



Universidad de
los Andes



**FACULTAD
DE INGENIERÍA
Y CIENCIAS
APLICADAS**

Project 1

Assignment 1.1: Design Document

Computer Science Engineering

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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.

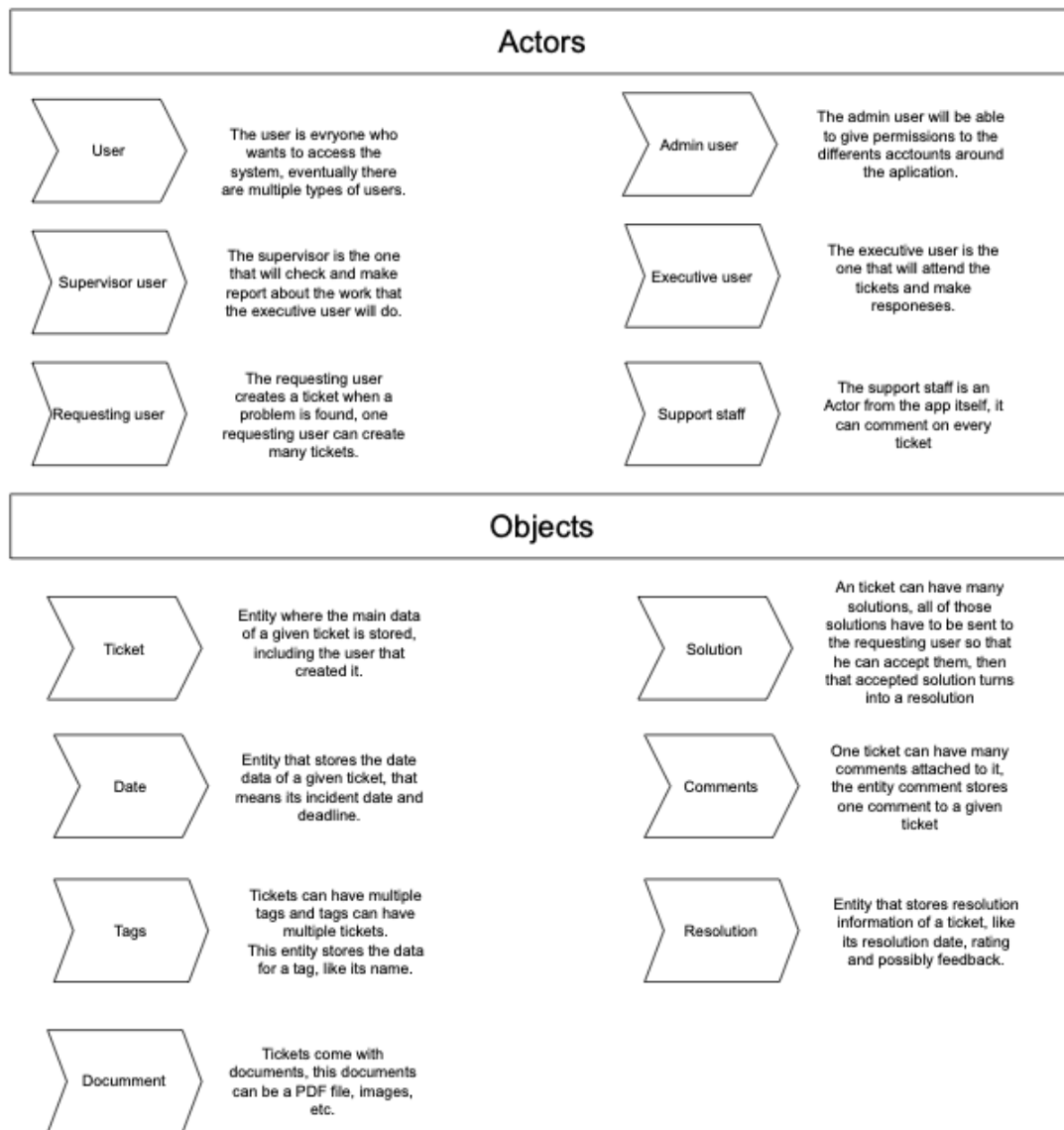
Administrator

- 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.

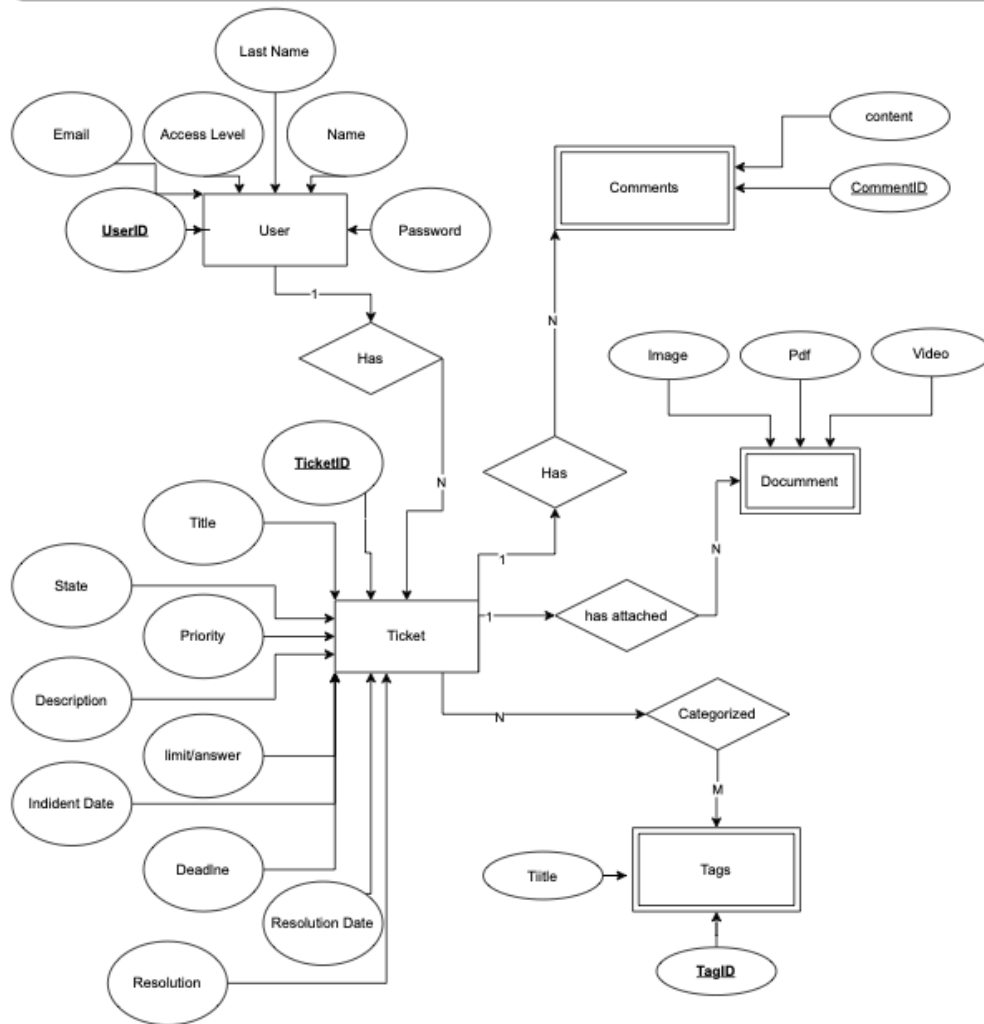
Support staff

- 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.

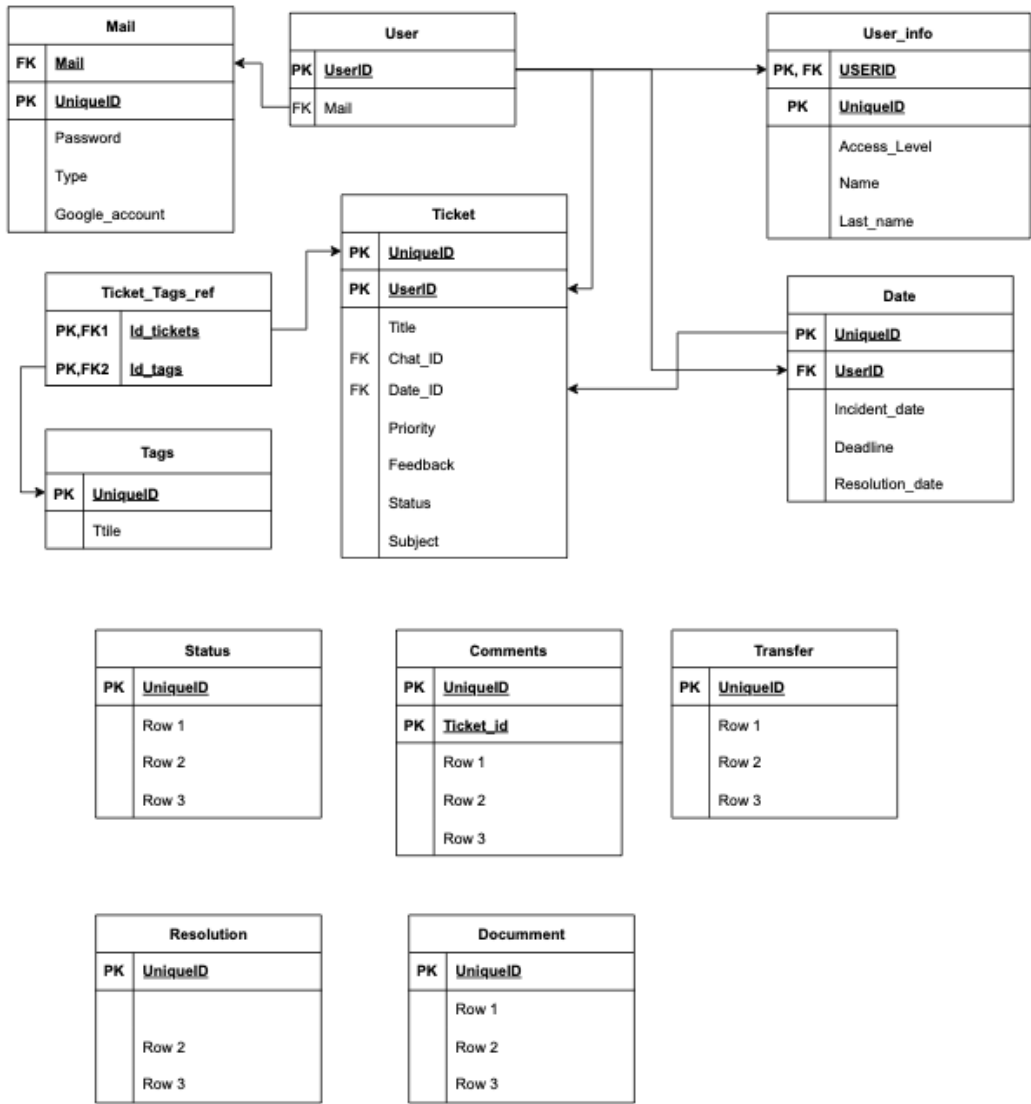
Domain Model



First Iteration



Second Iteration



Final Entity-Relationship (E-R) diagram

