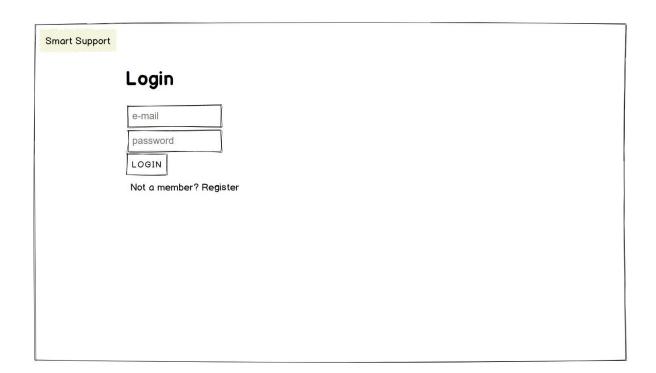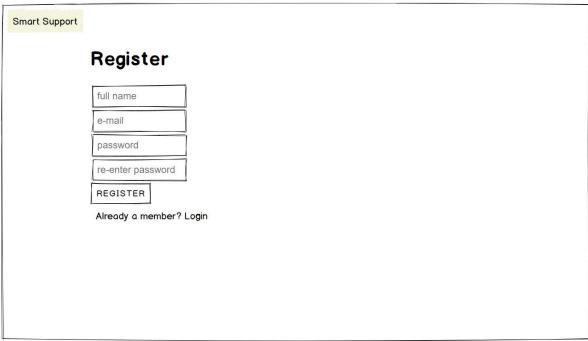# Storyboard - Smart Support

Submitted by :Group-13 (21f1003002, 21f1003442, 21f1003481)

A student is facing a problem with her course and wants to contact the support team. She accesses the support ticketing system through the university website.

The student is presented with a login page where she needs to enter her credentials to access the support ticketing system. She can also click on **Register** link if she is new to the system.

After logging in, the student is directed to the home page of the support ticketing system where she can create a new ticket or view her existing tickets.

Smart Support HOME | PROFILE | MY TICKETS | SEARCH | LOGOUT

My Tickets

Subject	Votes	Date	Status
Ticket 1 subject	16	2023/02/01	Open
Ticket 2 subject	13	2023/02/01	Resolved
Ticket 3 subject	06	2023/02/01	Resolved
Ticket 4 subject	01	2023/02/01	Open

Raise a new support ticket

Subject

Tags

body

POST

- In **Raise a new support ticket** *form* she can enter the details of her query or concern.

- The system automatically checks if there are any similar tickets already created by other students.

- If there are other similar tickets, the system displays the existing tickets to the student and prompts them to check if their concern has already been addressed.

- She can also **upvote** an existing ticket.

Support Dashboard

Admin Dashboard

The system updates the ticket with the number of **upvotes** it has received and displays the most popular tickets at the top of the list on support and admin dashboards.

Smart Support | HOME | PROFILE | MY TICKETS | SEARCH | LOGOUT

Ticket Title

| + | 12 votes

Tag 1   Tag 2   Tag 3   ....

Ticket body. This can be a big space text containing a user query that the user expects to be clarified by the support team. Below this section is the comment section which the students and support team may use for further clarifications.

ACCEPTED RESOLVE - THE ACCEPTED ANSWER FROM THE SUPPORT TEAM WILL SHOW HERE AS A RESOLVE FOR THE TICKET.

Post Comment

Comment body

POST

Comments

Comment- can be a long comment body
user details - date
Mark as answer

Comment- can be a long comment body
user details - date
Mark as answer

Comment- can be a long comment body
user details - date
Mark as answer

If the student decides to add a comment to the existing ticket instead of creating a new one, she can do so by visiting the relevant Ticket page

Support Dashboard

Smart Support | HOME | PROFILE | ALL TICKETS | SEARCH | LOGOUT

Open Tickets

Subject	Votes	Date	Action
Ticket 1 subject	16	2023/02/01	Respond
Ticket 2 subject	10	2023/02/01	Respond
Ticket 3 subject	09	2023/02/01	Respond
Ticket 4 subject	06	2023/02/01	Respond

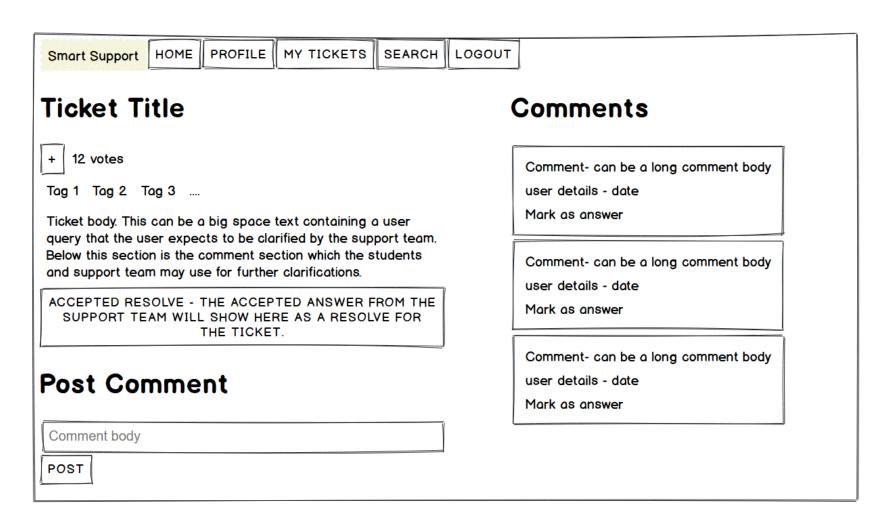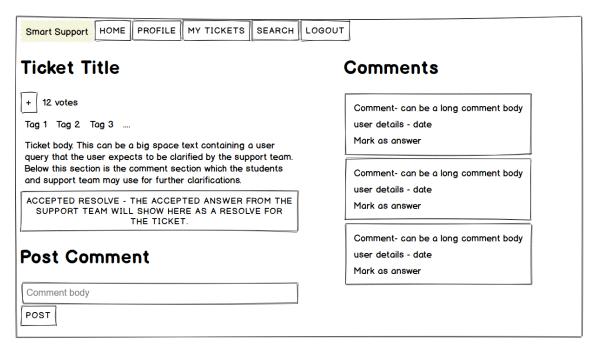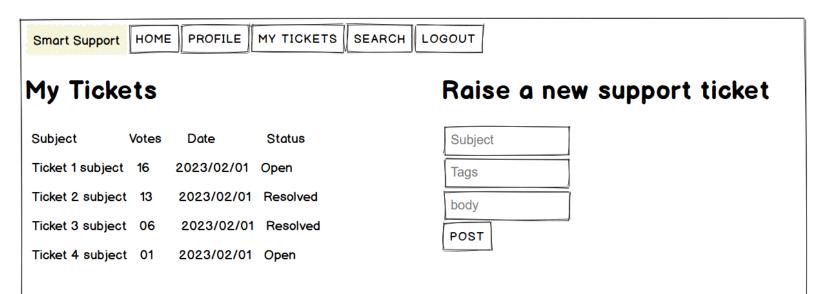## Resolved Tickets

Subject	Votes	Date	Resolved on
Ticket 1 subject	16	2023/02/01	2023/02/01
Ticket 2 subject	10	2023/02/01	2023/02/01
Ticket 3 subject	09	2023/02/01	2023/02/01
Ticket 4 subject	06	2023/02/01	2023/02/01

The support team receives the ticket and begins working on a solution.

Ticket Page

Smart Support | HOME | PROFILE | MY TICKETS | SEARCH | LOGOUT

Ticket Title

[+] 12 votes

Tag 1   Tag 2   Tag 3   ....

Ticket body. This can be a big space text containing a user query that the user expects to be clarified by the support team. Below this section is the comment section which the students and support team may use for further clarifications.

ACCEPTED RESOLVE - THE ACCEPTED ANSWER FROM THE SUPPORT TEAM WILL SHOW HERE AS A RESOLVE FOR THE TICKET.

Post Comment

Comment body

POST

Comments

Comment- can be a long comment body
user details - date
Mark as answer

Comment- can be a long comment body
user details - date
Mark as answer

Comment- can be a long comment body
user details - date
Mark as answer

They can view the ticket, add comments, and update the ticket status as they work on the issue.

Student Dashboard

Smart Support   HOME   PROFILE   MY TICKETS   SEARCH   LOGOUT

My Tickets

Subject	Votes	Date	Status
Ticket 1 subject	16	2023/02/01	Open
Ticket 2 subject	13	2023/02/01	Resolved
Ticket 3 subject	06	2023/02/01	Resolved
Ticket 4 subject	01	2023/02/01	Open

Raise a new support ticket

Subject

Tags

body

POST

- Once the support team resolves the issue, they update the ticket status to **Resolved** and notify the student.

- The student receives a notification about the updated status of the ticket and can view the solution provided by the support team.

- The status of ticket changes from **Open** to **Resolved** on the *Student Dashboard*

Admin Dashboard

Smart Support	HOME	PROFILE	ALL TICKETS	SEARCH	LOGOUT

Open Tickets

Subject	Votes	Date	Action
Ticket 1 subject	16	2023/02/01	Respond / Assign
Ticket 2 subject	10	2023/02/01	Respond / Assign
Ticket 3 subject	09	2023/02/01	Respond / Assign
Ticket 4 subject	06	2023/02/01	Respond / Assign

Resolved Tickets

Subject	Votes	Date	Resolved on	Action
Ticket 1	16	2023/02/01	2023/02/01	Add to FAQ
Ticket 2	10	2023/02/01	2023/02/01	Add to FAQ
Ticket 3	09	2023/02/01	2023/02/01	Add to FAQ
Ticket 4	06	2023/02/01	2023/02/01	Add to FAQ

- *Admins* can see the list of all **Open** and **Resolved** tickets on their dashboard sorted by *upvotes* and *date*.

- They can *assign* the tickets to specific support users or they can *respond* to the tickets themselves.

- They can also add any of the resolved tickets to FAQs list.