

Conflicts Between EPICs/Sprints

DAU Campus Complaint Resolve

S2 (Submit complaint) with S4 (Submit anonymously)

Conflict

S2 requires the student to be logged in and identified to submit. S4 allows anonymity, hiding identity from handlers.

Solution

If a user wants to submit a complaint anonymously (checking anonymous checkbox), the user's identity will be kept hidden and no one will be able to see any info.

S5 (Upvotes) with C6 (Escalation workflow & deadline alerts)

Conflict

S5 prioritizes complaints by popularity, while C6 prioritizes by deadlines and criticality. These different prioritization logics may clash in practice.

Solution

Criticality will be given the highest priority, then by deadlines, followed by popularity.

Complaint Routing (C1 vs. D1)

Conflict

C1: Routing is always automatic.

D1: NLP suggestion with manual triage for low-confidence. Clash: is routing mandatory or suggested+optional?

Solution

Routing is automatic, but if confidence is below a threshold, manual triage is allowed, that is we can adopt hybrid logic.

Escalation Workflow (C6 vs. Sprint 4 plan)

Conflict

C6: Deadline-based escalation.

Sprint 4: Adds sentiment-based escalation. If both fire separately, duplicate escalations possible.

Solution

Merge logic: escalation triggers if either condition is met, but system ensures a complaint cannot be escalated twice for the same issue (checks complaint ID for duplicates).

File Upload vs Security (Sprint 2 vs Sprint 7)

Conflict

Students may attach images/videos as evidence, but committees/admins need access to review while sensitive info could leak.

Solution

Rule: Allow file uploads, but scan for mask metadata that could reveal identity if complaint is anonymous.
