edit Ticket

Details

Customer Name:Alpha Corporation 1

Region: NA

Current Status: Assigned

Requirement Title: Send-out Time optimization

Questions

Name of the Adobe Product (ACC/ACS/JO/AJO)  
ACS

Current Version and Build  
Adobe Campaign Standard v21.1 build 10602

Hosting Type Environment (Hybrid, On-Premise, Adobe Hosted)  
Adobe Hosted

Detailed Description  
Implementation of Predictive Send Time Optimization using Adobe Journey AI service

Existing Implementation is handled by (Adobe /Partner/3rd party Vendor/Customer)  
Customer

6

People

Reported By:  
Gigoo George

Assignee:  
Ananya Kherra

Dates

Created On:  
2021-07-12 09:04:31

Assigned On:  
2022-07-12 17:26:18

Last Modified On:  
2022-07-14 20:38:31


ScoPortal


Home

All Tickets

Alert Audit

Master Setup

 Logout



**Ticket #CAMPSC01**

Select Status ▼Select Assignee ▼Edit Ticket

**Details**

Customer Name:Alpha Corporation 1Region: NACurrent Status: **Assigned**

Requirement Title: Send-out Time optimization

Questions

7

Estimation Details


Total Effort(Hours):  
70


Total Cost(\$):  
7600

Action Items from Adobe:

- Requirement Discovery
- Implementation and Unit Testing
- Support for QA Testing
- Deskside coaching and Documentation on how to use service in campaign
- Runbook

People

Reported By:  
 Gigoo George

Assignee:  
 Ananya Khera

Dates

Created On:  
2021-07-12 09:04:31

Assigned On:  
2022-07-12 17:26:18

Last Modified On:  
2022-07-14 20:38:31


ScoPortal


Home

All Tickets

Alert Audit

Master Setup

 Logout



Requirement Title: Sends-out time optimization

Questions

8

Estimation Details

8

Comments

Comment here

Comment


[View 35 Comments](#)


Attachments

Choose FileNo file chosenSubmit

Out\_of\_Scope.msg XAssumptions.msg XEffort\_Details\_calculator.xlsx X

People

Assignee:  
 Niharika B S

 Hariharan B

Dates

Created On:  
2022-07-22 15:25:56

Assigned On:  
2022-07-27 18:37:56

Last Modified On:  
2022-07-28 11:32:23

9

ScoPortal Home All Tickets Alert Audit Master Setup

Estimation Details

Comments

Comment here

Comment

[Hide 28 Comments](#)

Gigoo George (reporter) added a comment - 5 days ago (2022-07-14 20:38:31)

Ticket was edited

Ananya Kherra (assignee) added a comment - 5 days ago (2022-07-14 20:35:19)

Effort Estimation Details Updated

Ananya Kherra (assignee) added a comment - 5 days ago (2022-07-14 20:34:46)

Effort Estimation Details Updated

Dates

Created On:

2021-07-12 09:04:31

Assigned On:

2022-07-12 17:26:18

Last Modified On:

2022-07-14 20:38:31

10

ScoPortal Home All Tickets Alert Audit Master Setup

Ticket #CAMPSC01

11

Select Status

Select Assignee

Edit Ticket

Details

Customer Name:Alpha Corporation 1 Region: NA Status: Assigned

Requirement Title: Send-out Time optimization

Questions

Estimation Details

Comments

Comment here

Comment

[Hide 28 Comments](#)

Gigoo George (reporter) added a comment - 5 days ago (2022-07-14 20:38:31)

Ticket was edited

People

Reported By:

Gigoo George

Assignee:

Ananya Kherra

Dates

Created On:

2021-07-12 09:04:31

Assigned On:

2022-07-12 17:26:18

Last Modified On:

2022-07-14 20:38:31

Opened  
Assigned  
In-Review  
Closed  
Clarification Pending  
Estimation Added

**Ticket #CAMPSC023**

Select Status ▼ Select Assignee ▲ Edit Ticket

**Details**

Customer Name: Alpha Corporation Region: NA Current Status: Available

Requirement Title: Sends-out time optimization

**Questions**

**Estimation Details**

**Comments**

Comment here [View 35 Comments](#) [Comment](#)

**People**

Reported By: Niharika B S

Assignee: Hariharan B

**Dates**

Created On: 2022-07-22 15:25:56

Assigned On: 2022-07-27 18:37:56

Last Modified On: 2022-07-28 11:32:23

« Back [Update](#)

**Main**

Customer Name\* Alpha Corporation Region\* North America

Requirement Title\* Sends-out time optimization Approx Start Date\*: 14-07-2022

**Other Fields**

Name of the Adobe Product (ACC/ACS/JO/AJO)

ACS

Current Version and Build

	Parameter	Description
1	Ticket ID	Shows the ticket ID of the current ticket
2	Details	Shows basic details of the ticket – Customer Name, Region, Current Status, Requirement Title.
3	Edit Ticket	The current ticket details can be edited and updated using edit ticket button which on click opens a new page where admin can edit ticket details.

4	People	Shows username of Reporter and Assignee of the ticket. In case, ticket is not assigned to any Assignee yet, username of Assignee is shown as blank
5	Dates	This section mentions the dates of Ticket Created, Ticket Modified, Ticket Closed and the date on which it was assigned to Assignee.
6	Questions	All the questions with the answers for the current ticket are shown here.
7	Estimation Details	The estimation details entered by an Assignee for the current ticket are show here.
8	Comments	All the comments entered by the Reporters, Admins, Assignees can be seen here, where one can edit and delete their own comments. View Comments option expands and collapses the comments whenever clicked.
9	Attachments	Any attachments for the current ticket example a word document/an excel file/an email/an image can be attached here. All the attachments for the current ticket are visible at the bottom of attachments section which can be downloaded.
10	Comments	Shows comments history, along with Username and date-time Few comments are auto generated by the tool, to indicate different events within the ticket. for example, whenever assignee does effort estimation, an automated comment saying Effort estimation details updated appears
11	Select Status	Admin has the functionality of selecting a status for the current ticket.
12	Select Assignee	Admin has the functionality of selecting an Assignee for the current ticket.
13	Edit Ticket	Admin can edit the details of the current ticket here and update the changes using update button.

## Reporter

[Home](#)
[All Tickets](#)
[Alert Audit](#)

1

Logout

Ticket #CAMPSC014

Delete Ticket
 Edit Ticket

**Details**

Customer Name: Omega Corporation      Region: NA      Current Status: **Assigned**  
 Requirement Title: Send-out time optimization

**Questions**

**Estimation Details**

**Comments**

Comment here

[Hide 6 Comments](#)

Somdeep Banerjee (admin) added a comment - 1 weeks ago (2022-07-12 12:31:48)

**People**

Reported By:  
 Gigoo George

Assignee:  
 Niharika

**Dates**

Created On:  
 2022-04-12 09:53:47

Assigned On:  
 2022-07-12 12:30:39

Last Modified On:  
 2022-07-12 12:31:48

The current ticket of reporter is similar to the admin and has the functionalities that are restricted only to the reporter.

	Parameter	Description
1	Delete Ticket	This functionality is available only to the Reporter where he can delete a ticket that has been created by him



## Assignee

**Ticket #CAMPSC012**

Select Status ✎ Effort Estimation ✎ Edit Ticket

**Details**

Customer Name: Right Ltd. Region: NA Current Status: **In-Review**

Requirement Title: Send-out time optimization

**Questions**

**Estimation Details**

**Comments**

Comment here Comment

[Hide 6 Comments](#)

**People**

Reported By: Shiby Lazar

Assignee: Ananya Khara

**Dates**

Created On: 2022-01-12 09:33:30

Assigned On: 2022-01-12 09:38:26

Last Modified On: 2022-07-14 20:44:30

« Back 2 Update

**Estimation Fields**

Total Effort(Hours)

00

Total Cost(\$)

0

Action Items from Adobe


0

The current ticket of Assignee is similar to the admin and has the functionalities that are restricted only to the Assignee.

	Parameter	Description
1, 2	Effort Estimation	The Effort Estimation button leads the Assignee to a new page where he can enter the Effort Estimation details of the current details. The Effort Estimation page allows Assignee to enter the Effort Estimation details of the current ticket and update the details

ALERT AUDIT

Admin




 ScoPortal

Home

All Tickets

Alert Audit

Master Setup

  Logout 

Alert Audit

1

Export


Show 10 entries

Search:

ID	Ticket Status	Recipients	Sent On
1	Opened	somdeep@gmail.com	2022-07-11 23:46:29
2	Assigned	somdeep@gmail.com	2022-07-11 23:46:29
3	Opened	somdeep@gmail.com	2022-07-11 23:46:29
4	Opened	somdeep@gmail.com	2022-07-11 23:46:29

	Parameter	Description
1	Alert Audit	Admin can see aldetails about all alerts sent out.




Reporter

 ScoPortal

Home

All Tickets

Alert Audit

  Logout 

Alert Audit

1

Export

Show 10 entries

Search:

ID	Ticket Status	Recipients	Sent On
67	Opened	ananyaadobe123@gmail.com;gigoo@gmail.com	2022-07-14 13:12:02
68	Assigned	ananyaadobe123@gmail.com;gigoo@gmail.com	2022-07-14 13:12:02
69	Assigned	ananyaadobe123@gmail.com;gigoo@gmail.com;niharikaa@gmail.com	2022-07-14 13:12:02

Showing 1 to 3 of 3 entries

PreviousNext1

	Parameter	Description
1	Alert Audit	Reporter can only see details about alerts that he/she has received.

## Assignee

The screenshot shows the 'Alert Audit' section of the ScoPortal. The header includes 'ScoPortal', 'Home', 'All Tickets', and 'Alert Audit'. There is a search icon, a help icon, and a 'Logout' button. The main content area has a title 'Alert Audit' and a count '1'. Below this is a table with the following data:

ID	Ticket Status	Recipients	Sent On
69	Assigned	ananyaadobe123@gmail.com;gigoo@gmail.com;niharikaa@gmail.com	2022-07-14 13:12:02

Below the table, it says 'Showing 1 to 1 of 1 entries'. There are 'Previous' and 'Next' buttons, and a page number '1'. An 'Export' button is located at the top right of the table area.

	Parameter	Description
1	Alert Audit	Assignee can only see details about alerts that he/she has received.

## MASTER SETUP: ADMIN

### Ticket Code

The screenshot shows the 'Master Setup: Admin' page. The top navigation bar includes 'ScoPortal', 'Home', 'All Tickets', 'Alert Audit', and 'Master Setup'. On the right, there are links for 'Logout', a user profile, and a help icon. Below the navigation bar, a row of buttons is displayed: 'Ticket Code' (highlighted with an orange box and a '1' in an orange square), 'Ticket Status', 'Questionnaire', 'Effort Estimation Fields', 'Alert Configuration', 'Logo Upload', and 'Reset Database'. Below these buttons, the text 'Ticket Code: TicketDemo' is shown.

### Ticket Statuses

The screenshot shows the 'Master Setup: Admin' page with the 'Ticket Status' button highlighted (marked with a '2' in an orange square). Below the navigation bar, the 'Ticket Status' button is selected. A form with the label 'Enter Status' and an 'Add Ticket Status' button is visible. Below the form, a table displays the current ticket statuses. The table has columns for 'Status ID', 'Status', 'Created On', and 'Created By'. There are 6 entries in the table. The first four entries are 'Opened', 'Assigned', 'In-Review', and 'Closed', all created on 2022-07-11 23:48:01 by 'Default'. The fifth entry is 'Clarification Pending', created on 2022-07-12 08:57:42 by 'Somdeep Banerjee'. The sixth entry is partially visible as 'Estimation Added'. To the right of the table, there is a 'Show: 10 entries' dropdown and a 'Search:' input field. At the bottom right of the table, there are red buttons for 'Edit' and 'Delete'.

Status ID	Status	Created On	Created By
1	Opened	2022-07-11 23:48:01	Default
2	Assigned	2022-07-11 23:48:01	Default
3	In-Review	2022-07-11 23:48:01	Default
4	Closed	2022-07-11 23:48:01	Default
5	Clarification Pending	2022-07-12 08:57:42	Somdeep Banerjee
6	Estimation Added	2022-07-12 08:57:42	Somdeep Banerjee

## QUESTIONNAIRE

The screenshot shows the 'Questionnaire' tab selected in the Master Setup section. The interface includes a top navigation bar with 'ScoPortal', 'Home', 'All Tickets', 'Alert Audit', and 'Master Setup'. Below this is a sub-navigation bar with buttons for 'Ticket Code', 'Ticket Status', 'Questionnaire' (highlighted with an orange box and a '3' in an orange circle), 'Effort Estimation Fields', 'Alert Configuration', 'Logo Upload', and 'Reset Database'. The main content area features a text input field labeled 'Enter Question' with a 'Save Question' button. Below this is a table with columns: 'Question ID', 'Question', 'Created On', and 'Created By'. The table contains four entries, each with edit and delete icons.

Question ID	Question	Created On	Created By
1	Name of the Adobe Product (ACC/ACS/JO/AJO)	2022-07-11 23:48:14	Ananya Kherra
2	Current Version and Build	2022-07-12 08:55:12	Ananya Kherra
3	Hosting Type Environment (Hybrid, On-Premise, Adobe Hosted)	2022-07-12 08:55:24	Ananya Kherra
4	Detailed Description	2022-07-12 08:55:35	Ananya Kherra

## Effort Estimations Fields

The screenshot shows the 'Effort Estimation Fields' tab selected in the Master Setup section. The interface includes a top navigation bar with 'ScoPortal', 'Home', 'All Tickets', 'Alert Audit', and 'Master Setup'. Below this is a sub-navigation bar with buttons for 'Ticket Code', 'Ticket Status', 'Questionnaire', 'Effort Estimation Fields' (highlighted with an orange box and a '4' in an orange circle), 'Alert Configuration', 'Logo Upload', and 'Reset Database'. The main content area features a text input field labeled 'Enter Estimation Field' with an 'Add Field' button. Below this is a table with columns: 'Effort ID', 'Effort', 'Created On', and 'Created By'. The table contains five entries, each with edit and delete icons.

Effort ID	Effort	Created On	Created By
1	Total Effort(Hours)	2022-07-11 23:48:01	Default
2	Total Cost(\$)	2022-07-11 23:48:01	Default
3	Action Items from Adobe	2022-07-11 23:48:41	Somdeep Banerjee
4	Staffed Hours - Tech Consultant (GDC)	2022-07-12 08:58:46	Somdeep Banerjee
5	Staffed Hours - Tech Consultant (Onsite)	2022-07-12 08:59:00	Somdeep Banerjee

## Alert Configuration







ScoPortal Home All Tickets Alert Audit Master Setup Logout

Ticket Code Ticket Status Questionnaire Effort Estimation Fields **Alert Configuration** Logo Upload Reset Database

5

+ Add Status

Show 10 entries Search:

Ticket Status	Recipients	Alert Subject	Alert Body	
Assigned	Admin;reporter;assignee	Ticket is Assigned	Scoping Ticket <ticket_id> has been Assigned. Please go to the ScoPortal to check details about the ticket. Link of ScoPortal : http://127.0.0.1:5000/home	 
Closed	Admin;reporter;assignee	Ticket is Closed	Scoping Ticket <ticket_id> has been Closed. Please go to the ScoPortal to check details about the ticket. Link of ScoPortal : http://127.0.0.1:5000/home	 
In-Review	Admin;reporter;assignee	Ticket is in review	Scoping Ticket <ticket_id> is in Review. Please go to the ScoPortal to check details about the ticket. Link of ScoPortal : http://127.0.0.1:5000/home	 

ScoPortal Home All Tickets Alert Audit Master Setup Logout

Ticket Code Ticket Status Questionnaire Effort Estimation Fields **Alert Configuration** Logo Upload Reset Database

6

+ Add Status

Ticket Status  
Opened

Alert Subject  
Enter Alert Subject

Alert Body ☐ HTML ☒ Text Only (Placeholders: <ticket\_id>,<ticket\_status>)  
Enter Alert Body

Recipients  
Admin

Create

## Logo Upload

The screenshot shows the 'Master Setup' section of the ScoPortal application. A horizontal menu contains buttons for 'Ticket Code', 'Ticket Status', 'Questionnaire', 'Effort Estimation Fields', 'Alert Configuration', 'Logo Upload' (highlighted with an orange box), and 'Reset Database'. Below this menu, there is a file upload area with a 'Choose File' button (highlighted with an orange box), the text 'No file chosen', and a 'Submit' button. An orange box with the number '7' is positioned above the 'Submit' button. A note at the bottom states: 'Logo Image must be of Resolution 300x300'.

## Reset Database

The screenshot shows the 'Reset Database' section of the ScoPortal application. A horizontal menu contains buttons for 'Ticket Code', 'Ticket Status', 'Questionnaire', 'Effort Estimation Fields', 'Alert Configuration', 'Logo Upload', and 'Reset Database' (highlighted with an orange box). Below the menu, there is a red 'Reset Database' button. To the right of this button is an orange box with the number '8'. Below the button, there is a table with columns 'ID', 'Reset By', and 'Reset On'. The table is empty, with the text 'No data available in table' displayed. Above the table, there is a 'Show 10 entries' dropdown and a 'Search:' input field. At the bottom, it says 'Showing 0 to 0 of 0 entries' and has 'Previous' and 'Next' links. An orange box with the number '8' is also present near the 'Reset Database' button.

	Parameter	Description
1	Ticket code	Admin can view the unique ticket code, that would vary for different teams using the Portal.
2	Ticket Status	Admin can add different types of ticket status in this field i.e., Opened, Assigned, Closed, In-Review, Clarification Pending, Cancelled, On-hold
3	Questionnaire	Admin can set up the master questionnaire for the information that Reporter needs to gather from customer, during creation of Ticket, Reporter must fill in the answers to these set questions.
4	Effort Estimation Fields	Admin can setup the fields that Assignee has to fill based on his Effort Estimation First two fields are default, after that Admin can add more fields. Assignee must do the Effort Estimation before closing any ticket
5, 6	Alert Configuration	These are the templates of the emails that has to be sent out.
	Add Status	This button is used to create more templates of the emails, if required by the team.
7	Logo Upload	If another team using the Portal wishes to upload their own logo, they can do so in the Logo Upload page
8	Reset Database	To clear all the data stored in the database, except the Admin User data.