**User Requirements**

**Group-13 (21f1003002, 21f1003442, 21f1003481)**

**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