

FUNCTIONAL REQUIREMENTS

User Stories & Acceptance Criteria

Customer Support Ticketing System

1. Document Purpose

This document translates the approved **business requirements** into **functional requirements** in the form of user stories and acceptance criteria.

The purpose is to:

- provide clear input for system design and development,
 - ensure shared understanding between business and IT,
 - support future testing and validation activities.
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2. User Roles

The following user roles are considered in this phase:

- **Support Agent** – handles customer support tickets
 - **Support Manager** – oversees support operations and performance
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3. User Stories

US-01 – Create Support Ticket

User Story

As a **Support Agent**,
I want to **create a support ticket**,
so that **customer issues can be formally tracked and managed**.

Acceptance Criteria

- Given a support agent is logged into the system
- When the agent creates a new ticket with mandatory fields
- Then the ticket is saved successfully
- And the ticket receives a unique identifier
- And the ticket status is set to *Open*

US-02 – View Ticket List

User Story

As a **Support Agent**,
I want to **view a list of tickets**,
so that **I can see my current workload and priorities**.

Acceptance Criteria

- Given the agent accesses the ticket list
 - When tickets exist in the system
 - Then all relevant tickets are displayed
 - And each ticket shows status, priority, and assigned agent
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US-03 – Update Ticket Status

User Story

As a **Support Agent**,
I want to **update the status of a ticket**,
so that **progress can be tracked throughout the ticket lifecycle**.

Acceptance Criteria

- Given a ticket exists
 - When the agent updates the ticket status
 - Then the new status is saved
 - And the change is visible immediately
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US-04 – Assign Ticket to Agent

User Story

As a **Support Manager**,
I want to **assign tickets to support agents**,
so that **workload is distributed efficiently**.

Acceptance Criteria

- Given an unassigned or reassigned ticket
 - When the manager selects an agent
 - Then the ticket is assigned to that agent
 - And the assignment is visible in the ticket details
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US-05 – Close Ticket

User Story

As a **Support Agent**,
I want to **close a ticket**,
so that **resolved issues are clearly marked and excluded from active work**.

Acceptance Criteria

- Given a ticket is marked as resolved
 - When the agent closes the ticket
 - Then the ticket status changes to *Closed*
 - And the closure date is recorded
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US-06 – View Basic Reports

User Story

As a **Support Manager**,
I want to **view basic reports**,
so that **I can monitor support performance**.

Acceptance Criteria

- Given ticket data exists
 - When the manager accesses reports
 - Then the system displays ticket volume and resolution time
 - And reports can be filtered by date range
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4. Non-Functional Considerations (High-Level)

- The system should be easy to use for non-technical users
 - Response times should support daily operational work
 - Data should be stored securely and reliably
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5. Traceability to Business Requirements

Business Requirement Related User Stories

BR-01	US-01, US-02
BR-02	US-02, US-03
BR-03	US-04
BR-04	US-03, US-05

Business Requirement Related User Stories

BR-05	US-06
BR-06	All