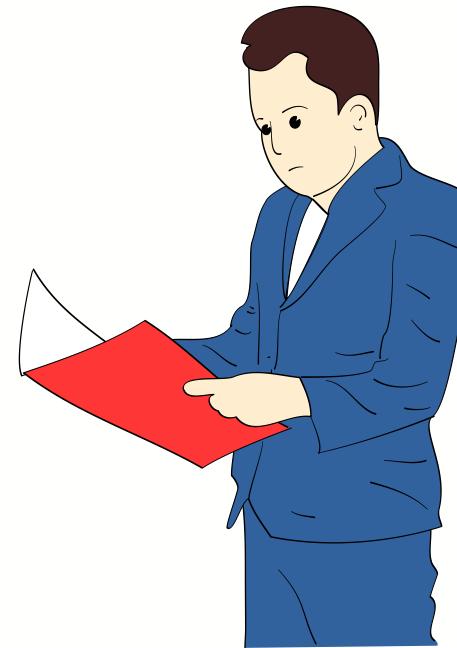
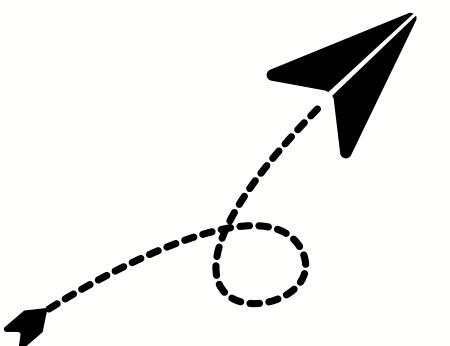
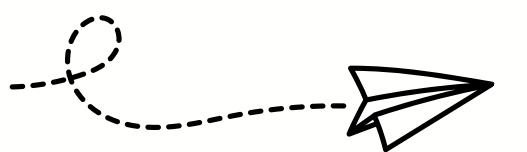
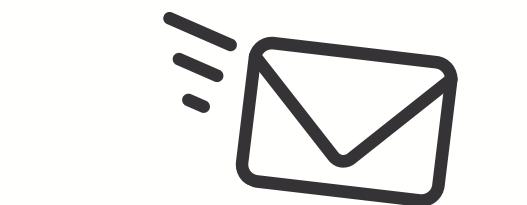
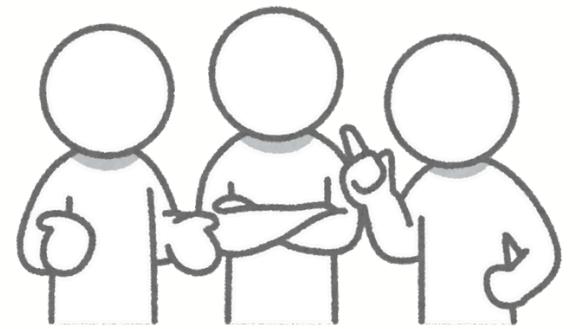


# iHear

**Phu Hoang, Philip Marino, Ngan Huynh, Brenna Bentley, Mehul Gupta**



# Work Flow



Users

Managers

Staffs

# Features

## ● Account and Role

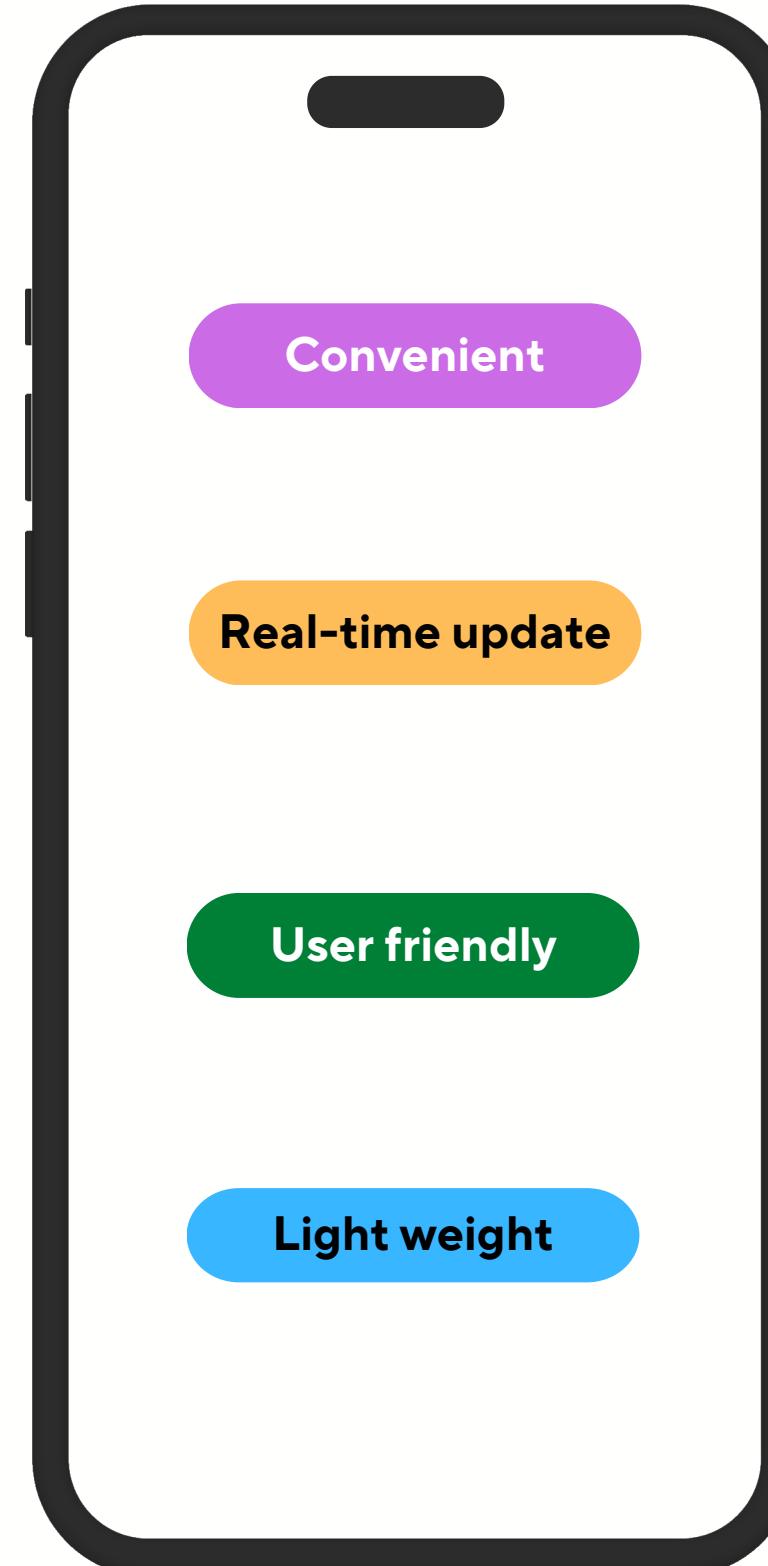
Role-based sign-in  
Profile detail  
Profile edit (in-progress)

## ● User support

Submit ticket / complain  
Subscribe for notification (in-progress)

## ● Staff functionality

Receive a ticket  
Update the ticket status



## ● Submit

Anonymously  
Specific detail  
With or without images

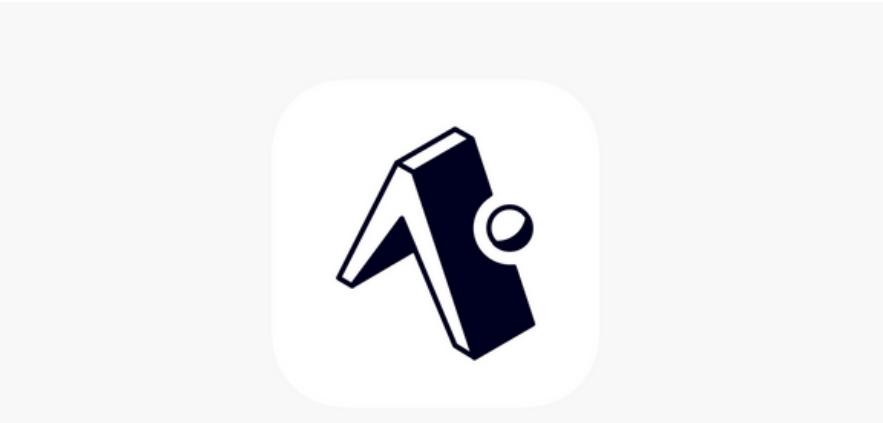
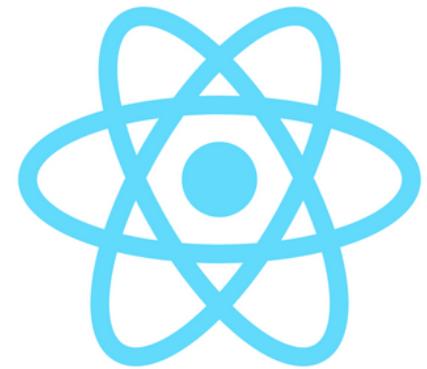
## ● Dashboard

Briefly show all tickets  
Sort by properties (in-progress)

## ● Detail

View detail of a ticket  
Subscribe to a ticket (User only)  
Update ticket status of a ticket (Staff only)

# Tools



## Firebase

### ● React Native

Framework we used to build iHear for android and ios using JavaScript and React

### ● Expo Go

Expo Go helped us in simplifying testing and debugging our app allowing live updates without the need to compile native code

### ● Firebase

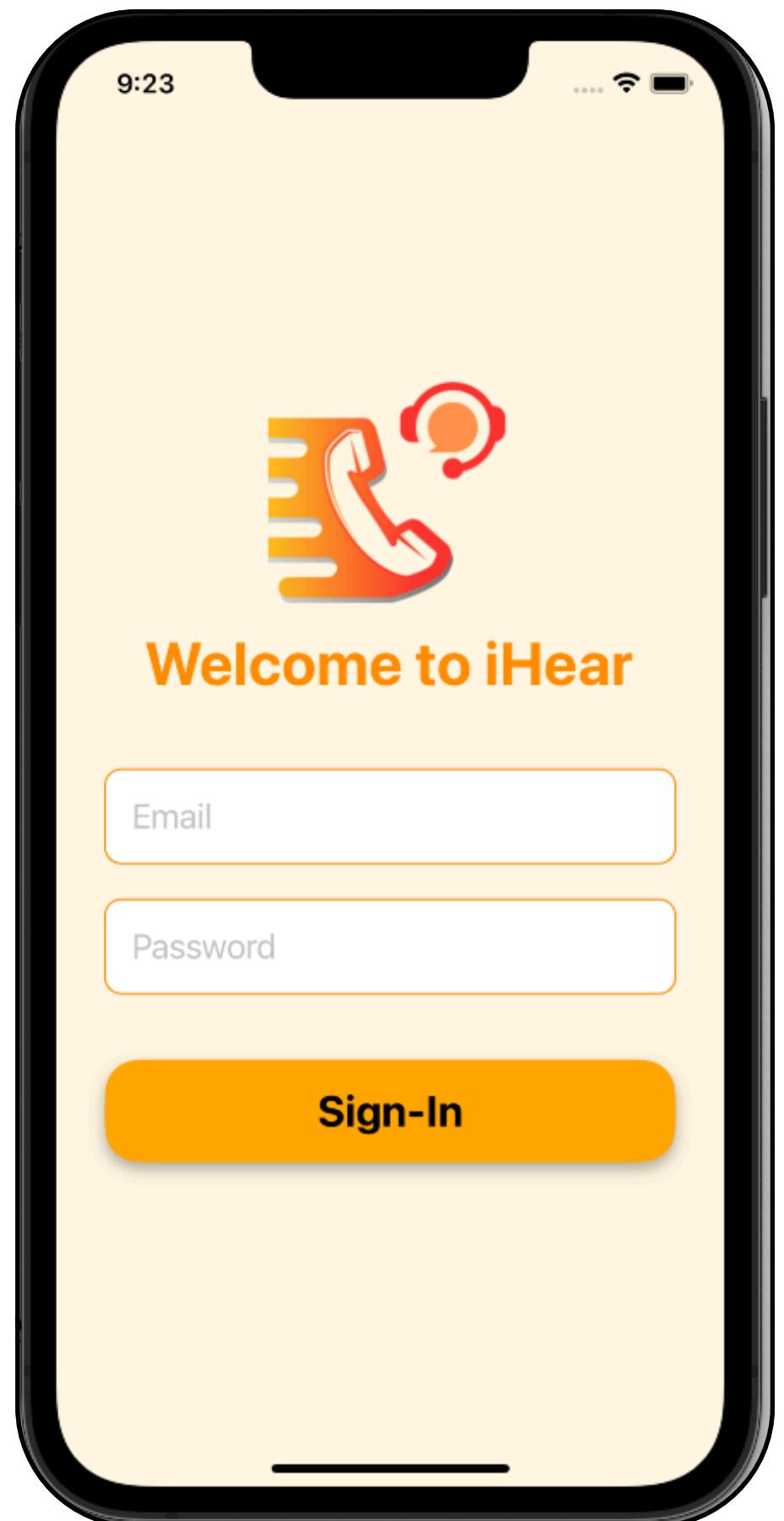
We used firebase for our back end to primarily use the authentication and storing ticket information.

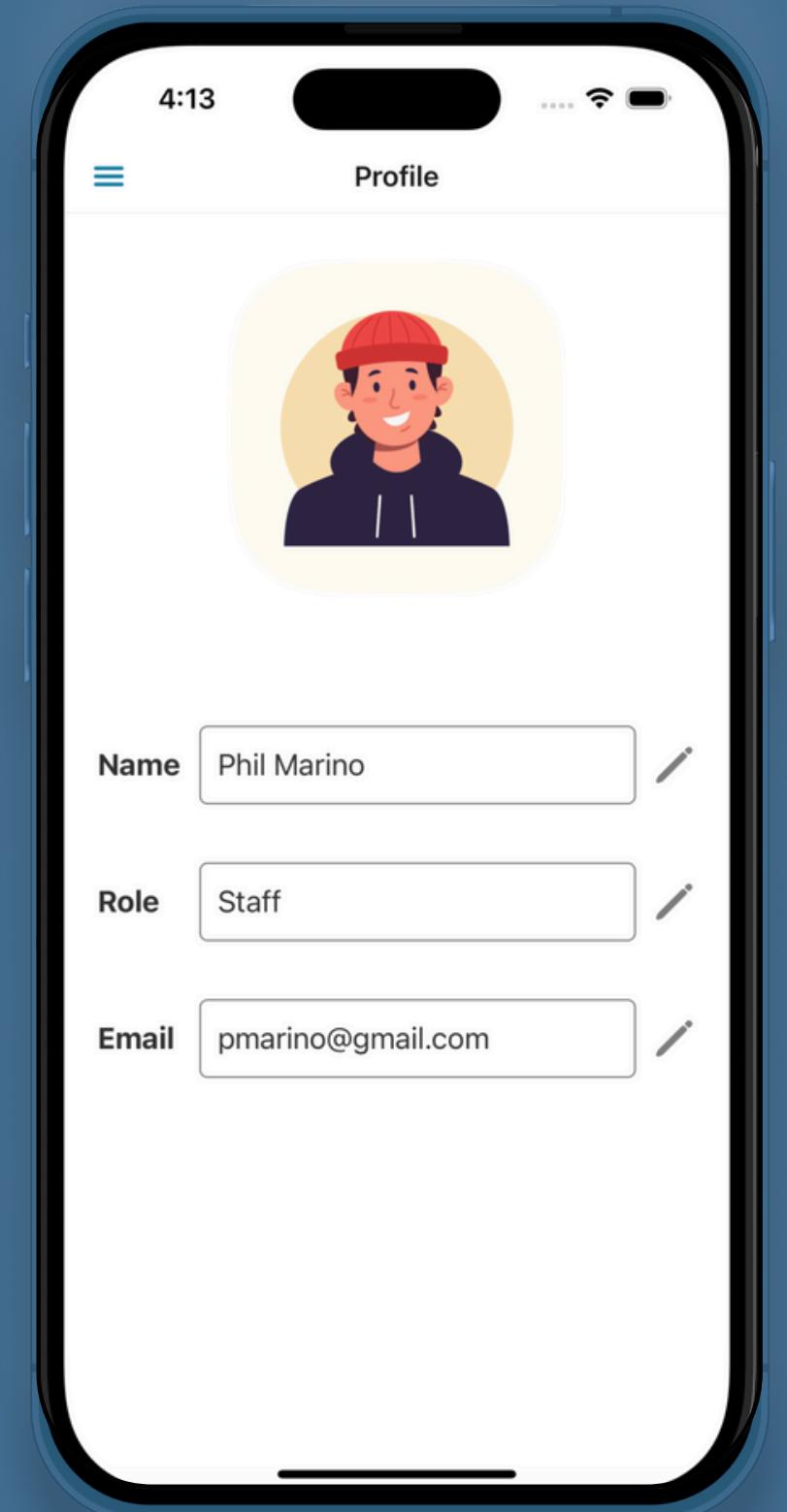
Features

# Authentication (Sign-In)

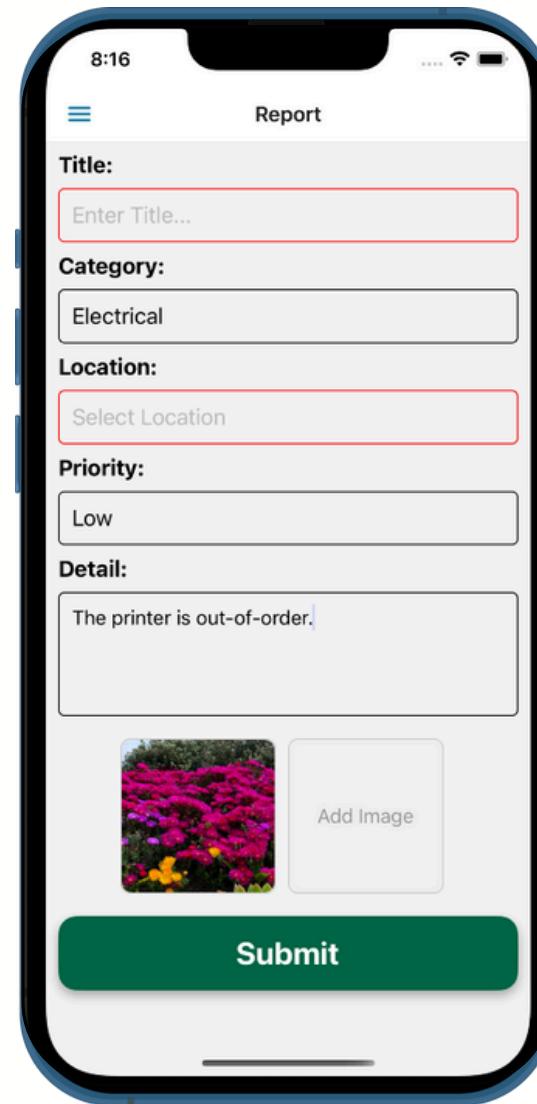
**Using a provided account from an organization (netID)**

**Standard authentication**





# Profile Page



## SUBMIT A TICKET

# Report Page

### Summary

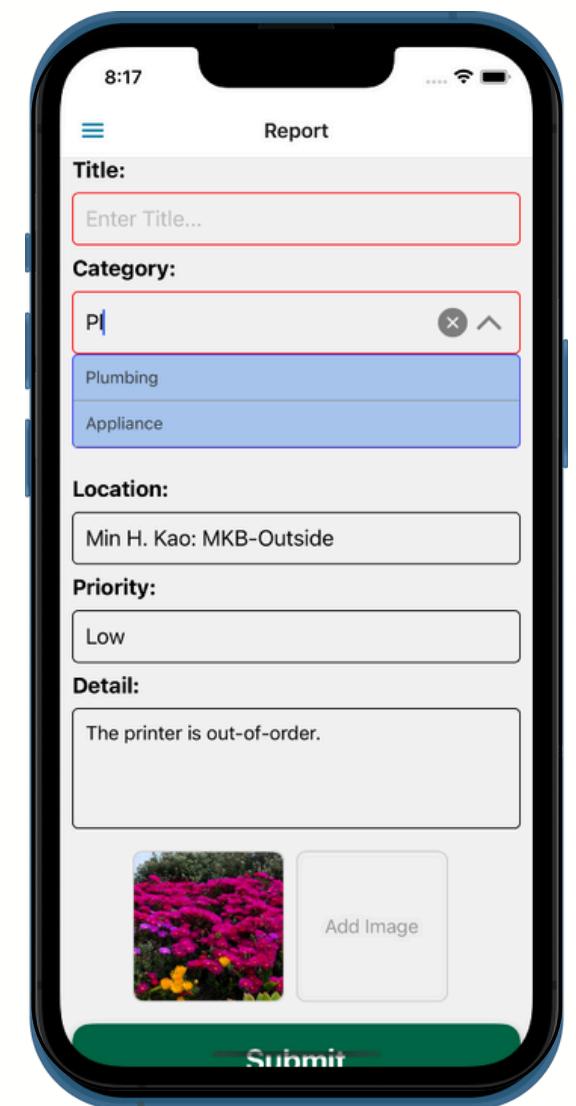
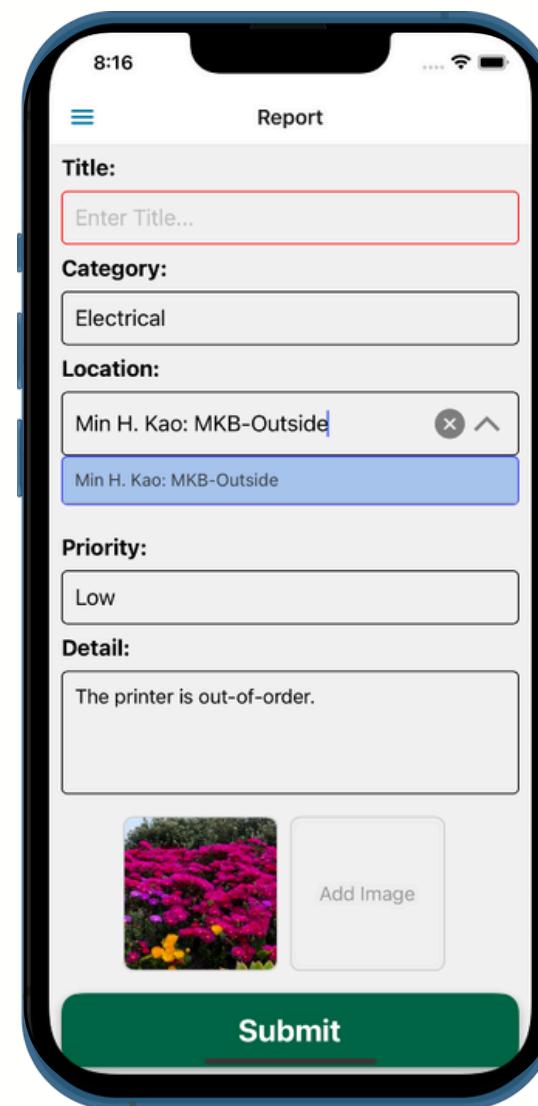
Allows users to submit a ticket to staff.

### Features

- Required fields
- Photo selection (up to 5)
- Filtering of drop-down menus

### In-Progress

- Adding more locations
- Enhancing appearance



A LIST OF ALL TICKETS

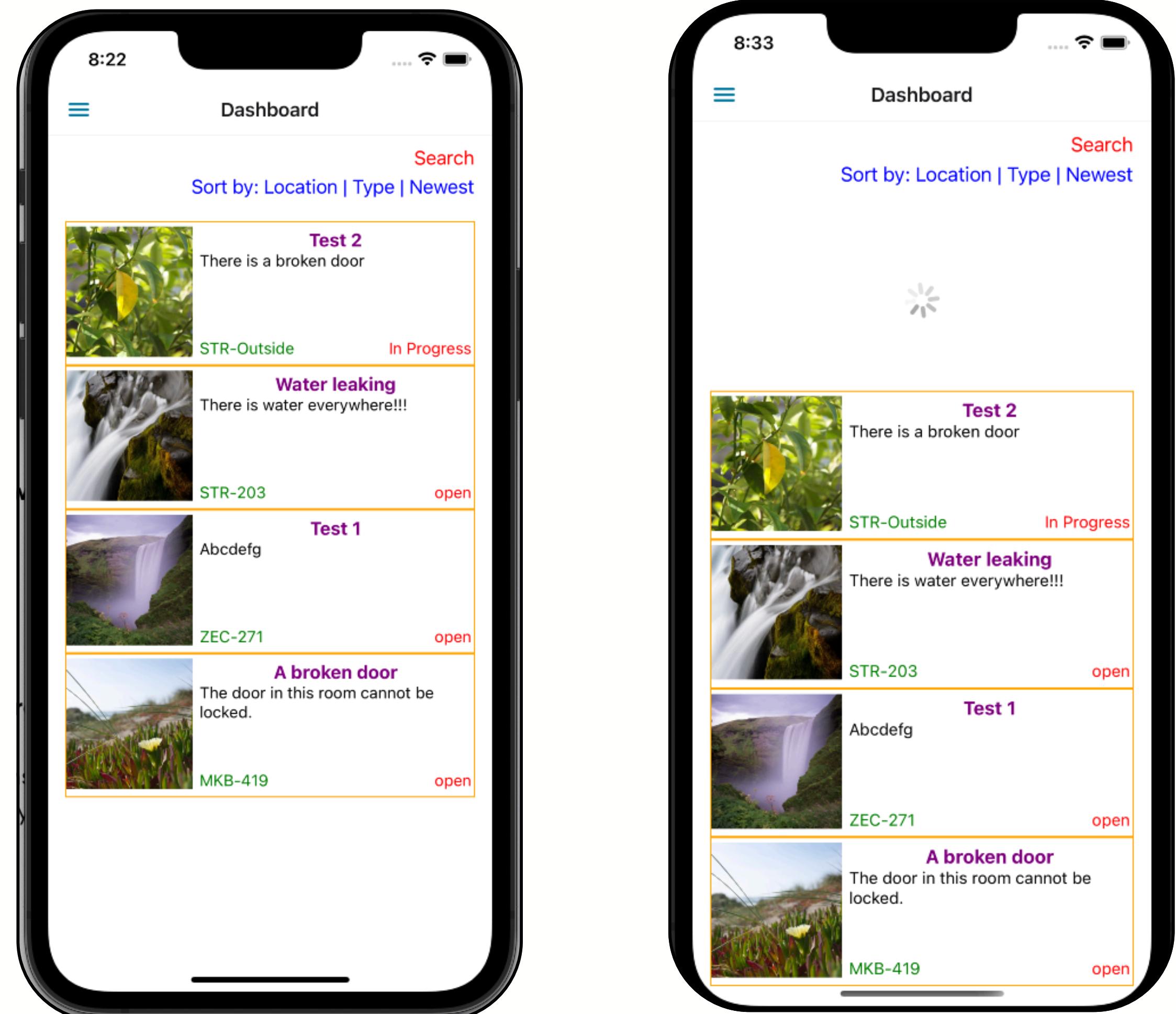
# Dashboard

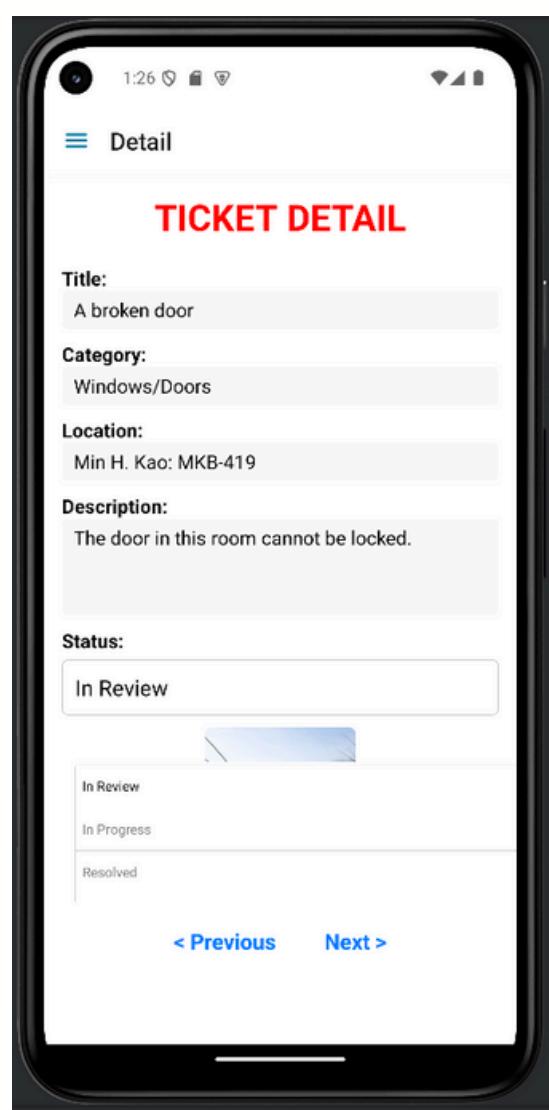
This screen shows all tickets that have been submitted.

Give user a brief view of each ticket.

It shows the actual process of each case

Other features: search and sort are in-progress





SUBMIT A TICKET

# Ticket Details

## Summary

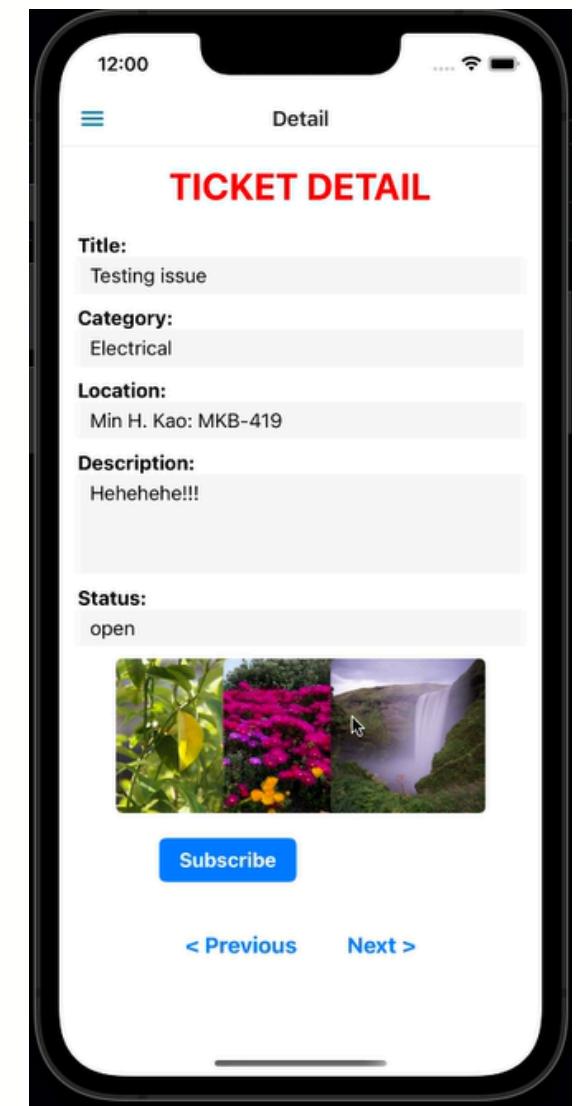
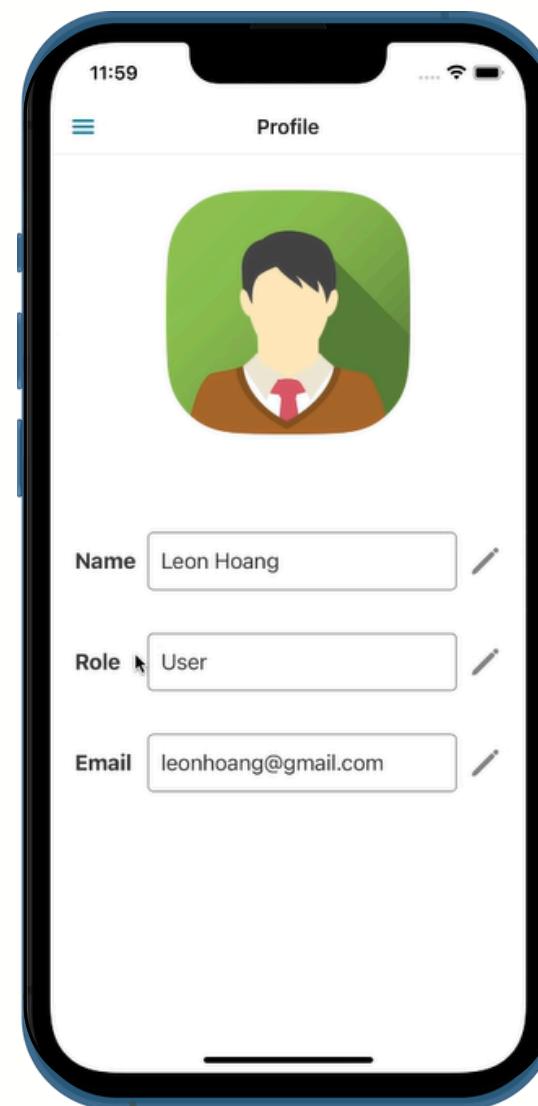
Provides users with a comprehensive view of individual ticket information

## Features

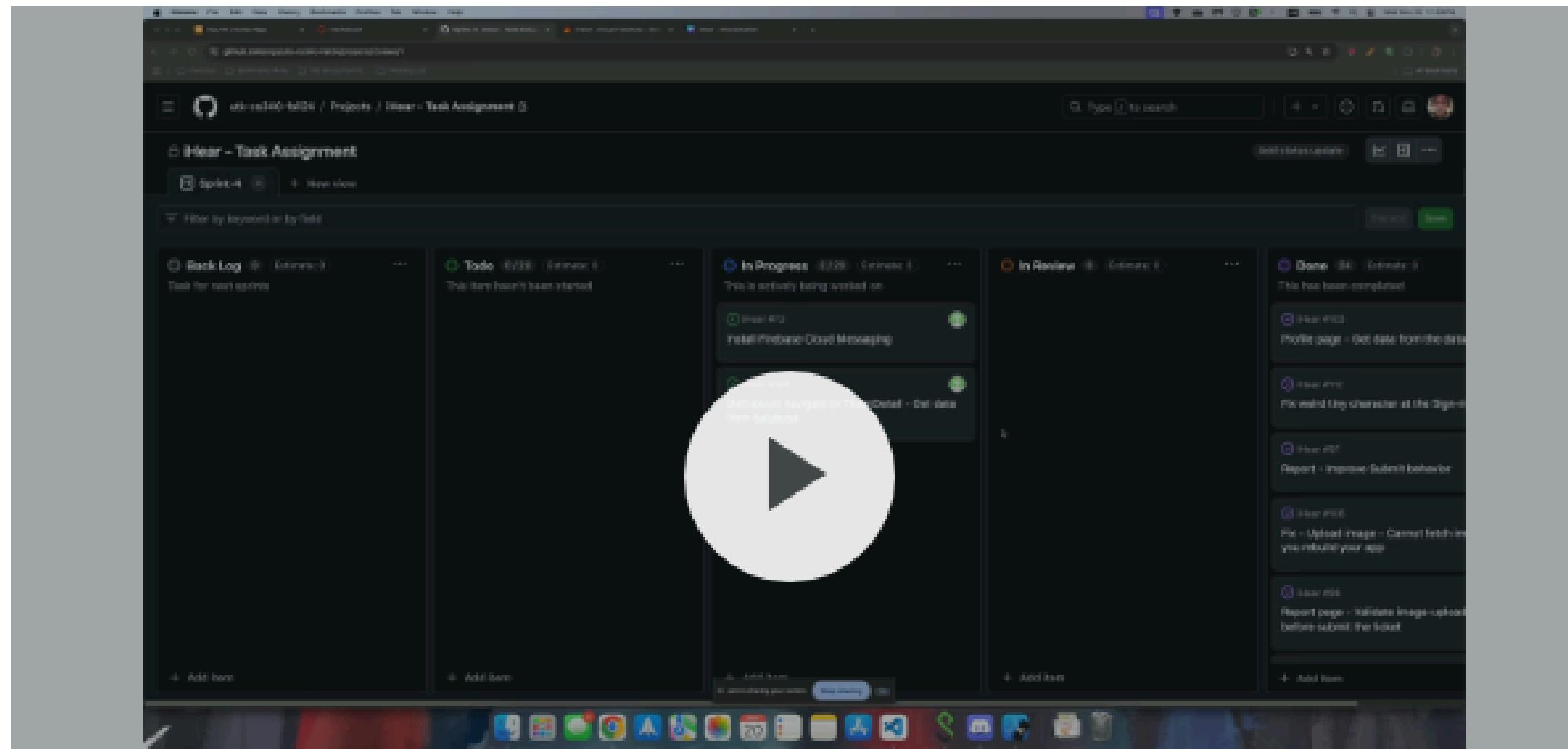
- Displays all ticket fields for easy reference
- Staff can update the ticket's status via a dropdown menu
- Expanded view of all images
- A user-friendly button to subscribe/unsubscribe to ticket updates for non-staff users

## In-Progress

- Adding more locations
- Enhancing appearance



# Demo Video



0:00/2:10

1x

