User Stories

Team Members: Matt Gaines, Daniel Dingess, Alexander Heavner

|  |  |  |
| --- | --- | --- |
| **I am a...** | **Who would like to...** | **So that I can...** |
| technician | create work order tickets | make sure that work request are tracked and managed correctly |
| technician | edit work order ticket | make changes to existing work orders that have errors or updated information |
| technician | reply to work order tickets | keep track of communication between myself and the client and notify the client of updates on the repairs |
| technician | close work order tickets | close a work order that has been completed |
| technician | reopen work order tickets | reopen work order tickets that were closed by mistake or were not resolved or the problem has occured again. |
| technician | assign work orders to technicians | transfer the ownership of the work order to another technician |
| technician | assign work order to different department queue | So that work orders that have been mistakenly assigned to the wrong department or the work order needs to be assigned to a new department after work has been completed by the technicians department. |
| technician | search for tickets by first name and last name, email address, phone number, ticketID, or subject | To find tickets that have been archived that I may need to reference, or to find tickets that are opened to view the status of the repair. |
| technician | View the ticket queue for my department | Help out where I can by viewing other technicians tickets, assign work orders that have not been assigned. |
| technician | Filter to show only tickets that have been assigned to me. | Easily view tickets that I am responsible for so that I can manage them efficiently. |
| **I am a...** | **Who would like to...** | **So that I can...** |
| technician | add notes to tickets only viewable by technicians | communicate with technicians |
| technician | Assign Priorities to Tickets | Ensure high priority tickets are done in a timely manner. |
| admin | Add remove users | Add new or remove new technicians, supervisors, or managers |
| admin | Delete tickets | Delete tickets should they need to be deleted (rare). |
| Patron | Create Work Order Ticket | Create a ticket for issues that I have with my computer or IP phone. |
| Patron | Edit Work Orders I have created | Add more information to the ticket, edit any mistakes. |
| Patron | Close Work Orders I have created | Close work orders I have created if the issue has been resolved without the need of a technician. |
| Patron | Reply to work orders | Communicate with technicians that have been assigned my ticket. |