

EaseMyWork

Sanjay G ¹, Amutha N ²

¹Student, Department of Master of Computer Applications, Adhiyamaan College of Engineering (ACE), Hosur, Tamil Nadu, India.

²Assistant Professor, Department of Master of Computer Applications, Adhiyamaan College of Engineering (ACE), Hosur, Tamil Nadu, India.

Corresponding Author: sanjayraj7271@gmail.com

Abstract: - EaseMyWork means to support and that help you to deal with any issues in any organization, managing the issues/queries and to solve the solution immediately. The bug will be resolved within a particular time by the technical team support to the entire organization. This application helps to manage the time to the users. is a set of programs which run as a software providing assistance to all the complaints, queries and services to the users within an organization? This software will fulfill the users by providing them technical support for their relevant issues as well as time period considered for solving the problems will be much shorter. The application is designed in such a way that all the processes and steps are done automatically and information which needs to be updates can be done effectively. And thus, increasing the efficiency of the application to manage their ticket and give them best services throughout the time without delay.

Key Words: —*Android App, Error, Tickets, Bugs, Bug categories, Bug priorities, Bug Tracker.*

I. INTRODUCTION

EaseMyWork is a software application that is designed to help the programmers to track of software bugs and reported into their work. It allows individual or groups of developers to keep track of tickets in their product effectively. It is mostly useful for any software company. Here, we have design different types of user permission like developer, tester and having different rights to connect the software. This system helps us to track of ticket detected by tester of software and complete details regarding errors, bugs to the developers as well as the project manager of the software being tested in the company. It ensures the user of it will be able to track all the bug details as well as the status of the debugging like Approved, Cancelled, Processed, pending etc. For many years, bug mechanism is employed only in some of the large software development houses. It plays a vital role in maintaining the different user interfaces separately.

In this system, it provides a separate environment for the project manager, developer and the tester. It will be assigned to a person along with the ticket id, screenshot, description, name, etc. The ticket can be submitted into the application with an attachment for detailed report of the ticket. Admin can maintain the users, projects, organizations, ticket categories, ticket priorities, status of the ticket etc.

II. BACKGROUND ON BUG REPORTING

EaseMyWork, the tools are developed as a database-driven android application. The backend database is used to store the records of the reported tickets. A ticket is often modified by subsequent reviewers or developers who are trying to verify or fix the issues. There is no predefined limit on how many additional entries on a ticket can hold. Nowadays raising issues in a ticket, the user does not effectively elicit all of the information needed by the developers. To implement it the developers are design the new idea/technique which is implementing through the online process. From that the user can able to resolve their issues quickly. If the data is less than the issues that can be track quickly and rectify fastly as compare to the huge amount of data. To make implementations of bugs it can more secure and perform fastly. It constantly increasing complexity of the tickets report processing because of the modern developments, developers are unable to avoid the issues.

Manuscript revised April 03, 2022; accepted April 04, 2022.

Date of publication April 05, 2022.

This paper available online at www.ijprse.com

ISSN (Online): 2582-7898; SJIF: 5.59

A ticket that simply means any unexpected errors, results and they significantly that can reduce the quality of the software that if unfixed. The fixing is an important task for the developers. It also involves the processes from submitting the ticket report to fixing the issues. It also involves many stages of processing are involved before the “Approved” phase is reached. “Assigned” stage involves the most important task allocation of ticket report to the appropriate developers, and thus it requires additional effort that other stages. “Pending” stage involves whether the developers are working on the ticket and it may time to complete the task so they can set it as pending stage. “Verified/Cancelled” stage, it involves the if the task of ticket is verified by the developers or the ticket can be cancelled by the developers at any time if it is considered to be unimportant. Each ticket report, users need to fill in a pre-defined set of information. When a ticket is filed, the issues information submitted are sometimes incomplete. It reduces manual effort, and keeps the issues report complete, and helps developers and testers to analyze the issues more precisely.

III. LITERATURE SURVEY

To work on EaseMyWork in four ways, which are Tool-centric, Process-centric, User-centric and information-centric. In Tool-Centric it can help to reduce the burden of the information that collection and provision. In Process-centric it can always focus on the side of administration that are activities related to the issues fixing. In User-centric, it can also include both the developers and reporters it can provide the information by the user to be used to resolve the tickets. In Information-centric, it can be directly focuses on the information that are provided by the reporter. It provides the time feedback on the quality of information provided and what can be added to increase the value in the system. This system that automatically deletes duplicate tickets saves the time to the developers. The Designers improves the assignment as per the consumer constraints. The tester will recognize the issues and solve them effectively. Whenever the developers are complete the issues can be submitted.

IV. FUNCTIONALITIES

Increased Productivity: This system can be dramatically increasing the productivity and accountability of individual employees by providing a good documented workflow and provide positive feedback for the good performance.

Quality Of the Software: It helps to improve the quality of the software. Without keeping the ntrack of the tickets, there would

be no way to maintain or control of what each person on the team would work on, fixes and finds the problem with. This system allows prioritizing and making decisions that affect the quality of the software.

Accountability: An issue tracker allows assigning the issues to the specific people. So, it can be easy to see who is working on what at any given moment.

One Shared, Central Location: Keeping all the issues in one place makes them much easier to find. One doesn't worry about finding the latest message in an email chain, and work won't stop even if accidentally deletes the 'tickets' document from the local storage.

V. TICKET REPORT PROCESSING CYCLE

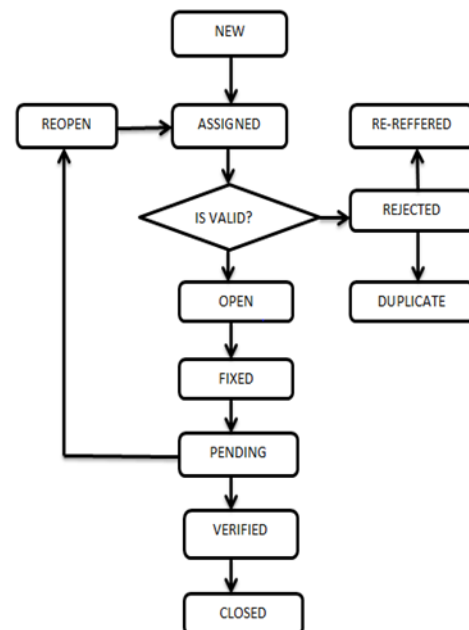


Fig.1. Ticket Reporting Processing Cycle.

5.1 Ticket-Handling Process:

Once an issue appears, it is processed according to the ticket report processing cycle. A ticket issues can be addressed at each stage as follows:

New: A new issues/ticket is first logged or found. A new ticket is usually found by a developer or the QA team. It is then moved to the Assigned stage where it will be determining the type of the issues handling.

Assigned: After a log a ticket, this atge will execute and the task will be assigned to the developer's team based on the priority and severity.

Fixed: In this stage, the developer sends the ticket to the test team after fixing it. Based on the results of the test, the tickets can be moved to the Reopen or Re-test stages.

Verified: The tester retests the ticket after it is fixed by the developer. If this bug is no longer detected in the software, then the status of the bug is changed to the “Verified”.

Duplicate: If the ticket id reported twice or if two tickets are found to be same problem, then the status of one will be changed to “Duplicate”.

Pending: If the ticket is viewed and it is not solved or it takes time to solve the ticket by the developers, the status will be changed to “Pending”.

Closed: If the tester feels that the tickets are no longer exists in the software. The status of the ticket is changed to be “Closed”. This state means that the issues has been fixed, tested, verified, and finally approved by the developer/tester team.

VI. CONCLUSION

A good Ticket tracking system will do the task like reporting, managing and fixing the issues. The developers are trying our level best in this work to build an automated ticket/tracking system which will be help the developers and the users to choose and to find out the bugs as per their requirements and the constraints. It will able to derive useful information from the database. In this system the technologies which are being used for finding and improving the tickets raising on any issues. Further, in this system introduced different techniques used to implement them. Present methods that include database and admin information. This will help us in building our system more convenient and useful.

ACKNOWLEDGEMENT

I would like to express my gratitude and appreciation to all those who helped me to complete this paper. A special thanks to my guide, Assistant Prof. N. Amutha, whose help, stimulating suggestions and encouragement helped me in writing this paper.

REFERENCES

- [1]. Singh V.B., Kapur P.K. and Abhishek Tandon, “Measuring Reliability Growth of Software by Considering Fault Dependency, Debugging Time Lag and Irregular Fluctuation”, ACM SIGSOFT, Software Engineering Notes Vol. 35, No.3 pp.1-11, May 2010.
- [2]. Y. Sharma and A. Sharma “Comparative Study of the Bug Tracking Tools”, International Journal of Advanced Research

in Computer Science and Software Engineering, Volume 5, Issue 3, pp. 530-536, March 2012.

- [3]. E. F. Miller, “Introduction to Software Testing Technology,” Tutorial: Software Testing & Validation Techniques, Second Edition, IEEE Catalog No. EHO 180-0, pp. 4-16.
- [4]. V.B. Singh, Krishna Kumar Chaturvedi, “Bug Tracking and Reliability Assessment System (BTRAS)” International Journal of Software Engineering and Its Applications Vol. 5 No. 4, October, 2011.