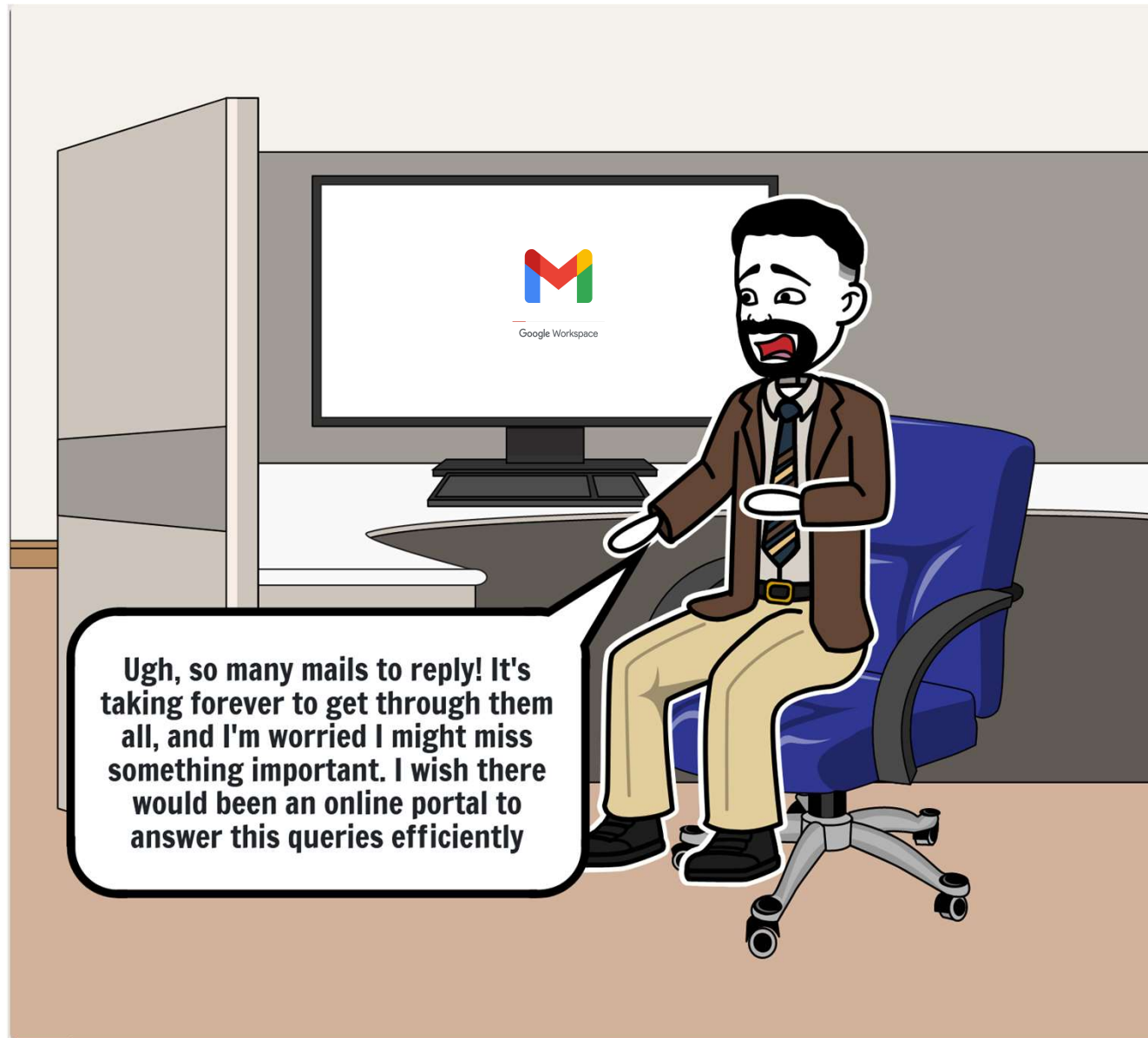


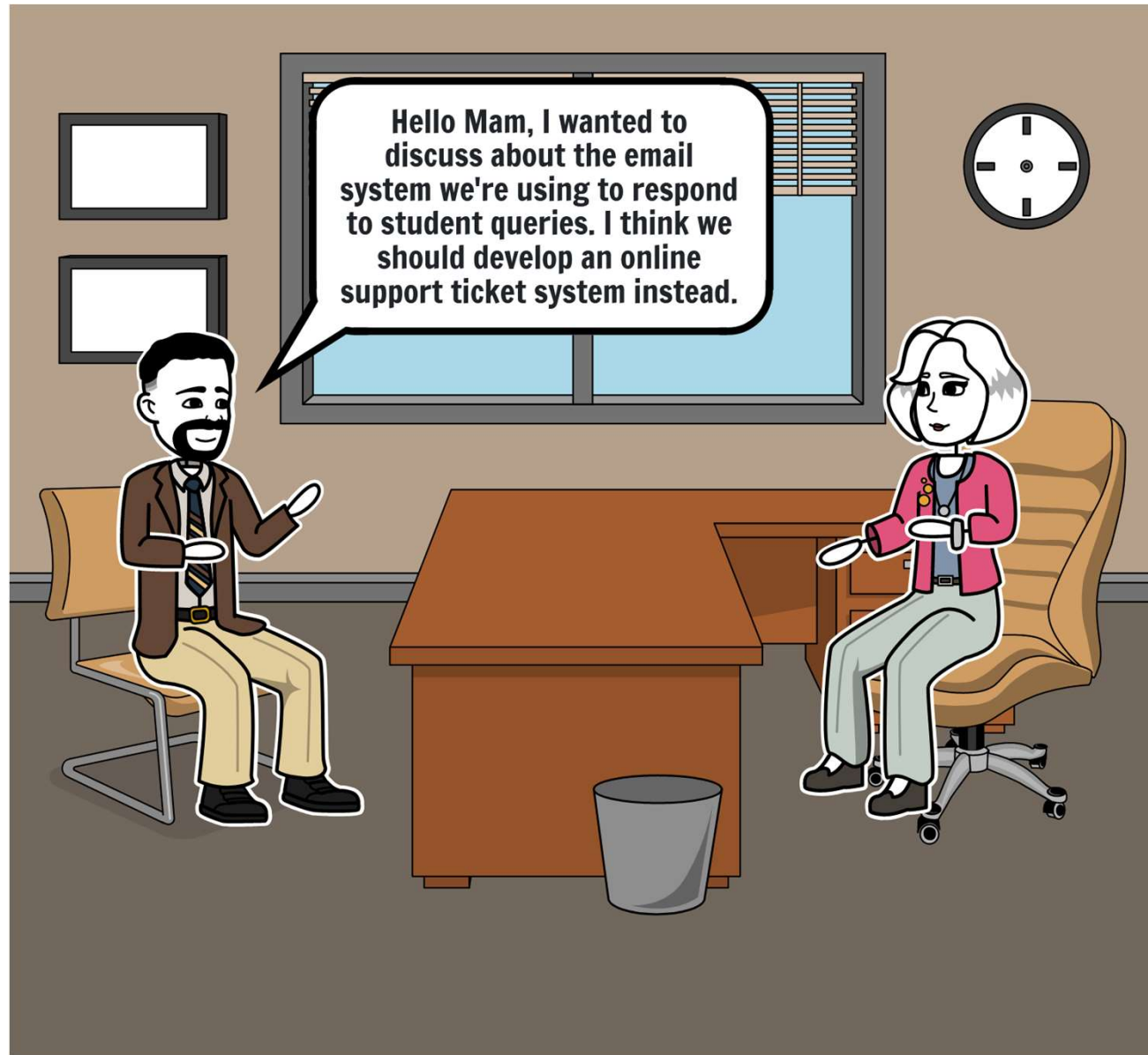
# Storyboard

Group-15 (21f1003973, 21f1004451, 21f1000205)

# Support Staff POV

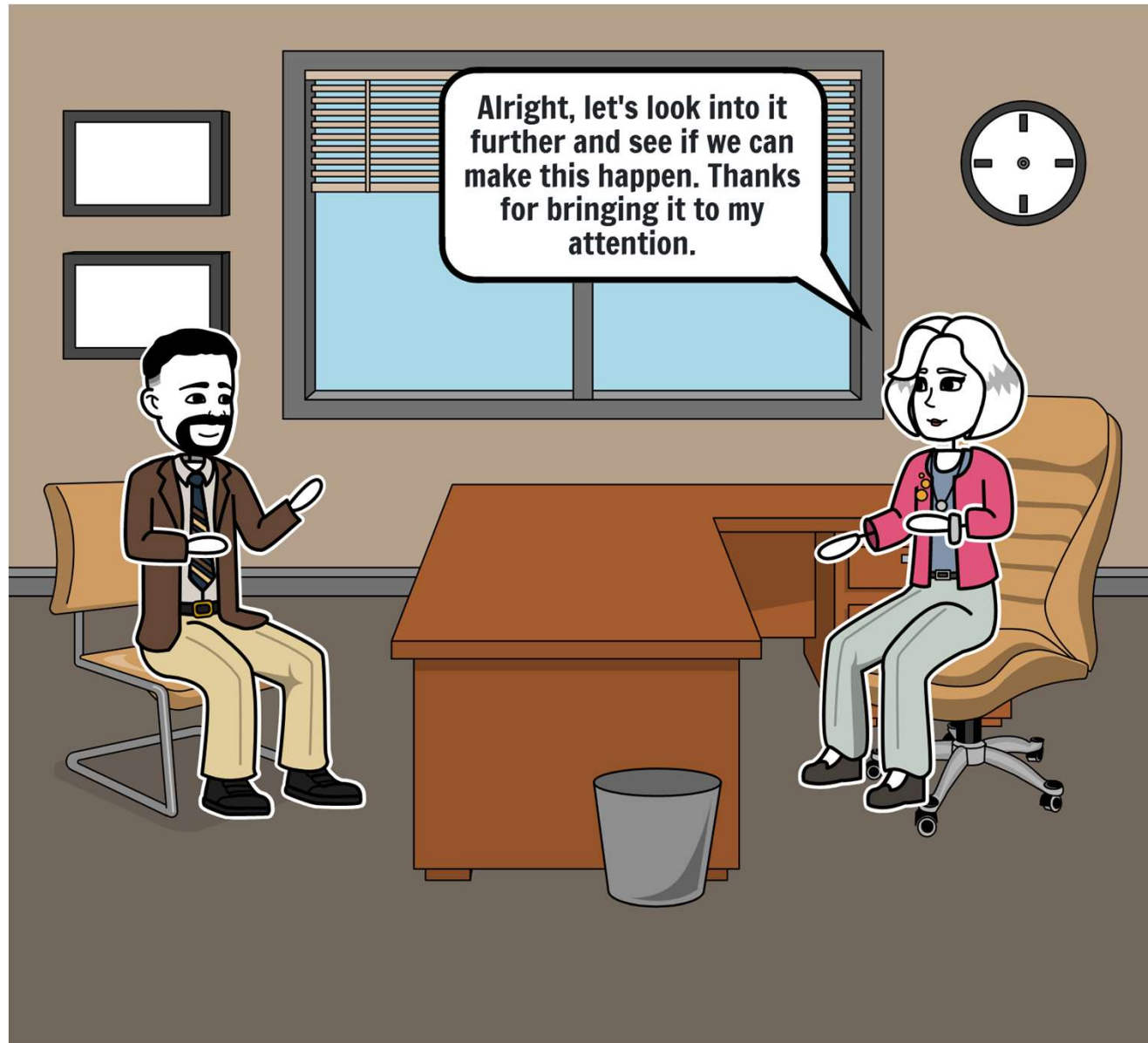
- Yoda, a member of support staff, is feeling overwhelmed by the volume of emails he receives and frustrated by the limitations of the email system. He thinks that an online ticket system will help to solve queries faster. He wants to discuss this with his Manager











# User POV

- Grogu, a student of IITM Online Degree, is studying in her room. She is facing issue while login, She wants to get in touch with support team to solve her problem







I really need some guidance. Let me ask my doubt to support team





Hi, I'm sorry to hear you're having trouble accessing your course. Can you give me some more details about the error message you're seeing?







Okay, let me check your  
account and escalate this  
issue to our technical team.  
They will look into it and get  
back to you as soon as  
possible.







**I'm glad that I reached out for help instead of struggling with the problem on my own. I feel more confident in my ability to navigate the portal now that I have received support and guidance.**

