

User Requirements

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Our team has identified the following users for the Support Ticket App:

- **Primary Users:** Students
- **Secondary Users:** Support users
- **Tertiary Users:** Administration members

Following are the User Stories for the identified users:

Primary User: Student

- *As a student, I want to be able to create a new support ticket so that I can get help with my queries and concerns.*
- *As a student, I want to be able to search for similar tickets before creating a new one so that I don't have to create a duplicate ticket.*
- *As a student, I want to be able to upvote an existing ticket if it's similar to my concern or query so that the support team can prioritize the most popular concerns.*
- *As a student, I want to be able to see the status of my ticket and updates made by the support team so that I can stay updated on the progress of my concern or query.*
- *As a student, I want to be able to see a history of all my tickets and their status so that I can keep track of my past concerns and queries.*
- *As a student, I want to be notified when the support team updates my ticket or when the status of my ticket changes so that I can stay updated on the progress of my concern or query.*

Secondary User: Support team

- *As a support team member, I want to be able to see a list of all the support tickets sorted by upvotes and date so that I can and respond to them in a timely manner.*
- *As a support team member, I want to be able to update the status (open, resolved) of a support ticket so that the student knows the progress of their concern or query.*
- *As a support team member, I want to be able to see the history of a support ticket so that I can understand the student's previous concerns and queries.*

Tertiary User: Administration

- *As an administrator, I want to be able to see a list of all the support tickets and their status so that I can monitor the support activities of the program.*

- *As an administrator, I want to be able to see the history of support tickets sorted by upvotes and date so that I can understand the concerns and queries of the students.*
- *As an administrator, I want to be able to add new tags so that I can control the allowed types of tickets.*
- *As an administrator, I want to be able to assign different tags to different support users so that they will be able to see only the tickets with relevant tags assigned to them.*
- *As an administrator, I want to be able to see the support tickets categorized by tags so that I can monitor the types of concerns and queries the students are facing.*
- *As an administrator, I want to be able to send a notification when a support ticket has been resolved, so that I am make aware the concerned users*
- *As an administrator, I want to be able to add the support query and response to the FAQ section categorised by tags so that an updated FAQ will be readily available to students.*
- *As an administrator, I want to be able to allow users to enrol as students, support staff and admin, so that new users can access the platform*