

Online Support Ticket System *for* IITM BSc Degree Program

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Group Members

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Problem Statement

The support team at the IITM BSc degree program often get overwhelmed with emails from students regarding queries and concerns. The task is to create an online support ticketing system for the IITM BSc degree program.

Students can create a support ticket for a particular concern or query. Before they create a ticket, the system should also show a list of similar tickets and allow users to like or +1 an already existing support ticket, so that duplicates are not created. This way popular concerns or queries can be prioritised by the support team.

After the support team addresses the concern, they can mark the ticket as resolved, and an appropriate notification should be sent to concerned users.

Another important feature of the ticketing system is dynamic FAQ updation. Many student concerns can be FAQs which will be useful for future students. If appropriate, the support query and response should be added to the FAQ section by support admins, and appropriately categorised, so that an updated FAQ will be readily available to students. The platform should allow users to enroll as students, support staff and admins.

Users of the Application

Primary Users

- Students of the IITM BSc degree program
- Support staff of the IITM BSc degree program

Secondary Users

- Support admins of the IITM BSc degree program

Tertiary Users

- Future students of the IITM BSc degree program

User Stories

As a student, support staff, or a system admin,

I want to enrol or signup,

So that I can use the support ticket system.

As a student, support staff, or a system admin,

I want to login,

So that I can use the support ticket system.

As a student, support staff, or a system admin,

I want to enrol or logout,

So that I can stop using support ticket system.

As a student, support staff, or a system admin,

I want to be able change my password or email address,

So that I can secure and maintain my details with the system.

As a student,

I want to search support tickets with keywords,

So that I can get help from already resolved tickets.

As a student,

I want to create a support ticket for my concern or query,

So that I can get help from the support team.

As a student,

I want to see a list of similar tickets before creating a new ticket,

So that I can avoid creating duplicate tickets and prioritize my concern.

As a student,

I want to be able to like or +1 an existing support ticket,
So that the support team can prioritize popular concerns.

As a student,

I want to receive a notification when my support ticket is resolved,
So that I can be aware of the status of my concern.

As a support staff member,

I want to see a list of unanswered / unresolved tickets,
So that I can see the ticket details and answer them

As a support staff member,

I want to be able to answer tickets and mark them as resolved,
So that the student is aware that their concern has been addressed.

As a system admin,

I want to be able to add a support query and response to the FAQ section,
So that future students can find answers to their queries more easily.

As a system admin,

I want to be able to categorise / assign tags to a support query,
So that answered / resolved support tickets are organized by topic.

As a system admin,

I want to be able to enrol new support staff members,
So that the support team can be expanded.

As a support admin,

I want to be able to access detailed reports on support tickets,
So that I can track the performance of the support team.

As a future student, or a student without an account,

I want to be able to access the updated FAQs,

So that I can find answers to my queries quickly and easily.