

Project 1

Assignment 1.1: Design Document

Computer Science Engineering

Teacher:

Andrés Howard

Students:

Ricardo Jara

Catalina Vergara

Rodrigo Vildósola

User Stories

Requesting User

- As a requesting user, I want to create an account so that I can access the app.
- As a requesting user, I want to authenticate my access so that my use is validated.
- As a requesting user, I want to register my Google account so that I can use one account for multiple apps.
- As a requesting user, I want to see a list of all my tickets so that I know what I want to fix.
- As a requesting user, I want to have a platform to create a ticket so that my executive knows what problem I have.
- As a requesting user, I want to have a list of relevant fields when creating my ticket so that I have an easier time finding my specific problem.
- As a requesting user, I want to be able to see the details of a ticket so that I know clearly what needs fixing.
- As a requesting user, I want to add comments or information in an already created ticket in case I have any further issues or problems presented so that the executive is informed.
- As a requiring user, I want to be able to accept my executive's response so that the ticket can close
- As a requesting user, I want to give feedback to my executive's work so that they and higher ranks know how well they performed.
- As a requesting user, I want to give a five-star rating evaluation so that my executives and higher ranks know their overall work performance.
- As a requesting user, I want to erase a ticket I created if my problem was resolved so that an executive does not have to work without purpose

Executive

- As an Executive user, I want to create tickets so that we can track problems and access issues.
- As an Executive user, I want to log into my account so that I can access all my information and work with it.
- As an Executive user, I want to register my Google account so that I can link multiple services to this app.
- As an Executive user, I want to update tickets so that we can change a ticket around an evolving problem.
- As an Executive user, I want to be able to sort tickets by priority, closing date, and date of
 response to the user so that I can efficiently manage my team's workload and prioritize tasks
 accordingly.
- As an Executive User, I want to easily identify late tickets that have not been closed past their deadline, so that I can take appropriate action to ensure timely resolution.
- As an Executive user, I want to easily identify tickets that are close to the deadline, so that I can ensure they are addressed promptly and prevent them from becoming late.

- As an Executive user, I want to easily identify tickets that are still within the deadline, so that I can monitor their progress and ensure that they are resolved before the deadline expires.
- As an Executive user, I want tickets in different statuses to be displayed with different colors, so that I can identify different statuses in tickets and prioritize the team's workflow effectively.
- As an Executive user, I want a function that allows me to request the acceptance of a ticket resolution from a user, so that I can close the ticket.
- As an Executive user, I want to be able to search for tickets based on the user's email address, so that I can quickly find all tickets related to a specific user.
- As an Executive user, I want to be able to search for tickets by keywords in the title and description, so that I can easily locate tickets based on their content.
- As an Executive user, I want to be able to remove tickets, so that I can erase the tickets that are already completed.

Supervisor

- As a Supervisor user, I want to have the access to assign a ticket to a executive so that i can change the executive if it is needed.
- As a Supervisor user, I want to log into my account so that I can access all my info and work with it.
- As a Supervisor user, I want to register my existing Google account so that I can use the same account that I use for email or other apps here.
- As a Supervisor user, I want to authenticate my access so that my account is validated.
- As a Supervisor user, I want to select the account that it's going to have the supervisor permissions so that there is no error in users having such permissions.
- As a Supervisor user, I want to be able to see which users have the supervisor permissions so that I can check who has the permissions.
- As a Supervisor user, I want to be able to have control of executives so that if I want to remove or assign roles to a registered accounts i can do it.
- As a Supervisor user, I want to be able to filter the tickets by date so that I can see the information of them sorted by date.
- As a Supervisor user, I want to have access to overdue tickets so that I can see the information about them.
- As a Supervisor user, I want to be able to generate a report for a specific date range of tickets so that I can keep track of the number of tickets created, opened and closed within that period.
- As a Supervisor user, I want to be able to generate a executive performance report for a specific date range so that I can keep track of the executive actions.
- As a Supervisor user, I want the report to include a histogram of ticket labels so that I can see which types of tickets are the most common and allocate resources accordingly.
- As a Supervisor user, I want the report to be presented in a clear and concise manner, with relevant data displayed prominently, so that I can quickly identify trends and issues.
- As a Supervisor user, I want to generate a report of overdue tickets so that I can monitor tickets that are still open but past their closing date.

Administrator

- As an Administrator, I want to have all the customer/executive/supervisor access to the app so that I can manage all types of accounts.
- As an Administrator I want to log in to my personal account so that I can work on it.
- As an Administrator I want to register with an existing Google account so that I can use one account for multiple apps.
- As an Administrator user, I want to be able to have control of executives so that if I want to remove or assign roles to a registered accounts i can do it.
- As an Administrator user, I want to generate a report of overdue tickets so that I can monitor tickets that are still open but past their closing date.
- As an Administrator user, I want the report to include a histogram of ticket labels so that I can see which types of tickets are the most common and allocate resources accordingly.
- As an Administrator user, I want to have access to overdue tickets so that I can see the information about them.
- As an Administrator user, I want to be able to filter the tickets by date so that I can see the information of them sorted by date.
- As an Administrator user, I want to be able to have control of supervisor users and executive so that if I want to remove or assign roles to a registered accounts i can do it.
- As a Administrator user, I want to be able to generate a executive performance report for a specific date range so that I can keep track of the executive actions.

Support staff

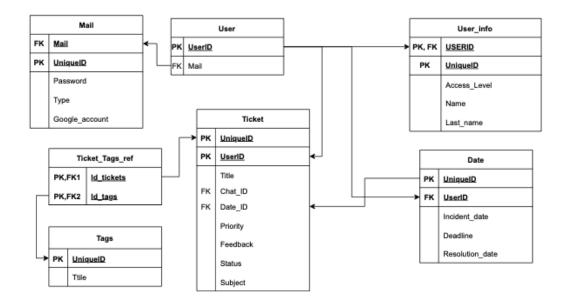
- As a Support Staff, I want to authenticate my access so that my use is validated.
- As a Support Staff, I want to register my Google account so that I can use one account for multiple apps.
- As a Support Staff, I want to be able to comment on the tickets, so that I can get involved if it is needed.

Domain Model

Actors The admin user will be able The user is evryone who to give permissions to the differents acctounts around Admin user User wants to access the system, eventually there the aplication. are multiple types of users. The executive user is the The supervisor is the one that will check and make one that will attend the Executive user Supervisor user tickets and make report about the work that responeses. the executive user will do. The requesting user creates a ticket when a problem is found, one The support staff is an Actor from the app itself, it Requesting user Support staff can comment on every requesting user can create ticket many tickets. Objects An ticket can have many solutions, all of those Entity where the main data solutions have to be sent to the requesting user so that of a given ticket is stored, Ticket Solution including the user that created it. he can accept them, then that accepted solution turns into a resolution One ticket can have many comments attached to it, Entity that stores the date data of a given ticket, that means its incident date and Date Comments the entity comment stores one comment to a given deadline. Tickets can have multiple Entity that stores resolution tags and tags can have multiple tickets. information of a ticket, like Resolution Tags its resolution date, rating This entity stores the data and possibly feedback. for a tag, like its name. Tickets come with documents, this documents can be a PDF file, images, Documment

First Iteration Last Name content Email Access Level Name CommentID User Pdf Video TicketID Documment Title State has attached Ticket Priority Description Categorized limit/answer Indident Date Deadine Tiitle Resolution Date TagID Resolution

Second Iteration



Status		
PK	<u>UniqueID</u>	
	Row 1	
	Row 2	
	Row 3	

Comments		
PK	<u>UniqueID</u>	
PK	Ticket_id	
	Row 1	
	Row 2	
	Row 3	

Transfer		
PK	<u>UniqueID</u>	
	Row 1	
	Row 2	
	Row 3	

	Resolution		
PK	UniqueID		
	Row 2		
	Row 3		

Documment		
PK	UniqueID	
	Row 1	
	Row 2	
	Row 3	

