

Web Applications – Exam #1 (deadline 2024-06-30 at 23:59)

“Ticketing system”

Question and answers already given in the google doc

1. All of these are mandatory field or can have a default value?

This is the definition of a ticket. It does not refer to "fields" or values. These are details that must be decided when an implementation is proposed.

2. Is the 'non-empty initial block of text' an additional field to the 'zero or more additional non-empty block of lines'? Or is it a single field at the time of insertion? That is, does adding an additional block mean adding it to the "non-empty block of text" or to a separate field that contains only the blocks?

Not sure I understand the question. When a new ticket is created, it must have a block of text which is not empty. Note that this is just the description of the ticket. The only difference between this block and the others is that the author of this block is the ticket owner.

3. should be the user to insert the tags or the app must provide options to put the text in bold/italic?

Users be able to insert tags. Note that since this (relatively small) part seems to create quite a number of issues for many, we are thinking to modify (i.e. reduce) it in the final version.

4. should the text be already in bold and italic while writing in the box?

No

5. i didnt understand this part, each ticket have n block its mean its mean i press the button for bold and all block of that ticket its now bold or individual block ? also this settings its saved on the server ?

There is no "button", nor the action applies to all blocks. Also note that since this (relatively small) part seems to create quite a number of issues for many, we are thinking to modify (i.e. reduce) it in the final version.

6. Can the tags be nested. and can a tag span over multiple lines?

Yes (as the browser allows them). – Note: that part has been removed now.

7. Only the date, without the corresponding time?

timestamp. This will be fixed in the revised version. Thank you for pointing this out.

8. I missed writing before. Here, if it's possible to use the modal for creation and summarization of the information ?

Yes, this decision is up to you. Note that the "read-only" refers to the information shown (for instance, in case it is shown as a form).

9. Do we have to show even the timestamp and the user? or only the title, the category and the initial block?

"all the information" means all. The only doubt can be about timestamp, since the ticket is not yet created. I recommend that the timestamp is set when the ticket is actually created.

10. I didnt understand this part about behaviour of the client for example if before the submission i have 14 ticket and after i the submission i have 15 the page that show all ticket must be updated with the new element without of the refresh of the page ?

This is an implementation detail that you can decide. Here the text is not discussing about what to show in the list.

11. Can text blocks be deleted or edited by authenticated users?

In general this is not required. The editing possibility is required only during the submission phase as described in the text.

12. can also do it as a new route?

There are no restrictions about this. In general, try to use the simplest possible choice so that developing the solution will be easier

13. Good afternoon Professor, in this message you stated that there are no restrictions about creating a new route (e.g. TicketView) into which show the content of a single ticket. In other messages you stated also that when clicked tickets should expand in the same view. Can you please clarify if it's required to show tickets in the same view or different route? Thanks in advance.

Same view. The route is something you need to decide by yourself.

14. Does this mean that the authenticated user can expand multiple tickets at once (and not just one ticket at the time) and the expansion is made directly in the list?

Yes, that is the intention.

15. So all the tickets (even more than one at a time) should be expandable to show all their blocks of text in the same view as the list of tickets?

Yes

16. can we decide to not show not selected tickets? So only selected ticket and their answers will be showed

No. The other tickets needs to remain visible, but some will be expanded.

17. Just to clarify, we have to implement a "Comment Reply" form, where the first comment is the description of ticket written by the owner. Is that right?

The ticket is a sequence of text blocks. There is no need to implement a "reply". How to implement the addition of a block (which is in the next paragraph) is up to you.

18. when a user adds a block of text to any ticket (even not his own), then he will be considered the author of only that newly created block and not of the entire ticket (in the ticket list, the author field should contain the original user), right?

Yes, only the newly created block. The owner of the ticket remains the same.

19. Is it possible to explain more in detail this phrase?

" For that new block of text the authenticated user will be automatically considered as the author. "

in the context of "The authenticated user can, in addition, at any time decide to add a new block of text to any ticket, including the ones where he/she is the owner. For that new block of text the authenticated user will be automatically considered as the author. "

Thank you.

Not really sure what is not clear, if you do not specify further. 1) The author of the new block cannot be chosen, it is automatically the authenticated user. 2) Any authenticated user (i.e., not generic visitors) can add a new block to any ticket.

20. owner can reopen a closed ticket?

No.

21. Has ticket to be in open state in order to let admin change category?

This is not specified, hence it is not required.

22. What is the unit of measurement for the output of this function, seconds?

hours. It is written later in the text. Thanks for pointing it out. We will clarify it in the revised version of the text.

23. Estimate is provided via explicit request for a ticket. It will not be a value calculated when ticket is created. Is that correct?

The request is automatic upon ticket creation, for all authenticated users. This will be reworded for better clarity in the revised text.

24. here means guest or still authenticated user ?

authenticated users. It will be clarified in the revised text.

25. Let's take as example value 293 hours. Is it ok to print 12 days and 5 hours or is it better to print 293 hours? Of course this is for admin, normal user will see 12 days. Thanks in advance.

Up to you. Not required. Probably it is better to show hours, since if they are multiple of 24 you need to find a way to distinguish them by rounded days.

26. actual estimation = hour-level precision estimation as specified on next paragraph?

Yes

27. Normal user its the guest or its the authenticated user ?

Normal user is the authenticated user which is not an administrator. This will be clarified in the revised text.

28. So, a user who is not authenticated cannot see anything, right? In this case, we should redirect to the login page?

The user which is not authenticated (called "generic visitor" above) can see the list of tickets with a limited set of information.

29. This text says instead that estimation is calculated at ticket's creation time. Can we have clarification? Thanks in advance.

The estimation is asked to the second server to populate the content of the confirmation page. This will be clarified in the revised text.

30. I have doubts about this part: when we open the confirmation page that gives us an estimated time, is it correct that after the confirmation, that information is not saved on the server and a normal user will see a completely different time for that ticket?

Yes

31. I also don't understand this point: how can an admin see the estimate of each ticket in the main list (as it is written here: "while for the administrators it must be shown (with hour-level precision) also in the list of all tickets together with the title, date, owner, and state.") if the estimate at the time of creating the individual ticket is not saved?

It is requested again to server2 when needed. It is not necessary to show the same estimated value every time.