MILESTONE-1

Identify User Requirements

❖ **Identify users of the application - primary, secondary and tertiary users.**

Primary Users:

Students enrolled in the IITM BSc degree program are the primary users of the application. They can create support tickets, track the status of their tickets, search for FAQs, and receive notifications when their tickets are resolved.

Secondary Users:

Support staff and **admins** are the secondary users of the application. They are responsible for addressing the support tickets, marking them as resolved, and updating the FAQs. Support staff should also be able to view reports and analyze ticket data to identify common concerns and track response times.

Tertiary Users:

Future students who may need support services are the tertiary users of the application. They can benefit from the FAQs and the knowledge base generated by the support team, which can help them find solutions to their queries and concerns. Additionally, tertiary users can also benefit from the feedback and ratings provided by primary users, which can help improve the quality of support services in the future.

❖ **Write user stories for the requirements, based on the SMART guidelines discussed in the lectures**

The user stories should be in the following format:

As a [type of user],

I want [an action],

So that [a benefit/value]

User Stories as a Student

- ➤ As a student,
  I want to create a support ticket,
  So that I can submit my concern or query to the support team.

- ➤ As a student,
  I want to view a list of tickets before I create my ticket,
  So that I can see if my concern or query has already been addressed.

- ➤ As a student,
  I want to like or +1 an existing ticket,
  So that popular concerns or queries can be prioritized by the support team.

- ➤ As a student,
  I want to receive a notification when my ticket is resolved,
  So that I know that my concern or query has been addressed.

- ➤ As a student,
  I want to search for existing tickets,
  So that I can find a solution to my concern or query quickly.

- ➤ As a student,
  I want to attach files to my ticket,
  So that the support team can have more information about my concern or query.

- ➤ As a student,
  I want to view my previous tickets,
  So that I can refer to them when I have a similar concern or query in the future.

- ➤ As a student,
  I want to have the ability to cancel or re-open my ticket,
  So that I can change my mind if I decide that my concern or query is no longer relevant.

User Stories as a Support Staff

- As a support staff,
  I want to view and reply to existing tickets,
  So that I can address the concerns and queries submitted by students.

- As a support staff,
  I want to mark a ticket as resolved,
  So that students know that their concern or query has been addressed.

- As a support staff,
  I should tag other support staff on a ticket,
  So that I can address complex concerns or queries more efficiently.

- As a support staff,
  I want to view the history of all tickets resolved by me,
  So that I can see how the support team has addressed similar concerns or queries in the past.

- As a support staff,
  I want to view my performance metrics,
  So that I can track my progress and identify areas for improvement.

User Stories as an Admin

- As an admin,
  I want to manage the FAQ section,
  So that students have access to up-to-date information about common concerns and queries.

- As an admin,
  I want approve newly registered users,
  So that I can give them respective access.

- As an admin,
  I want to generate reports on ticket activity,
  So that I can monitor the performance of the support team and identify areas for improvement.