

User Requirements

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Users of the application

- Primary Users: Students, Support team
- Secondary Users: Admins
- Tertiary Users: Program coordinators, managers

User Stories

- **Students**
 1. **As a student, I want** to be able to log in to the application **so that** I can access the portal.
 2. **As a student, I want** to create, read, update, and delete my ticket **so that** I can solve my queries.
 3. **As a student, I want** to upvote a ticket **so that** I can support a ticket of my interest and make it get noticed.
 4. **As a student, I want** to get recommendations for similar tickets when I try to create new ones **so that** if I see a similar ticket already raised I can upvote.
 5. **As a student, I want** to get notified regarding updates on tickets that I created or upvoted **so that** I can get notified about the ticket's status and know when the ticket is resolved.
 6. **As a student, I want** to read FAQs **so that** i can quickly find information and answers to general questions
 7. **As a student, I want** separate tags for specific course-related doubts **so that** I can post my doubts in the specific course subjects
 8. **As a student, I want** a filter for the tickets **so that** I can view the queries based on recency and popularity
 9. **As a student, I want** a separate page to view all my tickets **so that** I find it easy to access all my tickets at once

10. **As a student, I want** to view recent/all tickets asked **so that** I can find recently added tickets.
11. **As a student, I want** to give feedback/mark as resolved to answer **so that** I can confirm that my query has been solved.

- **Support team**

1. **As a support staff, I want** to be able to reply to queries **so that** queries can get resolved.
2. **As a support staff, I want** an automated mail to be sent to students when a query is answered **so that** they get notified about the status of the query.
3. **As a support staff, I want** to be able to view tickets that are related to my domain **so that** I can answer only particular queries.
4. **As a support staff, I want** to be able to delete the query or flag the query **so that** the unnecessary queries should not be visible to students
5. **As a support staff, I want** to be able to filter queries **so that** I can view and reply to queries on the basis of criteria.
6. **As a support staff, I want** to be able to request the admin to approve queries for the FAQs section **so that** people can view the query in the FAQ.
7. **As a support staff, I want** to be able to pin the query **so that** particular query should be the top

- **Admins**

1. **As an admin, I want** to be able to add a member to the support staff team **so that** members can access the support staff functionality.
2. **As an admin, I want** to have all the access/functionalities like the support staff, **so that** I can answer queries, and pin queries
3. **As an admin, I want** to be able to approve FAQs requests, **so that** FAQs can be generated dynamically.
4. **As an admin, I want** a dashboard/performance page with support staff data **so that** I can evaluate their performance.
5. **As an admin, I want** to be able to set priority on FAQs **so that** FAQs can be sorted as per the priorities.

6. **As an** admin, **I want** to be able to create tags/domains, **so that** I can assign support staff the tags.
7. **As an** admin, **I want** to be able to assign particular tags/domains to support staff, **so that** they can access only those tags/domains related queries.
8. **As an** admin, **I want** to be able to pin the query **so that** particular query should be the top