Intellisync Troubleshooting Wizard

Background
Nokia has a mobile email application called Nokia Intellisync Wireless Email. It is currently in use worldwide in enterprises, by business users and by consumers, through global service providers. In order to enhance the end user’s initial setup experience, Nokia’s Boston System Test Group has requested a troubleshooting system. This Nokia Intellisync Troubleshooting Wizard is a Web-based knowledge center which facilitates end users troubleshooting their own initial setup and configuration issues without the need to contact their IT administrator or Nokia's technical support.

Methodology
We choose an Iterative Process with 2 complete iterations over 2 quarters.

Initial Planning
Setup of the team website, pick our process, and meet the customer.

Planning
Define the project's scope and organize schedules. Project scope was determined during meetings with the customer and reevaluated at the beginning of the second iteration.

Requirements
Gathering requirements was a major activity that covered much of our project's running time. There were 77 functional requirements in the final SRS.

Analysis & Design
Ruby on Rails is designed with a Model-View-Controller architecture. This limited the area that the team needed to design to the database.

Implementation
Implementation was done using Ruby on Rails. Each team member was given a system feature to develop and results were discussed at the weekly meeting.

Testing
The testing strategy used was designed along the V-model. Acceptance tests were conducted by Nokia, all other testing was conducted by team IntelliGents.

System Administration
• WYSIWYG fields for editing questions and answers
• Export and import translations
• Update phones and firmware

Delivered Product
Desktop front page & Mobile front page
Guided Questions
Frequently Asked Questions

Guided Questions
• Update phones
• Export and import translations

Frequently Asked Questions
• Guided questions and answers to solve problems
• Searchable database of FAQs
• Top 10 FAQ List
• Administration tool for updating content
• Support for Internet Explorer 6 & 7, Firefox, Safari, and Nokia Mobile Browser
• Able to add a single image to any given question
• Export the English text to a properties file and import translated text
• Email feedback to Nokia