As a developer, I want to produce an application that allows users to interact with remote specialists when they have a problem with their computer so that they can get prompt and personalized service.

As a customer, I want to be able to register and log in.

As a specialist, I want to be able to have functionality to log in.

As a specialist, I want to use google maps to see where a customer is located, should I need to travel to their location.

As a customer, I want to be able to create and submit a ticket about my issue, picking from a list of common issues and then specifying my specific need in a separate text field.

As a specialist, I want to be able to claim a customer’s ticket.

As a customer, I want to be able to rate a specialist on a scale of one to five, according to how efficiently my issue was resolved.

As a customer, I want to be able to see my own profile information, and the profile information of the specialist attending to my ticket.

As a specialist, I want to be able to view a list of the customers that have an open ticket.

As a specialist and Customer, I want to be able to chat with customers/specialist to assess whether I may be able to fix their problems remotely.

As a specialist, I want to be able to list my availability on the application.

As a customer, I want to be able to set up a meeting with a tech either at my home, the company offices, or a third-party location (within parameters).

As a customer, I want to be able to virtually contact a tech via chat through the application.

As a customer, I want to see availability of techs for in person meetings and set a reservation.

As a developer, I want to make good, consistent commits.

Nice to have – as an admin, I’d like to be able to see analytical information on individual techs, so that I can reward techs that are performing admirably, or see if they are not.