Software Engineering Project

Milestone 1

SUBMITTED IN THE PARTIAL FULFILLMENT OF THE

REQUIREMENTS OF THE COURSE:

By :- Group 10

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Milestone - 01

Software Engineering Project

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Primary users:

Students who need to submit support tickets for their concerns or queries.
Support staff who need to address and resolve the tickets submitted by students.
Admins who need to manage and monitor the ticketing system, as well as update the dynamic FAQ section.

Secondary users:

Support staff who may need to collaborate on certain support tickets.

Tertiary users:

Faculty members who may be consulted by the support staff to provide information or solutions for certain support tickets.

User stories:

As a student, I want to be able to create a support ticket for my concerns or queries, so that I can receive assistance from the support team.
As a student, I want to be able to view a list of similar tickets before creating a new one, and add a +1/like if the issue being addressed is the same as mine so that I can avoid creating duplicates and prioritize popular concerns.
As a student, I want to be able to track the status of my support ticket, so that I can know if it's being addressed or not.
As a student, I want to receive an automatic confirmation email after creating a support ticket, so that I know my query has been successfully submitted and acknowledged.

As a support staff member, I want to be able to mark a ticket as resolved, so that the student who submitted the ticket will receive an appropriate notification and the ticket can be closed.

As a support staff member, I want to be able to assign a ticket to another support staff member or escalate it to a higher authority, so that complex or urgent issues can be resolved efficiently.

As a support staff member, I want to be able to add internal notes or comments to a support ticket, so that I can provide context or updates to other staff members who may be working on the same issue.

As an admin, I want to be able to manage and monitor the ticketing system, so that I can ensure tickets are being addressed in a timely and effective manner.

As an admin, I want to be able to update the dynamic FAQ section with support queries and responses, so that future students can easily access relevant information.

As an admin, I want to be able to set priorities and deadlines for support tickets, so that urgent or critical issues can be addressed first.

As an admin, I want to be able to generate reports and analytics on the ticketing system, so that I can identify areas for improvement and measure the effectiveness of the support team.