

SOFTWARE ENGINEERING MILESTONE 1

SUBMITTED IN THE PARTIAL FULFILLMENT OF THE
REQUIREMENTS OF THE COURSE:

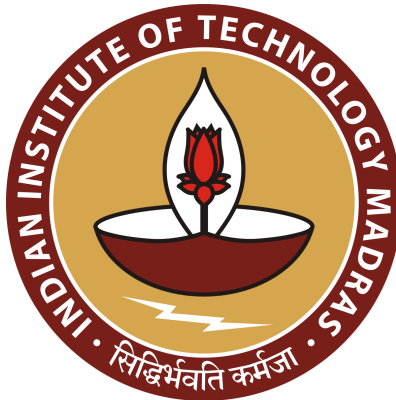
BSCSS3001: Software Engineering

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Identifying the various types of Users

Primary Users: Students, Support Staff, and Admins

Secondary Users: Managers

Tertiary Users:

- Software developers: A new feature request for the main IIT portal is highly upvoted. Thus Administrators/managers ask the software developers to implement that feature. Whilst they don't use the Support Desk, they are impacted by the use/decision of Primary and Secondary Users.
- The platform that hosts the website, the Internet Service Provider, etc.

User Stories

1. - **As a student**
 - I want to be able to create new support/query tickets
 - So that I can get help with my issues from the support team
2. - **As a student**
 - I want an edit option to edit my ticket post submission and before resolution
 - so that I can convey myself better if there is a need.
3. - **As a student**
 - I want the ability to delete a previously submitted ticket by me
 - so that I do not hold the queue up if my query has been resolved by me already.
4. - **As a student**
 - Before submitting my query ticket, I want the system to show if similar query tickets based on the title or content have been raised previously or are in the FAQ section
 - So that I can "+1" the relevant ticket or directly resolve it if already answered.
5. - **As a student**
 - I want to be able to "+1" existing tickets created by other students,
 - So that the support staff know how many students are facing a certain issue without creating a duplicate ticket
6. - **As a Support Agent**
 - I want the ability to sort queries based on their time of raising, the number of "+1"s and also on the basis of reopened issues
 - So that I can strategise on which queries need to be given higher priority and need quicker resolution.
7. - **As a Support Agent**
 - I want to be able to mark a ticket as closed/resolved
 - So that other support staff can focus on other tickets pending resolution.
8. - **As a student**
 - I want to receive email notifications within 10 minutes of when my ticket has been responded to
 - So that I can be up to date on my ticket and take any steps that might be required

9. - **As a Support Agent**
 - I want to send automated email notifications to the student within 10 minutes of responding to a ticket,
 - So that the students are notified when a resolution is provided in a timely manner and take any steps that might be necessary
10. - **As a Support Agent**
 - I want the ability to suggest to the admin to add certain tickets (based on my recommendation) to the FAQ section
 - So that the support team doesn't have to answer the same queries repeatedly.
11. - **As an admin**
 - I want the ability to dynamically update the FAQ section based on recommendations from support agents
 - so that future students can resolve their queries by themselves.
12. - **As an admin**
 - I want the ability to categorise the FAQ section queries
 - so that students can easily find the queries based on their categories.
13. - **As an admin**
 - I want to create and assign different levels of permissions and roles like "student", "staff" and "admin"
 - So that appropriate information and actions are accessible to only those who are authorized to
14. - **As an admin**
 - I want to be able to enroll new people to the software by directly using their email IDs
 - So that they can use the platform for query raising and resolution and I do not have to add each user manually.
15. - **As a manager**
 - I want to be able to enroll an admin
 - So that they can enroll new users and assign appropriate roles/permissions.
16. - **As a student**
 - I want to rate the resolution provided by the support staff,
 - So that I can provide useful feedback to the support staff and improve future resolutions
17. - **As a Support Agent**
 - I want the ability to filter user tickets based on the username,
 - So that I can view the students ticket history at a glance and provide better resolution
18. - **As a student**
 - I want to have a ticket history view,
 - So that I can refer to my past tickets and resolutions incase I need to refer to them again in the future

19. - **As a manager**

- I want to receive a notification when a ticket hasn't been answered by a support agent within 72 hours,
- So that I can follow up on the status of the ticket with my support agents to provide effective and timely resolution to the students

20. - **As a manager**

- I want to receive a notification whenever a support agent's average resolution time in the last 30 days is greater than 48 hours
- So that I can address the agent and find a solution to the delayed response times

21. - **As a student**

- I want to be able to reopen a ticket that's marked as closed,
- So that I can receive further support incase i'm not happy with the resolution

22. **As a Support Agent**

- I want the ability to flag a post as rude/offensive as per my discretion
- So that they do not disturb the learning environment.

23. **As a Support Agent**

- I want the ability to forward previously flagged offensive posts to the admin
- So that they can take further action as deemed appropriate.

24. **As an admin**

- I want to be able to remove a particular user by their username
- So that if any student drops the degree programme or has disciplinary issues, we can revoke access to the platform.

25. **As a manager**

- I want to be able to get the resolution times of queries
- so that I can perform an analysis to understand the promptness of the query resolution process.