PRD — Customer Support Ticketing (Create & Route)

1) Summary

Ship a lightweight ticket form that creates a Ticket ID and assigns a queue/SLA based on Category and Priority. UX must be predictable: clear inline errors, one visible result (Ticket ID, Queue, SLA).

Success (MVP)

- Ticket creation returns a **Ticket ID**.

- Ticket detail shows **Category, Priority, Queue, SLA hours**.

- Validation errors are field-level and block submit/save until resolved.

Out of scope: payments, refunds, escalations, agent actions, SSO, duplicate detection, complex SLAs.

2) Scope

- **In:** Ticket form (subject, description, contact email), optional phone/attachment, Category & Priority pickers, routing, SLA display, minimal audit log.

- **Out:** rich editor, multiple attachments, custom fields, workflow automations.

3) User Flows

Flow A — Create Ticket

1. Open **Create Ticket**.

2. Fill **Subject**, **Description**, **Contact Email**; optional **Phone** and **Attachment**.

3. Select **Category** and **Priority**.

4. Submit → show **Ticket ID** and ticket details.

Field rules (directional, simple)

- **Subject:** reasonable min/max (5–100 chars).

- **Description:** reasonable min/max (20–1000 chars).

- **Contact Email:** syntactically valid (contains "@" and a domain).

- **Phone (optional):** exactly **10 digits** if provided.

- **Attachment (optional):** `jpg|png|pdf`, total size ≤ **5 MB**; reject file if over limit.

- **Category (required): Billing** or **Technical**.

- **Priority (required): Low** or **High**.

- **On success:** `Status=Open`, `CreatedAt` set; data echoed in detail view.

Flow B — Queue Assignment & SLA

Triggered on ticket creation or when Category/Priority change.

Rules (top-down)

1. **Technical + High → Queue=TechDesk**, **SLA=24h**

2. **Technical + Low → TechDesk**, **72h**

3. **Billing + High → BillingDesk**, **24h**

4. **Billing + Low → BillingDesk**, **72h**

- Latest Category/Priority overwrite prior assignment on save.

- Exactly one queue and one SLA per ticket at any time.

4) Acceptance Criteria

Form & Validation

- Optional attachment accepts only common types with a small size cap; reject file only, keep other inputs.

- Invalid fields block submit/save with inline errors; fixing enables submit.

Assignment

- Queue/SLA derived **only** from the four rules above.

- Re-saving with new Category/Priority re-computes and replaces the assignment.

- Exactly one Queue and one SLA stored/displayed per ticket.