

User Stories: Customer Service representative's Software System

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Caller

- As one of the company's customers
- I want to be able to call the company
- So that I resolve my account's issues or subscribe to a plan or service

Acceptance criteria

- When a call is placed, either:
 1. The IVR answers. Then the call gets redirected to a representative
 2. The call reaches the representative directly
 3. The IVR answers: "This number is unavailable at this time....etc." and the call ends

Customer Service Representative

- As an end user
- I want to:
 - Answer calls.
 - Do a follow-up call
 - Forward a request to another department
 - Add accounts
 - Edit an account's data.
 - Delete accounts (in case of churn department representatives)
 - Receive weekly performance analytics
- So that I improve, work effectively, and fulfill my duty as one of the company's representatives

Acceptance criteria

- Account addition, editing and deletion must be quick and easy
- Request forwarding should be as easy as possible
- The call's sound quality should be good

Manager

- As an end user
- I want to:
 - Be able to manage my employees
 - Be able to take escalated calls
 - Assess my employees' performance
 - Receive weekly detailed performance analytics of employees
- So that I manage my employees effectively

Acceptance criteria

- View and update all employee and customer data easily
- Can add or modify employee data
- Can delete employees from the database (firing)
- Listen to recorded calls for monitoring and assessment purposes