

Commitment Sprint 1

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The ticket

Sprint Goal:

Goal of this sprint is to create the backbones of the system where you can create a ticket, view tickets and change its status.

User stories:

- As a user I want to be able to create a ticket so that I can get help solving the problem I'm facing.
- As a user I want to be able to attach both images and documents to a ticket so that I can further explain the problem I'm facing.
- As a user and an agent I want to be able to see and sort tickets for easier tracking and traversing of tickets.
- As a user and an agent I want to be able to change the status of a ticket so that I can inform the other party if the ticket is being worked on or has been closed.