# 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 |

# Document Control

## Version Control

# Contents

# 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

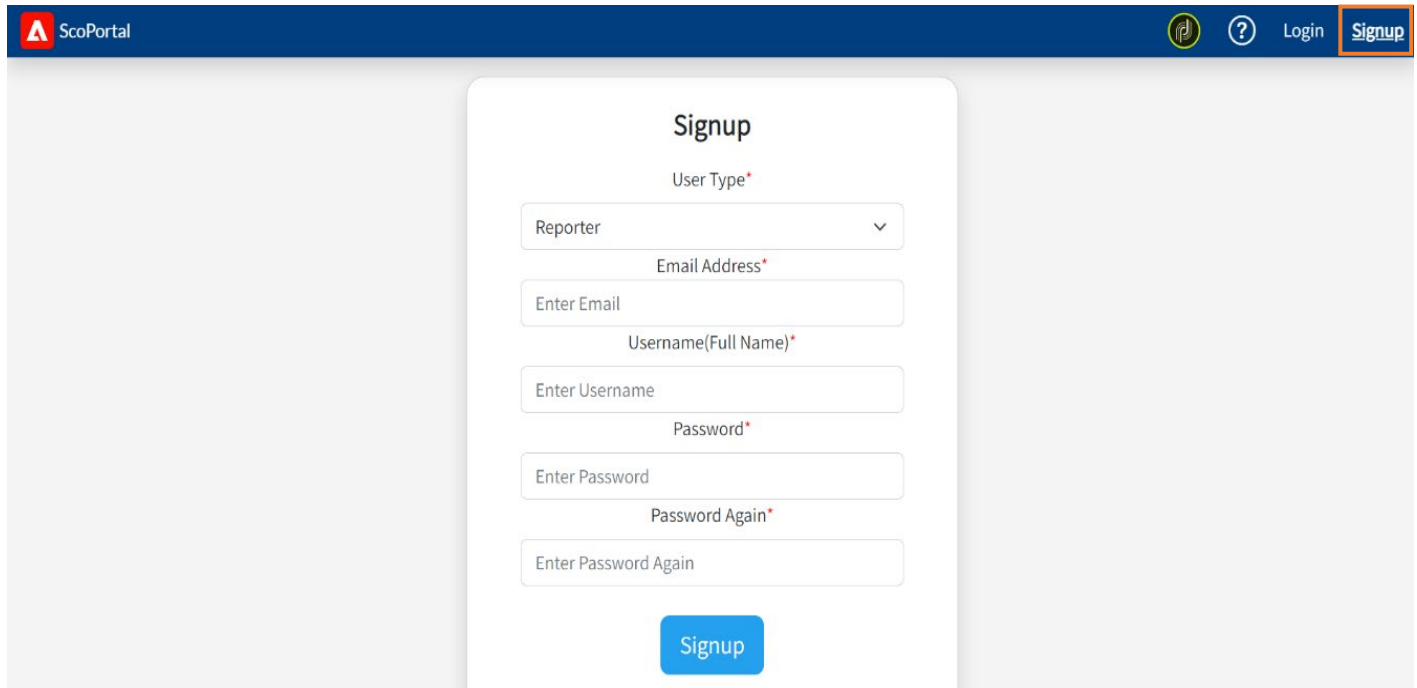This document will be uploaded to the GDC SharePoint site and then maintained by the GDC team.

# SIGNUP

## User Type

- Reporter
- Admin
- Assignee

Email-Address – Provide Adobe email
Username – Provide Full name as Username
Password – Set a Password

## LOGIN





- 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



Home ⟶ Shows graphical representation of ticket data for different dimensions

All Tickets ⟶ Shows overview of All tickets created by a reporter(s).

Alert Audit ⟶ Shows overview of email alerts sent out to Admin/Reporters/Assignees

Master Setup ⟶ Section for Admin to setup different master setups like Questions, Effort fields

Logout ⟶ 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.
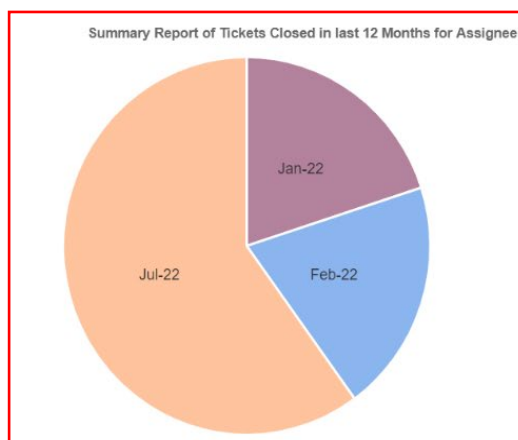
# HOME

## Admin



| | Parameter | Description |
|---|---|---|
| 1. | Status Report | Graph shows count of tickets for different statuses, in last 1 year. |
| 2. | Legends on right side | Shows quick overview of ticket count per status |

| | 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 |
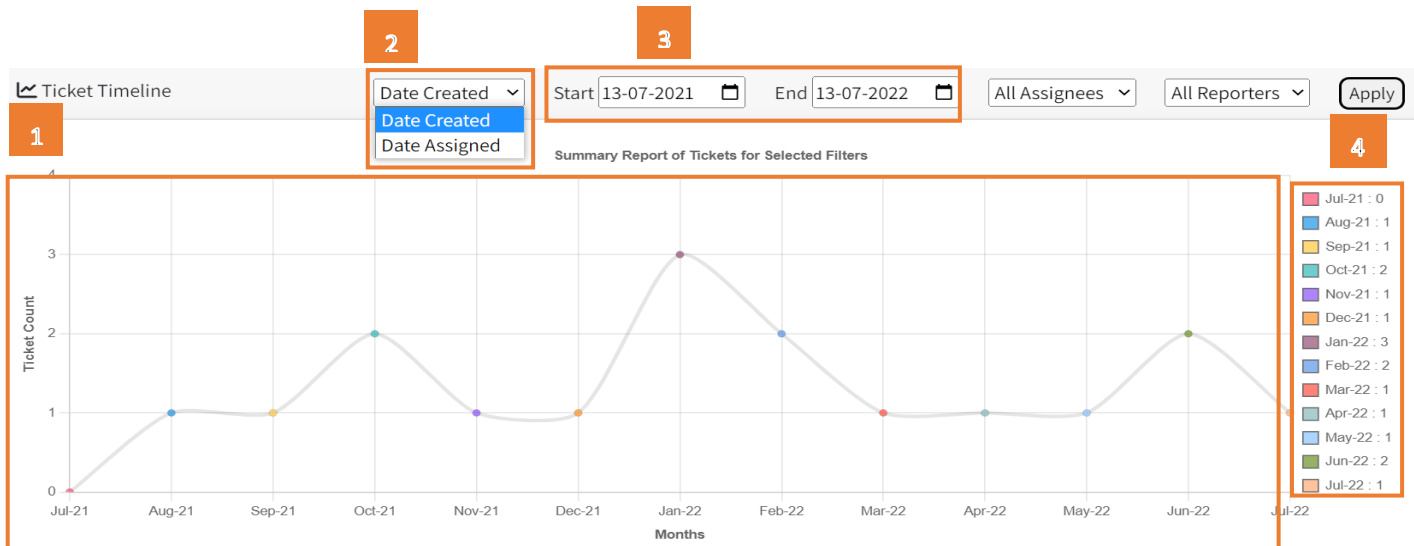
# Reporter



| | 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 |
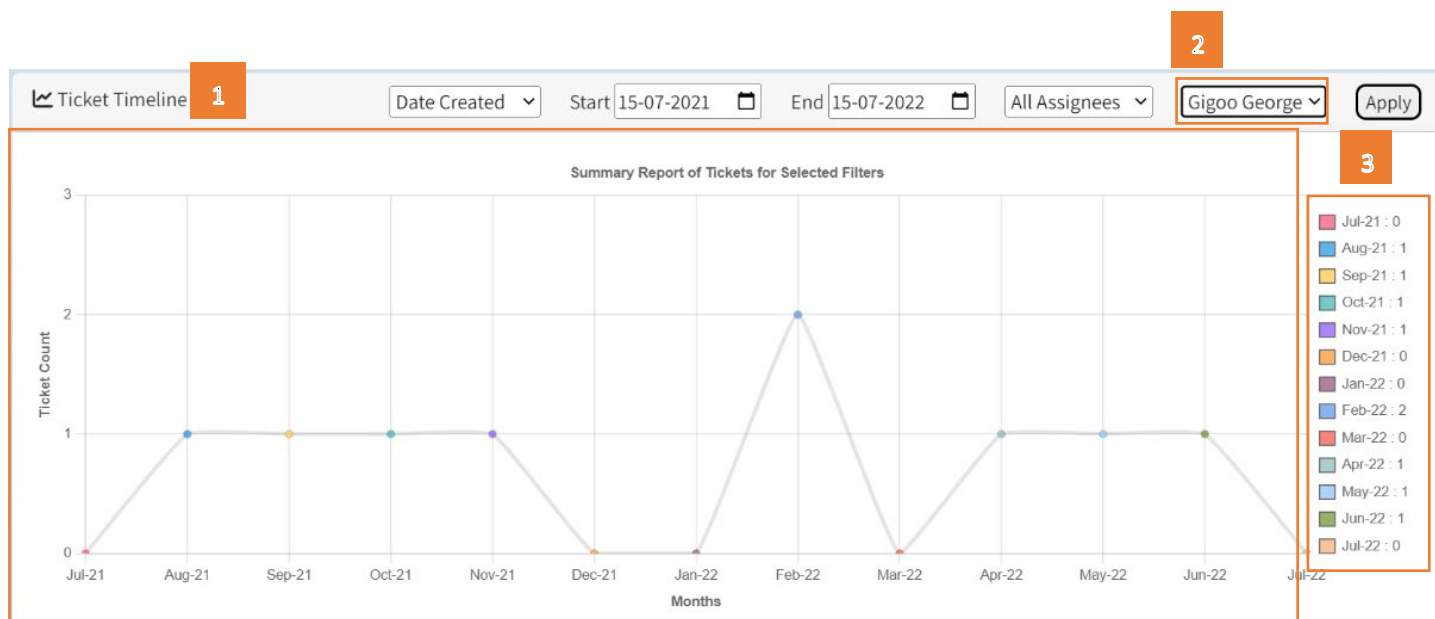
## Assignee



| | 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 |
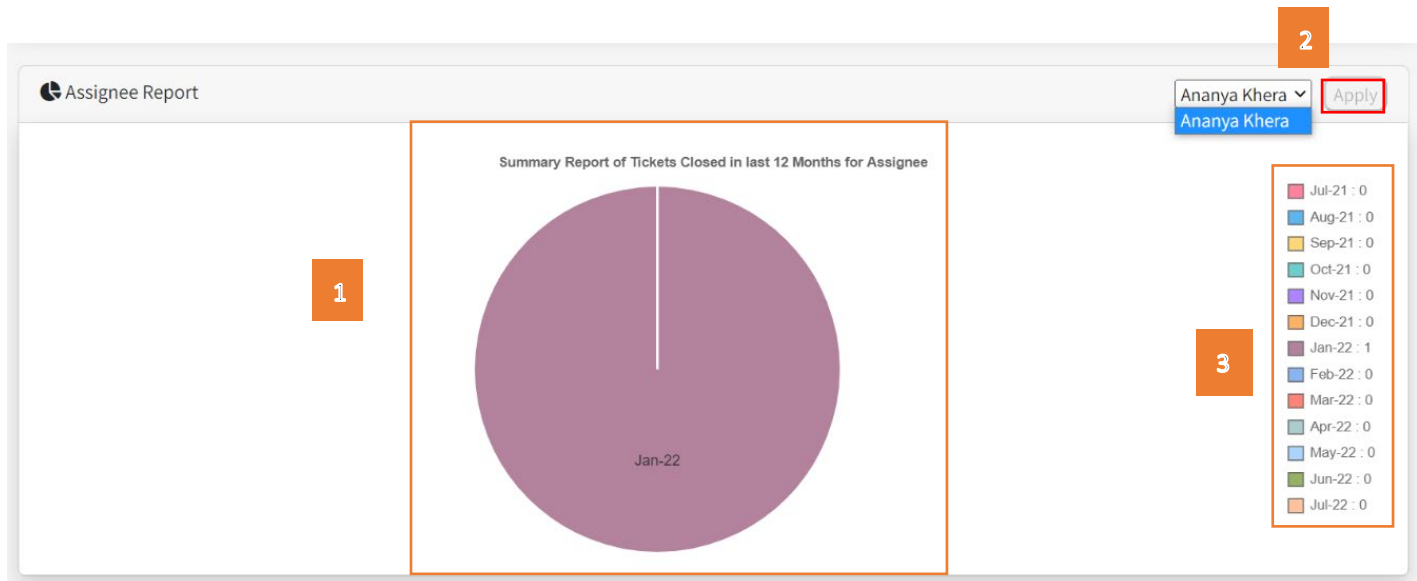
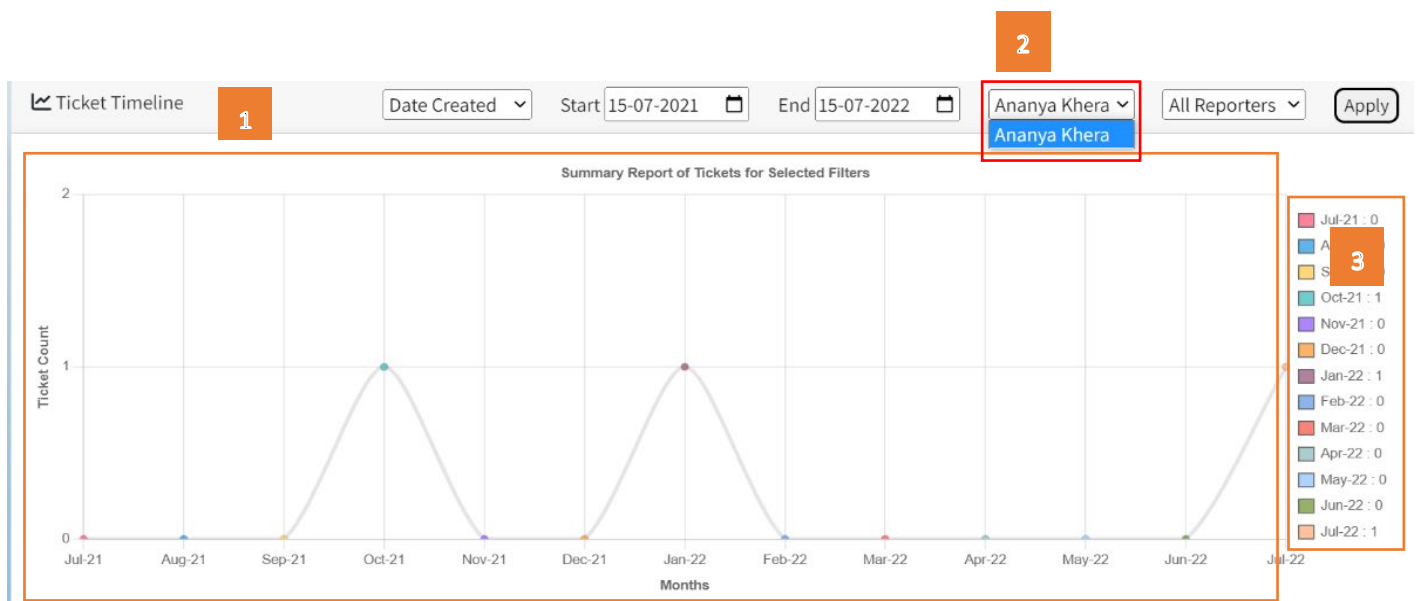## ALL TICKETS

### Admin



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 |

## All details that are export in an excel file

**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 | | | | | | | | | | | |
| 2 | CAMPSCO10 | High Corporation | Niharika B S | Opened | Not Assigned | 2022-06-27 | 2022-06-12 09:58:1 | None | None | 2022-07-12 16:15 | dfvd |
| 3 | CAMPSCO23 | Alpha Corporation 1 | 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 |
| 4 | CAMPSCO7 | 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 |
| 5 | CAMPSCO11 | Straight Ltd. | Shiby Lazar | Closed | Somdeep | 2022-10-21 | 2022-01-12 09:32:2 | 2022-07-12 14:1 | 2022-07-22 15:5 | 2022-07-22 15:56 | ACC |
| 6 | CAMPSCO5 | 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 |
| 7 | CAMPSCO10 | 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 |
| 8 | CAMPSCO19 | Iota Corporation | Niharika B S | Opened | Not Assigned | 2022-07-23 | 2021-11-12 10:41:4 | None | None | 2022-07-12 10:41 | fddgdg |
| 9 | CAMPSCO14 | 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 |
| 10 | CAMPSCO20 | Zeta Corporation | Niharika B S | Opened | Not Assigned | 2022-07-02 | 2022-02-12 10:44:0 | None | None | 2022-07-12 10:44 | dsvdxv |
| 11 | CAMPSCO13 | 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 |
| 12 | CAMPSCO2 | 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 |
| 13 | CAMPSCO15 | 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 |
| 14 | CAMPSCO17 | Vertex Ltd. | Shiby Lazar | On-Hold | Not Assigned | 2022-07-15 | 2022-06-12 10:33:4 | None | None | 2022-07-12 10:51 | 0 |
| 15 | CAMPSCO21 | Thi Corporation | Shiby Lazar | Estimation Adde | Not Assigned | 2022-07-14 | 2022-02-12 10:44:5 | None | None | 2022-07-12 10:52 | dvwdv |
| 16 | CAMPSCO9 | Obtuse Ltd. | Shiby Lazar | Cancelled | Not Assigned | 2022-10-21 | 2021-12-12 09:29:0 | None | None | 2022-07-12 10:52 | ACS |
| 17 | CAMPSCO22 | 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 | |
| 18 | CAMPSCO6 | 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 |
| 19 | CAMPSCO18 | Angle Ltd. | Niharika B S | 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 |
| 20 | CAMPSCO8 | 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 |
| 21 | CAMPSCO3 | 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 |
| 22 | CAMPSCO12 | Right 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 |

**All Tickets**    ⊕

Ready    Accessibility: Unavailable

**3**

| | Last Modified On | 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) |
|---|---|---|---|---|---|---|---|---|
| | 2022-07-12 16:15 | dfvd | fbf | dfbfbfdb | dfgfdg | fdbfdgf | dfbdgbfd | null |
| | 2022-07-26 19:14 | ACS | Adobe Campaign Standard v2 | Adobe Hosted | Implementation of Predic | Integration of Adobe Journey AI serv | DR43211 | 800 |
| | 2022-07-12 09:24 | ACC | VXVFD | FDHSHG | Estimate for a contract | Estimate for a contract Estimate for a | AWODFWEO | null |
| 2 15:5 | 2022-07-22 15:56 | ACC | FBFB | RGRFDF | SGSDFOG | DOGSDSO | FDOBODF | 0 |
| | 2022-07-22 15:58 | ACC | FB | DVXFDVGDXF | GNMFNC | DFBFDB | FGSNG | 0 |
| | 2022-07-12 09:40 | JO | Adobe Campaign Standard v2 | On-Premise | Implementation of Predic | Integration of Adobe Journey AI serv | DRYYYYY | dsi |
| | 2022-07-12 10:41 | fddgdg | dsfdgdf | dgfgd | xfbfb | fbbgbf | xfbfbf | null |
| | 2022-07-12 12:31 | w | dfvfd | fvfv | dfvidsv | fdvfdovid | fviodfvi | null |
| | 2022-07-12 10:44 | dsvdxv | dsfgfdg | dfbgfdbgd | cvbfcfcb | fbgfdd | dfbfd | null |
| 2 14:1 | 2022-07-12 14:12 | AJO | VCXVCX | DFVFDB | XBOXBFO | XBOVXCBO | FDOVBFB | 0 |
| | 2022-07-12 09:38 | ACC | Adobe Campaign Standard v2 | Hybrid | Implementation of Predic | Integration of Adobe Journey AI serv | DRWWWWW | null |
| | 2022-07-12 10:51 | dsc | ds | dfghjjhhj | tryrytyttr | xdgdgAsk for Budgetary Pricing (Ball | dgfdg | null |
| | 2022-07-12 10:51 | 0 | fd | df | db | fbdbfd | gvfd | null |
| | 2022-07-12 10:52 | dvwdv | dfgbf | dgdgfd | dfggdf | dfgfd | drgrdr | null |
| | 2022-07-12 10:52 | ACS | Adobe Campaign Standard v2 | Hybrid | Implementation of Predic | Integration of Adobe Journey AI serv | DRVVVVV | null |
| | 2022-07-15 21:53:18 | | | | | | | null |
| 2 09:5 | 2022-07-12 09:52 | ACS | FDSBFC | FGNV | GGDFGFGF | CGNGSNN | GFNFGFF | 0 |
| 2 15:2 | 2022-07-12 15:27 | fdsdf | fggfgfbfgbfgb | ggfgf | gfngfnf | fgbngfbf | cvbbb | 0 |
| 2 14:1 | 2022-07-12 14:15 | ACC | Adobe Campaign Standard v2 | Adobe Hosted | Implementation of Predic | Integration of Adobe Journey AI serv | DRCCCCC | 0 |
| | 2022-07-22 15:28 | JO | Adobe Campaign Standard v2 | Premise | Implementation of Predic | Integration of Adobe Journey AI serv | DRQQQQQ | 00 |
| | 2022-07-22 15:28 | JO | SCFDFD | DSFSDGGD | XVFXCVBCXF | FDSFDS | XVFXX | 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 |
| rney AI serv | DR43211 | 800 | 7600 | • Require | 70 | 0 | 0 | 10 |
| Estimate for a | AWODFWEO | null | null | null | null | null | null | null |
| | FDOBODF | 0 | 0 | 00 | 0 | 0 | 0 | 0 |
| | FGSNG | 0 | 00 | 0 | 0 | 0 | 0 | 0 |
| rney AI serv | 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 |
| rney AI serv | 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 |
| | drgrdr | null | null | null | null | null | null | null |
| rney AI serv | 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 |
| rney AI serv | DRCCCCC | 0 | 00 | 0 | 0 | 0 | 0 | 0 |
| rney AI serv | DRQQQQQ | 00 | 0 | 0 | 0 | 0 | 0 | 0 |
| | XVFXX | 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



| | 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



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

# CREATE TICKET: REPORTER



| | 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                      Logout

**Ticket #CAMPSCO1**                          Select Status ▾   Select Assignee ▾   ✎ Edit Ticket

**Details**

Customer Name:Alpha Corporation 1            Region: NA          Current Status: `Assigned`
Requirement Title: Send-out Time optimization

**7**

**Questions**                                                                              ˅

**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

👤 Niharika B S

Assignee:
👤 Hariharan B

**Questions**                                                                              ˅

**Estimation Details**                                                                     ˅

**8**

**Comments**

| Comment here | Comment |

View 35 Comments

**Attachments**                                                                            ˅

| Choose File | No file chosen | Submit |

Out_of_Scope.msg  ✕  ⬇  Assumptions.msg  ✕  ⬇  Effort_Details_calculator.xlsx  ✕  ⬇

**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                    Logout

**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 Khera (assignee) added a comment - 5 days ago (2022-07-14 20:35:19)*
Effort Estimation Details Updated

*Ananya Khera (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                    Logout

**Ticket #CAMPSC01**                    **11**    Select Status    Select Assignee ▾    ✏ Edit Ticket

**Details**

| Opened |
| Assigned |
| In-Review |
| Closed |
| Clarification Pending |
| Estimation Added |

Customer Name: Alpha Corporation 1                Region: N...        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 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

| | 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



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





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



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

## Reporter



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

## Assignee



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

# MASTER SETUP: ADMIN

## Ticket Code



## Ticket Statuses

## QUESTIONNAIRE



## Effort Estimations Fields

# Alert Configuration

## Logo Upload



## Reset Database

| | 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. |