# **Tracker app**

## Analysis

### Purpose

The application aims to help the user to manage problems. Each problem is treated as a ticket. It will tell the user information about the problem, including when it was set, a description and completion status of the problem.

### Requirements

1. The application should have a chatroom for each ticket.
2. The application should show the user information about the tickets issued, including a detail description and completion status of each problem.
3. The application should use a database system to store the tickets.
4. The application should allow the user to create a ticket and upload the ticket to the database.
5. The application should allow the user to update a ticket.
6. The application should allow the user to remove a ticket if it is not needed.
7. The application should have a clean and intuitive user interface

## Design

### Methodology

Agile: One feature per sprint. 1 – 2 weeks on each sprint.

### Tools and Languages

* Python
* Django
* MongoDB

### Database Schema

User

* UserID
* Username

Ticket

* TicketID
* TicketName
* Description
* Status
* IssueDate
* UserID

Chatroom

* ChatroomID
* ChatMessage
* SentTime
* UserID
* TicketID

### Build steps

1. Setup Django
2. Design the UI using bootstrap template
3. Setup MongoDB
4. Add ticket
5. Update and remove ticket
6. Chatroom

### Use-cases Diagram

Diagram

Description automatically generated

### Class Diagram

Diagram

Description automatically generated

## Build