**Paul, Shawn, Morgan**

Project 2

**April 13, 2020**

# Business Purpose

An I.T. ticketing service that allows users to post their order requests with their information, parts/software info, etc. Administrators could then check in tickets as they’re in progress, and then close when completed.

# User Stories

1. **As a User:**
   1. I want to be able to create a ticket request.
   2. I want to be able to see my ticket history.
   3. I want to be able to create an account.
   4. I want to be able to login into my account.
   5. I want to be able to update my account details.
   6. I want to be able to cancel my ticket request.
   7. I want to be able to update my ticket (change the description, etc).
   8. I want to see the status of my tickets
   9. (stretch) I want to be able to post to a message board so I can get answers without creating a ticket
   10. (stretch) I want to be able to read from a message board to find answers to similar issues
2. **As an Administrator:**
   1. I want to be able to update tickets.
   2. I want to be able to complete tickets.
   3. I want to be able to see my ticket work history.
   4. I want to be able to see User ticket work history.
   5. I want to be able to see ticket work history by store.
   6. I want to be able to login into my account.
   7. I want to be able to update my account details.
   8. I want to be able to add comments to the ticket.
   9. I want to be able to see all the comments on a ticket.
   10. I want to see a list of all unassigned tickets from oldest to most recent
   11. I want tickets to be added to a tier 1 support queue so that admins can go through and select which tickets they want assigned to themselves
   12. I want to be able to escalate a ticket to a higher tier support if necessary
   13. I want to be able to search the tickets by text.
   14. I want to be able to search the tickets by datetimes.
   15. (stretch) I want a ticket to be automatically assigned to an admin after a set time in queue, based on priority.
   16. (stretch) I want to be able to post answers/responses to messages on a message board
   17. (stretch) I want to be able to send an automated email to a user after closing their ticket

# Data Model

A table for Users: Id, first name, last name, phone number, email, password,

A table for Admins: Id, first name, last name, email, password, Current Ticket, support level

A table for Tickets: Id, category, title, datetime opened, datetime last modified, deadline, datetime closed, priority, details, Admin Id, customer Id, Store Id, completed

A table for Store locations: Id, Address, City, State, Phone Number,

A table for Comments: Id, Ticket Id, comment, datetime, admin id

# Stretch Goals

## Automatic email notification

On close of a ticket, an admin will have the option to send automatic email notification (using gmail api) to the user, or a reminder to call if requested by the user.

## Message Board

Users can post quick IT questions if they don’t want to start a whole ticket, and admins can respond.

1. Assignments

Automatic assigning of ticket to available admins based on priority, deadline, etc