GROUP NO. 16

ROLL NO.: 21f1004535

Introduction:

IITM ticketing system could become a powerful tool that allows users to submit and track tickets for support, queries, and issues. This will streamline the support process, shorten response times, and provide users with a consistent user experience.

This document will outline the User Requirements and User Stories for ticketing system. It will go over the features and functionalities that are required to ensure a smooth and efficient support process for students, teachers, and support staff.

Identifying the potential users

Primary Users:

1. **Students:** They are the main users of the system, as they will be submitting tickets and tracking the progress of their queries.
2. **Support staff:** They are responsible for handling and resolving the tickets submitted by students.
3. **Interactive/Support Teachers:** Only those teachers who are there to cater the academic need of each student individually.

Secondary Users:

1. **Teachers/Course Instructors**: They will be responsible for helping to resolve queries submitted by students(As a whole not queries of every student) and may also be assigned tickets to handle by the support staff.
2. **College Administrators:** They will be responsible for generating reports on the number and type of tickets submitted and overall performance of the system.

Tertiary users:

1. **IT department**: They will be responsible for maintaining and updating the system to ensure that it runs smoothly and meets the needs of its users.
2. **Other university staff/ Guest Teacher:** They may have a need to access the system to view and respond to tickets in certain cases.
3. **Analytics/Report Generation software:** Tracks the student – teacher engagement for future improvement and identifying the hurdles faced by the users using data captured.

User stories

Following are User stories based on the SMART guidelines

The user stories should be in the following format:

> As a [type of user],
> I want [an action],
> So that [a benefit/value]

User Stories of Primary Users

1. As a **student**, I want **to be able to submit a ticket to the support team, support teacher** so that **my issue can be resolved as soon as possible.**
2. As a **support teacher**, I want to **be able to view and respond to tickets submitted by students** so that to **assist them in resolving their issues.**
3. As a member of **the support staff**, I want **to be able to view and prioritise tickets submitted by students** so that **I can ensure that the most pressing issues are addressed first**.
4. As a **student**, I want **to be able to track the status/priority of my ticket** so that **I know when my question will be resolved.**
5. As a member of the **support staff**, I want to **be able to assign tickets to specific teachers or members of the support staff**, so that **tickets are handled by the most appropriate person.**
6. As a **student**, I want to **be able to provide feedback on the support process** so that **the university's support services can be improved.**
7. As a **support staff member**, I want to be able to see the history of a student's previous tickets in order to better understand their query and provide more efficient support.
8. As a **student**, I want to **be able to attach files or screenshots to my ticket** so that **to provide additional information to the support team in order to help resolve my query.**

User Stories of Secondary Users

1. As **a college administrator**, I want to **be able to generate reports on the number and type of tickets received** so that **I can analyse trends and improve the support process**.
2. As a **teacher/course instructor**, I want **to be able to work with other support teachers to solve complex student queries** so that **we can provide the best possible support to students**.

User Stories of Tertiary users

1. As an **IT department** staff member, I want to **be able to update and maintain the online ticket software** so that **it runs smoothly and meets the needs of its users.**
2. As a **Other university staff/ Guest Teacher**, I want to **be able to access the online ticket software to view and respond to tickets in certain cases**, So that **I can help resolve queries if needed**.
3. As a **Analytics/Report Generation software,** I want **to be able to generate reports on the overall performance of the online ticket software**, So **that I can identify areas for improvement and make data-driven decisions**