

Title: As a student, I want to be able to create tickets

Description: Students can submit tickets to the system

Title: As a user, I want to be able to view submitted tickets

Description: Users, both student and teacher, should be able to view submitted tickets

Title: As a user, I want my tickets to be organized by Open and Closed

Description: Tickets should be displayed to users organized into categories: Open and Closed

Title: As a professor, I want to be able to close tickets

Description: Professor should be able to provide an answer and close the ticket

Title: As a user, I want to be able to login

Description: Users should be able to sign-in to the system with email and password

Title: As a student, I want an email when my ticket is closed

Description: Students should be notified by email that their ticket has been closed

Title: As a professor, I want an email when a ticket is opened

Description: Professors should be notified when tickets are entered into the system

Title: As a student, I want to be able to reopen tickets that have been closed

Description: Just in case a ticket isn't answered properly, the student can reopen it