Commitment Sprint 3 (Waleed)

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Ticket helpdesk

Sprint Goal:

Goal of this sprint is to create the knowledge base for agents to use and post their solution and further develop and make the system easier to use. This includes correcting things from past sprints such as improving the UI and adding comfort features and improving ways to handle and keep track of tickets.

User stories:

- Req: 8 - As an agent I want to have access to a knowledge base where I can post and check information about problems and solutions about ticket problems.
- Req: 10 - As a user I want to be able to get email notifications about ticket updates so that I can access new information without having the need to login to the server.
- Req: 14 - As a user/agent I want to be able to see my updated tickets so that I can more easily see which of my tickets are being worked on at this moment.
- Req: 16 - As a super admin I want to be able to keep track of every ticket we dont reply to in a timely manner to make future corrections to solve the issue.