# Minimum Viable Product

1. Create
   1. As a future user of the ticket system, I would like to be able to create a support ticket so that an IT technician can pick up my issues
      1. Given a ticket has been created
      2. When I visit the view page
      3. Then the created tickets are displayed
2. Read
   1. As an IT technician, I would like to be able to see support tickets in the order they were created so that tickets do not stay very long before they are picked up
      1. Given multiple tickets have been created
      2. When I visit the view page
      3. Then I would like the option to see these tickets in the order they were created (ascending or descending)
   2. As a user of the ticket system, I would like to be able to see support tickets I have raised so that I could see what state they are in
      1. Given one or more tickets have been created
      2. When I visit the view page
      3. I would like to see my tickets and the state they are in (e.g., In Progress, Done, etc.)
3. Update
   1. As an IT technician, I would like to be able to update pre-existing support tickets so that I could add more information or keep track of the state that it is in
      1. Given one or more tickets have been created
      2. When I visit the view page
      3. Then I would like the option to update the contents of a ticket
   2. As a user of the ticket system, I would like to be able to update pre-existing support tickets so that I could add any information I previously forgot to add.
      1. Given one or more tickets have been created
      2. When I visit the view page
      3. Then I would like the option to update the contents of a ticket
4. Delete
   1. As a user of the ticket system, I would like to be able to delete pre-existing support tickets so that I do not pollute the ticket view area with tickets I have raised incorrectly
      1. Given one or more tickets have been created
      2. When I visit the view page
      3. Then I would like the option to delete one or more tickets
   2. As an IT technician, I would like to be able to delete pre-existing support tickets so that I could remove duplicate issues
      1. Given one or more tickets have been created
      2. When I visit the view page
      3. Then I would like the option to delete one or more tickets

# Extended Functionality

1. Departments
   1. As a user of the ticket system, I would like to be able to add a department relevant to my issue so that it is quickly picked up by the correct IT support personnel
      1. Given a ticket is being created or updated
      2. When I add the ticket data
      3. Then I should have the option to add a relevant department
   2. As an IT technician, I would like to view the tickets relevant to my department so that it easier for me to pick up the relevant ticket
      1. Given that one or more tickets have been created
      2. When I visit the tickets page
      3. Then I would like to filter tickets by department
2. Solutions
   1. As an IT technician, I would like to be able to add solutions to a ticket so that I can keep track of my IT support work
      1. Given a ticket has been created
      2. When I view this ticket
      3. Then I would like the option to add my solution
   2. As a user I would like to be able to view solutions to existing tickets so that I can fix my own issue where possible
      1. Given a ticket has been closed and is in a “Done” state
      2. When I view this ticket
      3. Then I would to see the solution to the problem
3. Topics
   1. As an IT technician, I would like the tickets to have a topi so that it helps identify similar issues
      1. Given a ticket is being created or updated
      2. When the user adds the ticket data
      3. Then he should have the option to add a topic so that the issue is correctly labelled
   2. As a user of the ticket system, I would like to search for related issues so that I could fix my own issue where possible
      1. Given multiple tickets are created with the same topic
      2. When I visit the view tickets page
      3. Then I would like to filter the tickets by a specific topic
4. Tags
   1. As an IT technician, I would like the tickets to have user tags so that issues affecting multiple users can be identified
      1. Given a ticket is being created or updated
      2. When the user adds/updates the ticket data
      3. Then he should have the option to add himself as a user facing this issue
   2. As a user of the ticket system, I would like to add myself to a pre-existing topic so that I do not have to create a separate ticket for the same issue
      1. Given a ticket exists for the same issue I am having
      2. When I visit the view tickets page
      3. Then I would like to tag myself in the ticket