



# BUGSTER

SMART ISSUE TRACKING

# Features



- ▶ Quickly track and respond to tickets
- ▶ Cloud-based Web Client
- ▶ Minimalistic, easy to use User Interface
- ▶ Tickets securely stored in the cloud

# Functional Specifications



- ▶ The application must allow unauthenticated users, agents, and administrators to authenticate themselves with a unique username and a password.
- ▶ The application must allow authenticated administrators to add new users, agents, and administrators to the system.

# Functional Specifications



- ▶ The application must allow authenticated users, agents, and administrators to file tickets.
- ▶ Unauthenticated visitors to the website must be automatically redirected to a page from which they can authenticate themselves.
- ▶ The application must allow authenticated users, agents, and administrators to view tickets that they file.
- ▶ The application must allow authenticated agents and administrators to view tickets assigned to them.

# Functional Specifications



- ▶ The application must allow authenticated agents and administrators to view all tickets.
- ▶ The application must allow authenticated agents and administrators to update tickets.
- ▶ The application shall be able to display a list of recommended assignees for tickets.
- ▶ All authenticated users, agents, and administrators must be able to log out such that they are no longer authenticated with the system.

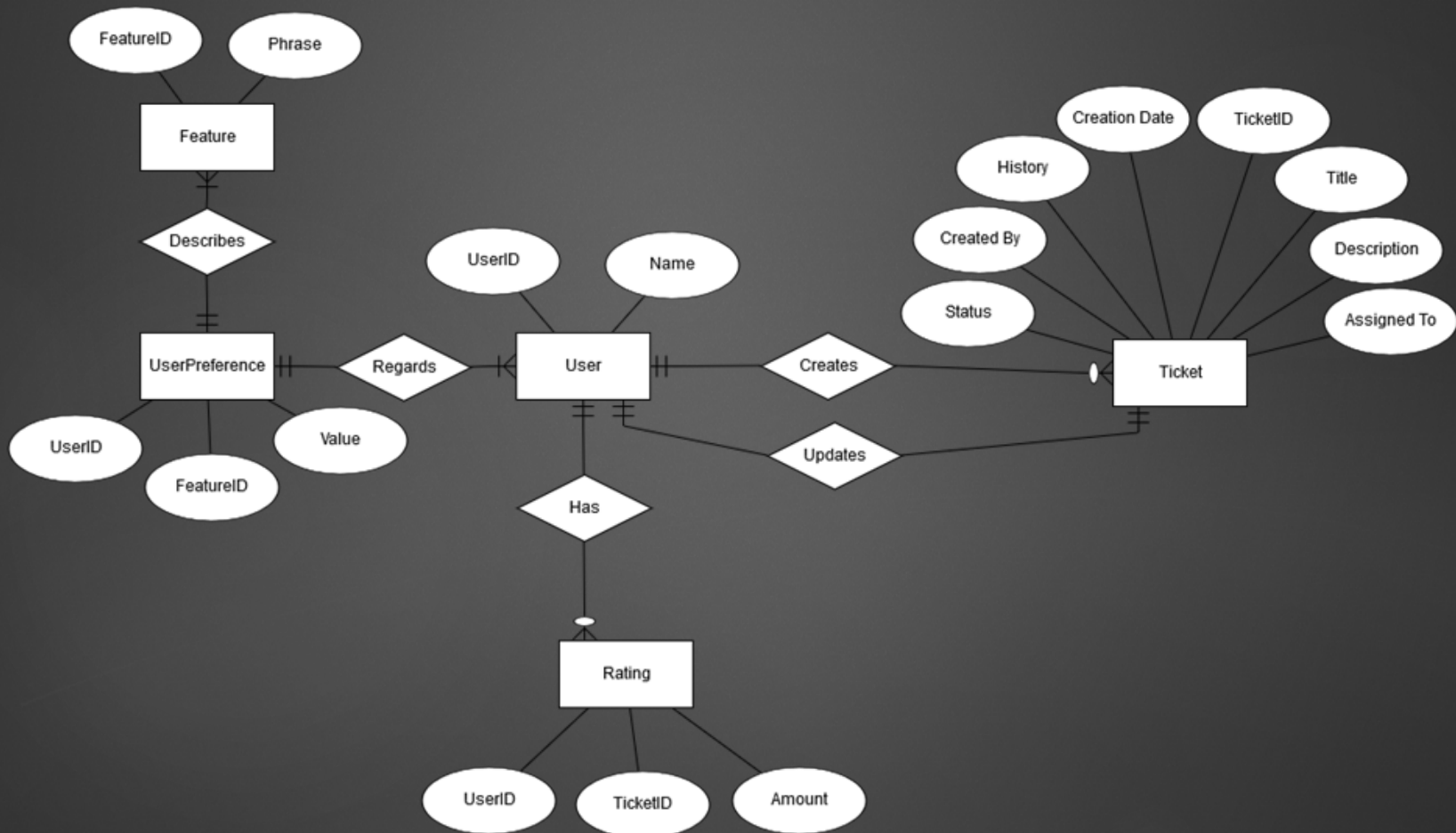


# Non-Functional Specifications

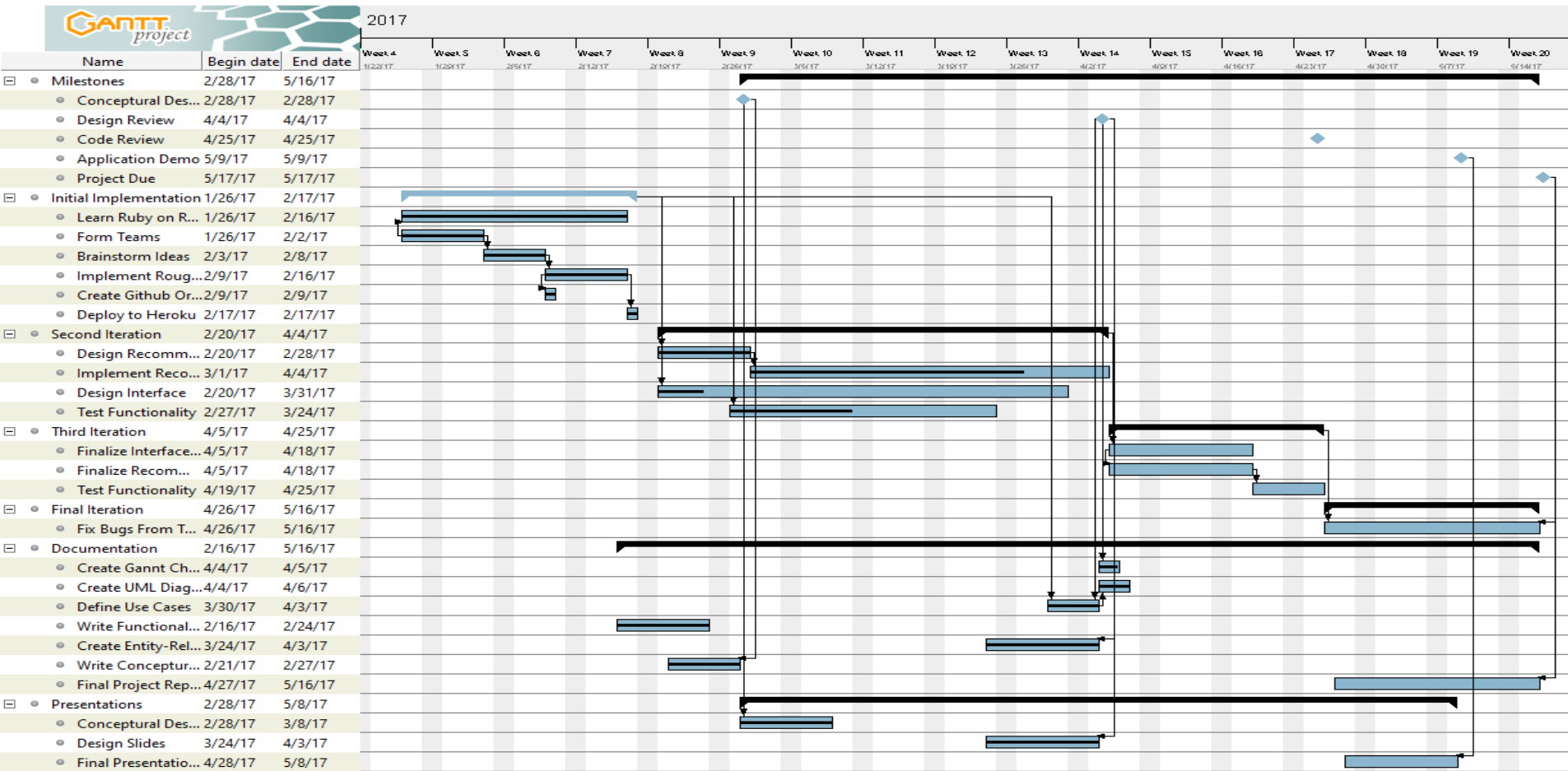
- ▶ The Bugster user interface must be responsive to different display sizes.
- ▶ The website shall be usable on both full desktop web browsers and mobile browsers.
- ▶ The system shall support a cloud deployment model.
- ▶ The website shall render properly on the latest stable version of Google Chrome, Mozilla Firefox, Safari, and Microsoft Edge



# ER Diagram



# Project Schedule







Demo

# Implementation



- ▶ Built on Rails
- ▶ MySQL for Database
- ▶ Used Bcrypt gem for password authentication
- ▶ Bootstrap for website design
- ▶ First time working with Ruby and Rails
  - ▶ Also first web application
- ▶ Github for version control and code storage
- ▶

# Postmortem Report



- ▶ There wasn't much communication on the team, especially at the end of the project
- ▶ Ruby and Rails are an interesting framework
  - ▶ Not necessarily a straight forward framework
  - ▶ Boils down to the MVC architecture, and learning how to use it