User Stories Diagram

Epic	Story ID	As a(n)	I want	So that	Priority (5 for high, 1 for low)

Information Collection Form	1.1	Requestor	Submition only go through when all fields are filled in and at least one tick box is selected for each question.	It only goes through if I've provided all the required information and left no fields empty.	5
	1.2	Requestor	To be able to submit all the information the form wants me to	I can formally submit my query to RIC staff.	5
	1.3	Requestor	To be able to choose between a "Simple" or "Complex" referral	I can advise the RIC staff on the complexity of my question	5
	1.4	Requestor	Additional fields to be displayed when either "Complex" or "Simple" referral is chosen	Additional information specific to the query type can be collected.	4
	1.5	Requestor	Different pop-ups will appear for "Simple Query" and "Complex Referral."	So that the form guides me with relevant fields/questions	4
	1.6	Requestor / Administrator	Submitted queries to generate an email for both requestor and administrator.	I as the requestor receive confirmation of submission to know that the submission was successful, and I as the administrator receive the submission to answer back	3
	1.7	Administrator	each query to have a unique ID	I can quickly track and manage follow-ups.	2
Simple Query Handling	2.1	Requestor	That after a simple query submission, a pop-up will appear containing a chatbot with pre-prepared responses and links.	It can resolve commonly asked questions such as process walkthroughs, explanations, and helpful resources without requiring the resources of RIC staff.	3
	2.2	Requestor/Administrator	That after a simple query submission, there will be a service feedback section	Requestor can notice admin the request need further replies.	2
Complex Referral Handling	3.1	Requestor	Complex referrals to require uploaded documents.	Administrators can better understand and analyze complex referral issues.	3
Data Reporting & Analysis	4.1	Administrator	Submitted requests, documents, and follow-ups to be stored in the system database.	Requests can be viewed and categorized for better background awareness.	3
	4.2	Administrator	The system to support data export to Excel/Google Sheets.	I, as an administrator without technical background can access data easily.	3
	4.3	Administrator	The reporting sheet to be filterable by date range.	I, as an administrator can select questions by time period.	2
	4.4	Administrator	The reporting sheet to allow filtering by query type.	I, as an administrator can analyze specific groups of questions.	2

| Question edit | 5 | Administrator | To be able to edit the options and fields of the form. | There is no need to rebuild the entire form when new options are required. | 1 |