**User Stories**

**Customer User Stories:**

* As a **customer**, I want to submit my support ticket through an online portal so that I can get help quickly.
* As a **customer**, I want to receive automatic email reminders if I need to provide more information, so that my issue does not get delayed.

**Support Agent User Stories:**

* As a **support agent**, I want incoming tickets to be automatically categorized so that I can start working immediately without manually reading every ticket.
* As a **support agent**, I want tickets assigned to me based on my skills and workload so that I can manage my time better.
* As a **support agent**, I want to view all my assigned tickets in one dashboard so that I can prioritize my work efficiently.

**Manager User Stories:**

* As a **manager**, I want a real-time dashboard showing the number of open, closed, and pending tickets so that I can monitor team performance.
* As a **manager**, I want to see average resolution times by agent so that I can identify where support improvements are needed.