

# Commitment

## Sprint 2

### ***Sprint Goal:***

Deliver an enhanced version of the Ticket System with functional improvements, including attaching files to tickets, agent communication enhancements, and expanded ticket management options for agents.

### ***User Stories:***

#### *As a user I want to:*

- Attach images and documents to my tickets, so that the agents can better understand and resolve my issue.
- Reply to email notifications about my tickets and have my reply automatically logged as a comment, so that I don't need to log in to the system to provide updates.
- Have the ability to request the reopening of my closed tickets, so that I can continue to address a recurring issue. **V**
- Send an email to the system even if I do not have an account, so that a request is made to create an account for me. **V**

#### *As an agent I want to:*

- See requests to re-open tickets assigned to me, so that I can help users with problems that have reappeared. **V**
- See requests to create users that have sent mails from an email with no account associated with it, so that I can decide if I want to create a new account for them or not. **V**
- Create new user accounts, so that new employees can get started using the system. **V**
- Post solutions and helpful resources on the knowledge board, so that other agents can find relevant information and resolve tickets faster.
- Search and browse posts on the knowledge board, so that I can quickly find solutions to recurring issues.
- See relevant posts from the knowledge board in the ticket view, so that I can solve the issue quicker.

*As a super admin I want to:*

- Create new agent accounts, so that new members of the IT-Support team can start using the system. **V**
- Receive a notification when a ticket has not been replied to in more than 3 days, so that I can properly prioritize the work.
- Manage agent workload by assigning tickets or moving agents between tickets, so that the support team is more efficient.