

# SupportTrackPRO

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## Mission Statement

SupportTrackPRO is a subscribable service that caters to small companies that create or sell products with warranties, and customers that need to request service on those products based on their valid warranty. It will present differently to two different audiences.

The customer will be able to log in and register their product warrenty, and then request support based on that registered warrenty. The support company will have support representitives that can log in and see customers requests for support in a queue and use contact information supplied by them to contact them to resolve their issue.

## Database (dbdiagram.io)

<https://dbdiagram.io/d/5fca4c5e9a6c525a03b9d18e>

## Features

Version 1.0 / MVP	Version 2.0 / Stretch Goals
<ul style="list-style-type: none"><li>• Support Company and Products CRUD</li><li>• Contact and Registered Warranty CRUD</li><li>• Support Ticket and Support LOG CRUD</li><li>• Identity Roles</li><li>• Change UI Presentation Based on Identity Roles</li></ul>	<ul style="list-style-type: none"><li>• Addition of Service Contract functionality similar to Warranties.</li></ul>

## Trello Link

<https://trello.com/b/VCg6ZCBe/supporttrackpro>

## Wireframes (Adobe XD)

<https://xd.adobe.com/view/6761748b-cc93-4ecc-af1a-2a8477a631e7-3232/>

## Schedule

Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7
Setup	Support Company and Product basic CRUD	“”	“”	Contact and Registered Warrenty basic CRUD	“”	“”
Day 8	Day 9	Day 10	Day 11	Day 12	Day 13	Day 14
Support Ticket and SupportTicketLOG CRUD	“”	“”	Identity Roles Support and/or Contact integration	“”	“”	CSS Styling + Navigation
Day 15	Day 16	Day 17	Day 18	Day 19	Day 20	Day 21
“”	“”	Setup For Testing And Presentation	Actual Testing	Address Last Minute Bugs	“”	“”