Concept plan

# Core parts

* Authentication - log in/out
* Roles: administrator, developer, customer
  + Administrators should be able to
    - create projects
    - assign developers and customers to projects
  + Developers should be able to
    - pick tasks
    - ask task-related questions from the customers
    - move task to status IN PROGRESS
    - pass the task to the customer for confirmation, move it to RESOLVED
    - ask an admin if the task is a valid task - what is a valid task?
    - close the task, move it to CLOSED
  + Customers should be able to
    - create new tasks in projects
    - answer task-related questions from the developers
    - confirm that the task is solved
* States of tasks
  + NEW - a task is created
  + IN PROGRESS1 - a developer picked it for fixing
  + IN PROGRESS2 - the task is valid and the developer is working on the solution
  + WAITING FOR RESPONSE - a developer asked a question from the customer
  + PENDING - waiting for an admin to confirm the validity of the task
  + RESOLVED - a developer finished working on the task and is awaiting for confirmation
  + CLOSED - the task was successfully completed
  + REOPEN - the customer is not satisfied with the current solution
  + DECLINED - the given task was declined by an admin

flow_diagram.png

# Optional parts

* Search tasks by tag, start date, end date, in comments
* Add comments to tasks (different than developer-customer direct communication)
* Add work hours to tasks (a developer can set the hours he/she worked on the task)