Project Name: I.T Support Ticketing System

Date: September 14, 2024

Document Version: 1.0

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# Introduction

This document outlines the primary use cases and user stories for the IT Support Ticketing System. It provides a detailed description of how end-users (customers and IT staff) will interact with the system, detailing their goals, actions, and expected outcomes.

# Use Cases

## Use Case 1: Customer Submits a Support Ticket

* **Actor**: Customer
* **Goal**: Submit a support ticket to report an IT issue.
* **Precondition**: The customer is logged into the system.
* **Trigger**: The customer needs IT support for an issue they are facing.

### Main Success Scenario:

1. The customer logs into the IT Support Ticketing System.
2. The customer navigates to the "Submit Ticket" section.
3. The customer selects the issue type (e.g., hardware, software, network).
4. The customer provides a description of the issue and assigns a priority level.
5. The customer attaches any relevant files (e.g., screenshots).
6. The customer submits the ticket.
7. The system confirms that the ticket has been successfully submitted.

### Postcondition:

* The ticket is recorded in the system, and the customer receives a confirmation.
* The ticket status is set to "Open."

## Use Case 2: IT Admin Manages Tickets

* **Actor**: IT Admin
* **Goal**: View and manage tickets assigned to them.
* **Precondition**: The IT admin is logged into the system.
* **Trigger**: New tickets are available for review or existing tickets require attention.

### Main Success Scenario:

1. The IT admin logs into the system.
2. The IT admin navigates to the "Manage Tickets" section.
3. The IT admin filters tickets by status (e.g., open, in-progress, resolved).
4. The IT admin selects a ticket to view detailed information.
5. The IT admin assigns the ticket to themselves or another team member.
6. The IT admin updates the status of the ticket based on progress.
7. The IT admin closes the ticket once the issue is resolved..
8. The customer provides a description of the issue and assigns a priority level.
9. The customer attaches any relevant files (e.g., screenshots).
10. The customer submits the ticket.
11. The system confirms that the ticket has been successfully submitted.

### Postcondition:

* The ticket's status is updated, and actions are logged for future auditing.

## Use Case 3: Customer Tracks Ticket Status

* **Actor**: Customer
* **Goal**: Track the status of a previously submitted support ticket.
* **Precondition**: The customer has previously submitted a ticket.
* **Trigger**: The customer wants to check the current status of their ticket.

### Main Success Scenario:

1. The customer logs into the system.
2. The customer navigates to the "My Tickets" section.
3. The customer views a list of submitted tickets, each showing its current status (e.g., open, in-progress, resolved).
4. The customer clicks on a specific ticket to view details.
5. The customer sees any updates or responses provided by the IT admin.

### Postcondition:

* The customer is informed of the current status and any actions taken by the IT team.

# User Stories

## Use Story 1: As a Customer, I want to submit a support ticket so that I can report an IT issue I’m experiencing.

* **Acceptance Criteria**:
  + - The customer can access a form to submit the ticket.
    - The customer can select issue type, priority, and attach files.
    - The customer receives confirmation after submission.

## Use Story 2: As an IT Admin, I want to view and manage tickets assigned to me so that I can resolve IT issues effectively.

* **Acceptance Criteria**:
  + - The IT admin can filter tickets by status.
    - The IT admin can view detailed ticket information and update the ticket status.

## Use Story 3: As a Customer, I want to track the status of my support ticket so that I know the progress of the issue I reported.

* **Acceptance Criteria**:
  + - The customer can view a list of submitted tickets.
    - The customer can click on a ticket to see detailed information and updates.

## Use Story 4: As a Customer or IT Admin, I want to receive real-time notifications for ticket updates so that I am kept informed of any changes or actions taken.

* **Acceptance Criteria**:
  + - Notifications are sent in real time when a ticket is updated.
    - Notifications are specific to ticket status changes or comments.

## Use Story 5: As an IT Admin, I want to resolve tickets and close them so that I can complete the support process.

* **Acceptance Criteria**:
  + - The IT admin can update the ticket with a resolution.
    - The IT admin can mark the ticket as resolved.
    - The customer is notified of the resolution and can confirm if the issue is resolved.

# Conclusion

This document outlines the core use cases and user stories that define the interactions between customers, IT admins, and the IT Support Ticketing System. These use cases and user stories ensure that the system delivers value to its users by providing a seamless platform for submitting, managing, and resolving IT support requests.