Group 6

QMUL Issues and Feedback System

ECS506U Software Engineering Group Project

Prototype

Acceptance Tests:

Use case	Steps and Required Inputs	Expected behaviour	Observed behaviour
Login	1. Type into appropriate input field both correct email and password (for both admins and students) 2. Click Login button or press enter	System redirects users to the appropriate dashboard, depending on which login credentials they used.	Expected behaviour observed
Login	1. Type into appropriate input field either/both incorrect email or/and password 2. Click Login button or press enter	System should show that credentials are incorrect (colours the border of input fields in red).	Expected behaviour observed
Login	1. Try to submit the email in an incorrect format or leave an empty input field(s).	System will display a message saying that the input field is empty or that the email needs to be in the correct format.	Expected behaviour observed
Report Issue	1. Select Issue Type 2. Write a title 3. Write a description of the issue 4. Upload an image(optional) 5. Check the box to certify info is correct 6. Submit data	Ticket is created in the tickets table with information the user entered, and the user will be rerouted back to their dashboard.	Expected behaviour observed
Report Issue	1. Submit form without filling in all required fields	System notifies user to fill in all empty required fields	Expected behaviour observed
Create EC Application	1. Select EC Type by pressing 'Standard Claim' or 'Self Claim' button 2. Select Modules 3. Select Exams for selected modules 4. Write a title	Ticket of type "EC Ticket" is created in the tickets table with type of claim being self or standard depending on which ticket was selected, other information is also added to the ticket,	Expected behaviour observed

	5. Write a summary of your circumstances 6. Upload an image (required if standard) 7. Check the box to certify information is truthful and correct 8. Submit data	and the user will be rerouted back to their dashboard.	
Create EC Application	1. Select *Standard EC Claim* 2. Select Modules 3. Select Exams for selected modules 4. Write a title 5. Write a summary of you circumstances 6. Check the box to certify info is truthful and correct 7. Submit data without adding evidence	System will display a message to the user that evidence must be uploaded for a Standard EC Claim.	Expected behaviour observed
Create EC Application	1. *(Student uses up 3 self-certified claims)* 2. Navigate to 'Select a Claim' page 3. Attempt to click on 'self' button	System should prevent users from making any more self-certified claims, and notify them that they have used up all their self claims.	Expected behaviour observed
View/Track Ticket	1. Navigate to the Student Dashboard 2. Click 'Track Reported Issues'/ 'Track EC Applications' button 3. Under 'Action' column, click 'View Comments'	Track Reported Issues: student should see table with ITL/EE Lab/ITS tickets only, Track EC Applications: student sees EC tickets only. Students can view comments added by staff.	Expected behaviour observed
View/Track Ticket	1. Navigate to the Admin Dashboard 2. Select 'View' under the action column of one of the tickets	System directs the admin to the update page where they can view all the details of the ticket.	Expected behaviour observed
Assign Ticket	1. Navigate to Admin Dashboard 2. Click 'View All Tickets'	Tickets will get assigned to the admin that assigned it to themselves. Tickets will show up in 'View Assigned Tickets'	Expected behaviour observed

	3. For one of the tickets click the 'Assign' button under the 'Assign' column	for that respective admin, and other admin are not able to assign the same ticket.	
Unassign Ticket	1. Navigate to Admin Dashboard 2. Click 'View Assigned Tickets' 3. For one of the tickets click the 'Unassign' button under the 'Assign' column	Tickets will get unassigned from the current admin and will get added back to the table in 'View All Tickets', available for other admin to assign to themselves.	Expected behaviour observed
Update Status	1. Navigate to Admin Dashboard 2. Select 'View' under the action column of one of the tickets (non-closed ticket) 3. Click 'Edit Status' button 4. Select the status from the options in the dropdown 5. Click confirm	Status on the page should display the changed status. The status in the tickets table in Supabase should also store the edited status.	Expected behaviour observed
Update Status	1. Navigate to Admin Dashboard 2. Select 'View' under the action column of a *closed* ticket	There should be no option (no 'Edit Status' button present) to edit the status since the ticket is closed.	Expected behaviour observed
Add Comments	1. Navigate to Admin Dashboard 2. Type a comment into the form 3. Click the 'Add Comment' button	Added comments should appear appended to previous comments in the comments box. All comments should be stored in the tickets table.	Expected behaviour observed
Add Comments	1. Navigate to Admin Dashboard 2. Leave the input field empty 3. Click the 'Add Comment' button	System will display a message asking the user to fill in the field first.	Expected behaviour observed
Access User Information	1. Navigate to Admin Dashboard 2. Click on the 'Additional Information' collapsible to view student email	Collapsible should show further details of the ticket taken from the tickets table, including student's email for contact purposes.	Expected behaviour observed