User Requirements

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

- **Primary Users:** Students
- **Secondary Users:** Support team members
- **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 team members *so that* they will be able to see only the tickets with relevant tags assigned to them.

- *As a*n 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