

# **SOFTWARE ENGINEERING**

**(Course ID: BSCS3001)**



## **Online Ticketing System with Discourse and Gchat Integration**

*Milestone 2*

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# Storyboard - 1

Student Perspective

Hey Nikhil I was wondering if our concerns are also created on discourse as well when I created them on our ticketing app.

Hey Aakash. Yes whenever someone raises a ticket on the app, it also gets created on discourse as well.



This is great.

Yes this feature helps a lot.



# Storyboard - 2

Support Staff Perspective





# Storyboard - 3

## User Perspective



S

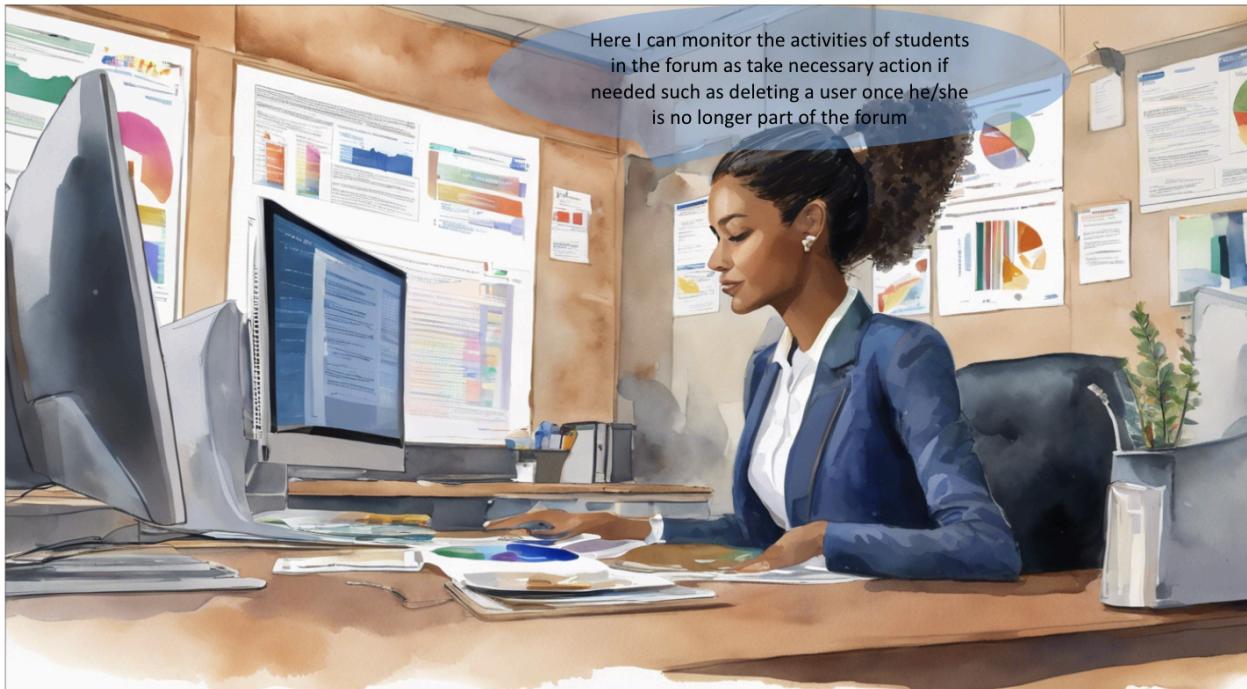
# Storyboard - 4

## Support Manager Perspective



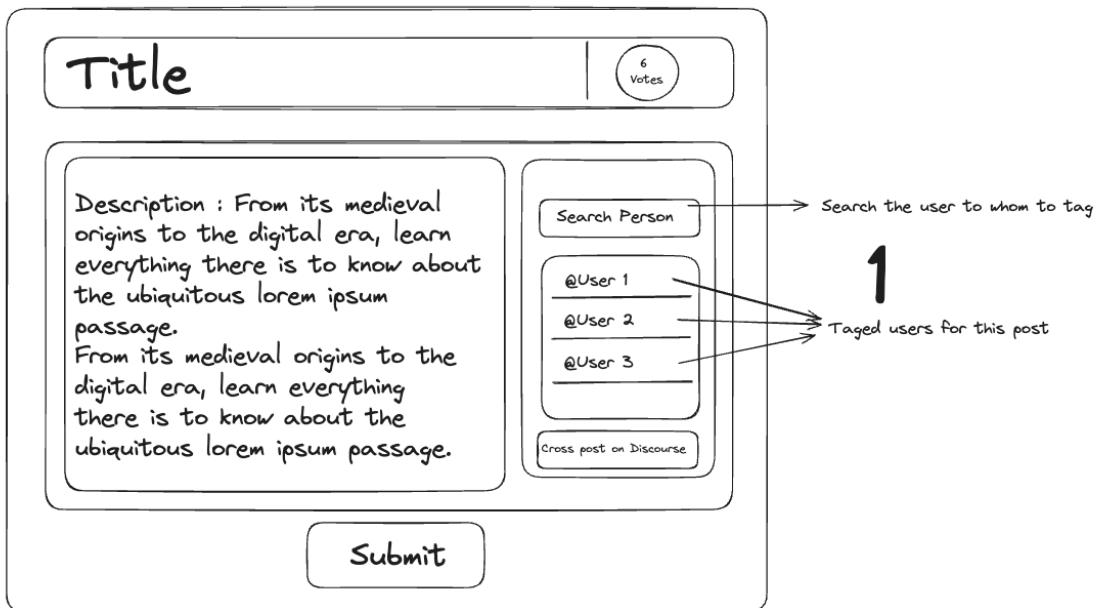
# Storyboard - 5

## Admin Perspective

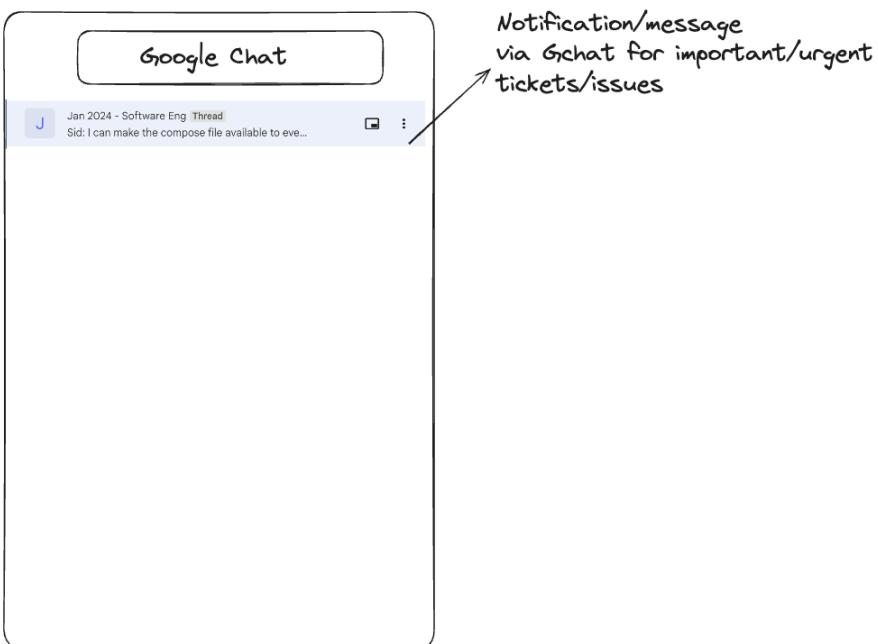


# Wireframes

When a user creates a post want to tag concerned people in the thread. The use can search the person to be tagged from the search box and tag accordingly



# 2



# 3

User can create a query on discourse as well

Title

6 Votes

Description : From its medieval origins to the digital era, learn everything there is to know about the ubiquitous lorem ipsum passage.  
From its medieval origins to the digital era, learn everything there is to know about the ubiquitous lorem ipsum passage.

Search Person

@User 1  
@User 2  
@User 3

Cross post on Discourse

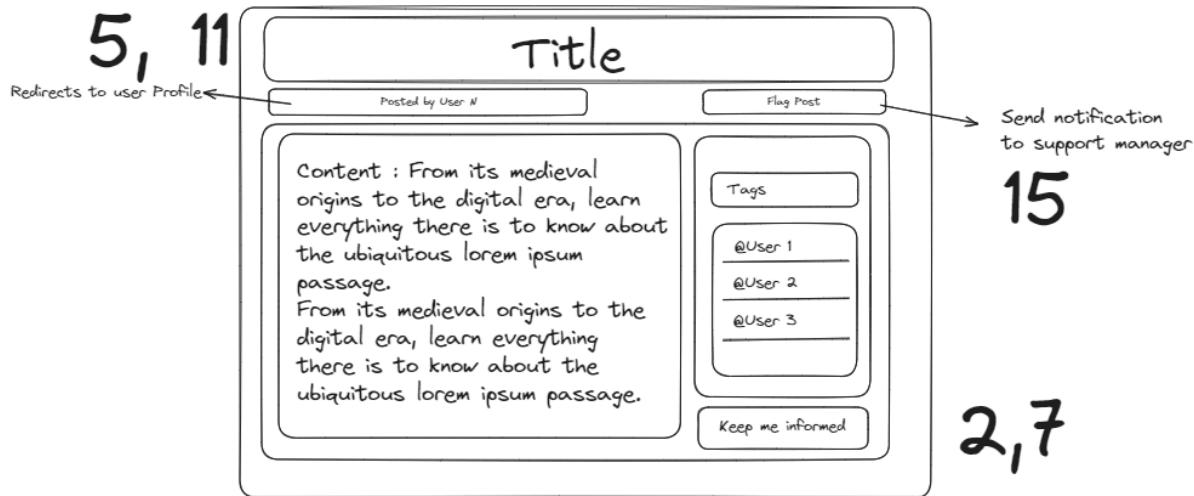
Submit

Search the user to whom to tag

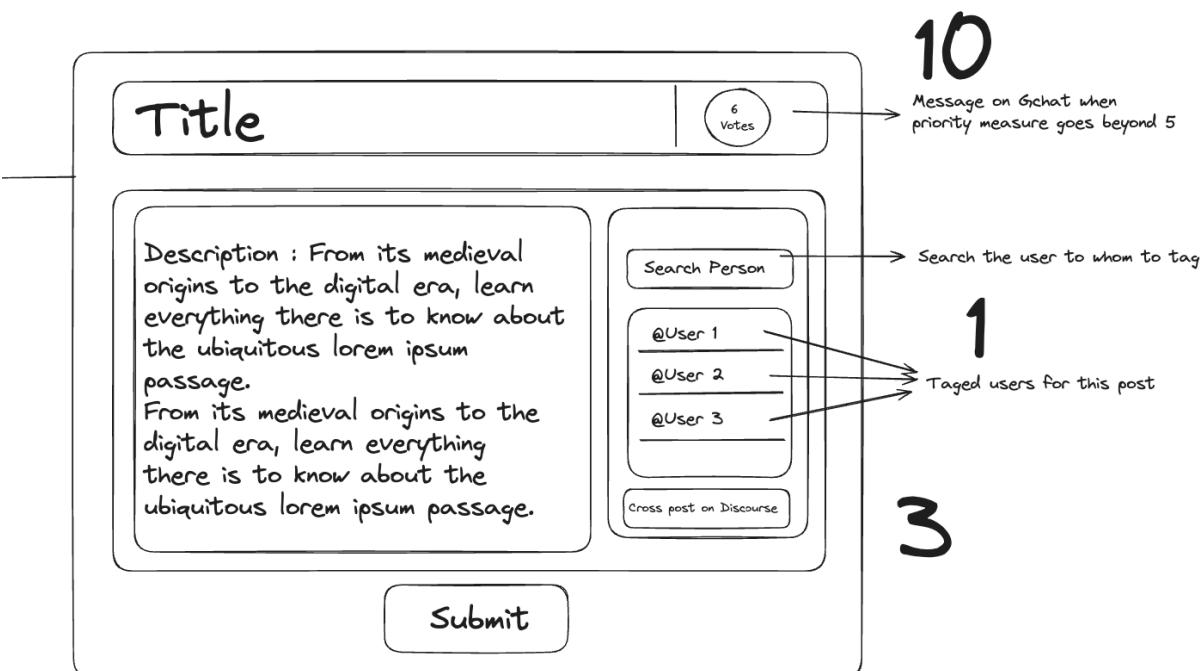
Taged users for this post



4, 6  
The user can search the discussion using the tags, filters



When a user creates a post want to tag concerned people in the thread. The use can search the person to be tagged from the search box and tag accordingly



8, 12

Reply to: Thread Title      6 Votes

Description : Topics of discussion.

Link: Discourse.com/t/1

Label: Solved in linked post

Search Person  
@User 1  
@User 2  
@User 3

Cross post on Discourse

Submit

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Title

Content : From its medieval origins to the digital era, learn everything there is to know about the ubiquitous lorem ipsum passage.  
From its medieval origins to the digital era, learn everything there is to know about the ubiquitous lorem ipsum passage.

Marked as Solved ✓

Tags  
@User 1  
@User 2  
@User 3

Keep me informed

The support staff can mark the post as solved once he feels it has been answered properly

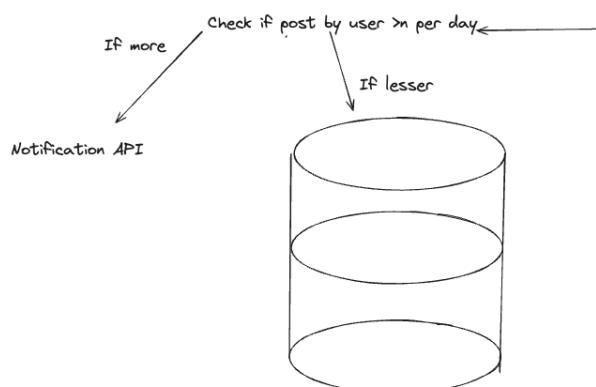
# 13

The Support Manager can see which support staff is active and which ones are not active so that proper action can be taken against them

Support Staff Last Responding Time

@support_staff1	Last Response to Post : 5PM
@support_staff2	Last Response to Post : 5PM
@support_staff3	Last Response to Post : 5PM

# 14

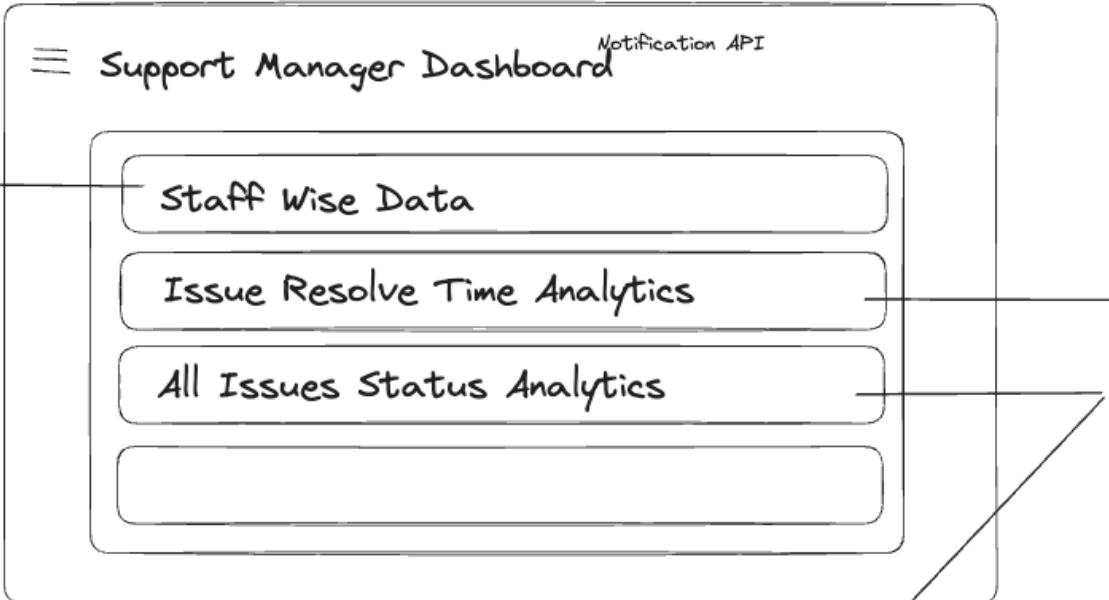


Title  
6 Votes

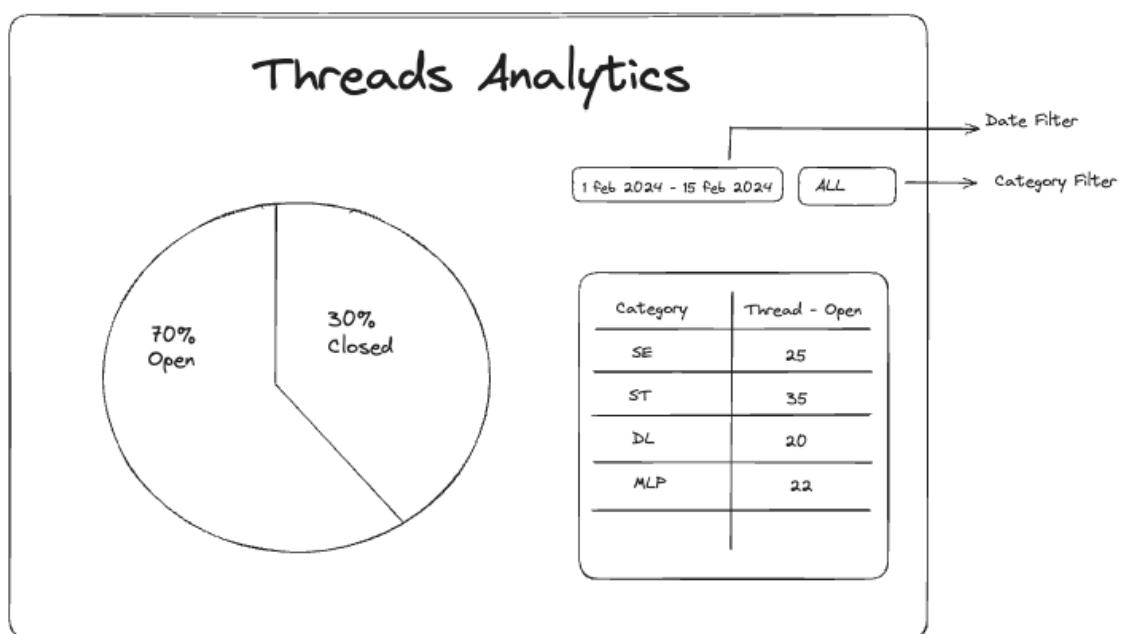
Description : From its medieval origins to the digital era, learn everything there is to know about the ubiquitous lorem ipsum passage.  
From its medieval origins to the digital era, learn everything there is to know about the ubiquitous lorem ipsum passage.

Search Person  
@User 1  
@User 2  
@User 3  
Cross post on Discourse

Submit

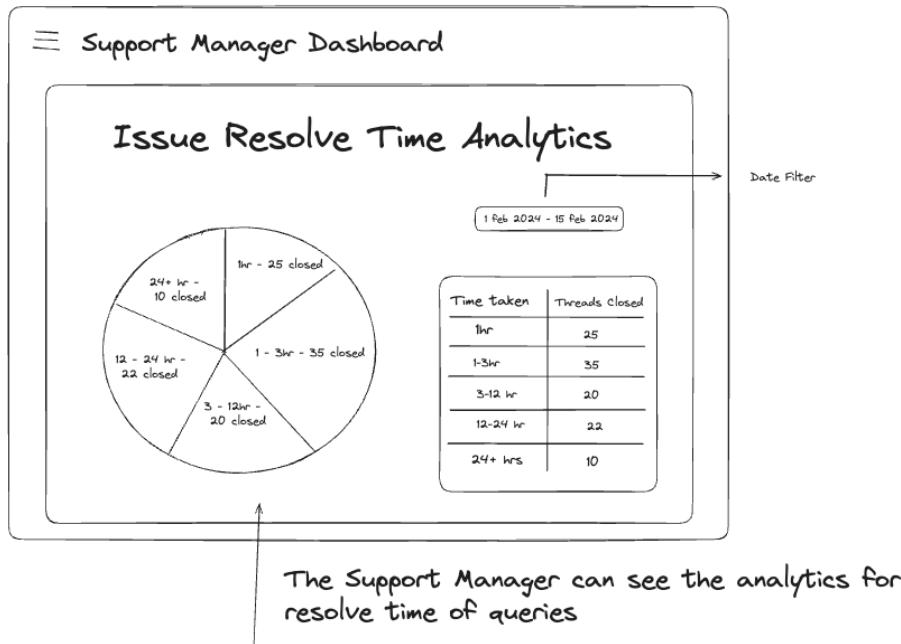


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Pie chart for resolved and pending threads

17



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Staff Wise Data

S.No	Staff Name	Active Tags	Resolved	Subjects
1	staff-1	23	96	maths-2, stats2
2	staff-2	25	56	mad-1, mad-2
3	staff-3	15	40	ct, python
4	staff-4	16	35	java, python psa
5	staff-5	17	64	dbms, mlf
6	staff-6	24	48	maths-2, stats2
7	staff-7	21	80	mad-1, english-2

The Support Manager can see number of issues being handled and solved by each support staff