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