

Software Engineering Project

Milestone - 1

Tasks for Milestone - 1.

1. Identifying Primary, Secondary and Tertiary Users
2. User Stories for the requirements based on **SMART** guidelines.

1. Identifying Primary, Secondary and Tertiary Users

Here are the various types of users that are identified to use this application and categorized into different groups.

- **Primary Users**
 1. Students
 2. Support Staff
 3. Administrators
- **Secondary Users**
 1. Developers and Technical Teams
 2. Data Analysts
- **Tertiary Users**
 1. Third Party apps

2. Writing User Stories

Students

1. As a student, I want to be able to create/login to my account, so that I can use this application to resolve my queries.
2. As a student, I want to be able to create ticket for any issue I'm having, so I can get help promptly .
 - As a student, I want to be able to create ticket with appropriate title and description for my issue, so that I can get help promptly.
 - As a student, I want to be able to create ticket with relevant tags for my issue, so that I can get help promptly.

3. As a student, I want to be able to search all the queries so that I can see similar existing queries.
 - As a student, I want to be able to search all the queries by mentioning the keywords, so that I can see similar existing queries.
 - As a student, I want to be able to search all the queries by selecting the tags, so that I can see similar existing queries.
 - As a student, I want to be able to search all the queries within a time-frame, so that I can see similar existing queries within that period.
4. As a student, I want to be able to know the status of my query in the application, so that I can know the status of query whether it got resolved or not.
5. As a student, I want to be able to easily access the application from any device, so that I can get help whenever it's possible
6. As a student, I want to mark any of the responses to my query as an answer so that I can pin the answer at the top of my query.

Support Staff

1. As a member of support staff, I want to be able to create/login to my account, so that I can use this application to resolve the queries of the students.
2. As a member of support staff, I want to get a notification within 5 seconds whenever someone creates a ticket of relevant tag/topic, so that I can try to quickly resolve their ticket as soon as possible.
3. As a support staff member, I want to be able to add important and resolved queries to FAQ's, so that students can get help without raising the query.
4. As a support staff member , I want to be able to mark an existing query as DUPLICATE if there is an already existing similar query so that I can reduce the clutter and redirect the visiting users to the original query.
5. As a support staff member, I want to mark a response to a query as an answer so that I pin the answer at the top of that query and let others know that query got resolved.
6. As a support staff member, I want to forward an incorrectly tagged ticket to the administrator, so that it can modified and resolved by the relevant support staff.

Administrator

1. As a member of support staff, I want to be able to create/login to my account, so that I can manage the working of this application.

2. As an admin, I want to be able to assign the type of query in relevant categories so that the queries are organized.
3. As an admin, I want to be create tags so that various tickets can get organized and relevant staff can get notified when a ticket is created.
4. As an admin, I want to be able to manage different roles for different users so that I can control the accessibility of various users.
5. As an admin, I want to mark a response to a query as an answer so that I can pin the answer at the top of that query and let others know that query got resolved.
6. As an admin, I want to be able to add important and resolved queries to FAQ's so that students can get help without raising the query.
7. As an admin, I want to be able delete any ticket/responses so that I can make this application safe and formal to work.

Optional Functionalities

If time permits the following user stories will be implemented.

Student

1. As a student, I want to mention a specific users so that I can bring their attention to my query.
2. As a student, I want to get a notification or email within a minute whenever someone mentions me, so I that I can know the reason they mentioned me.

Support Staff

1. As a support staff member, I want to mention a specific user so that I can bring their attention to that query.
2. As a support staff member, I want to get a notification or email within a minute whenever someone mentions me, so I that I can know the reason they mentioned me.

Administrator

1. As an administrator, I want to mention a specific user so that I can bring their attention to that query.
2. As an admin, I want to get a notification or email within a minute whenever someone mentions me, so I that I can know the reason they mentioned me.

Developer and Technical Staff

1. As a member of the technical team, I want to be able to access the logs of the application so that I can maintain the application and identify any problems within the application.

Data Analyst

1. As a data analyst, I want to be able to request the data related to application so that I can analyze the data and make conclusions.
 - As a data analyst, I want to be able to request the data based on the mentioned time-frame, so that I can analyze the data and make conclusions.
 - As a data analyst, I want to be able to request the data based on the given parameters like type of user, type of actions etc, so that I can analyze the data and make conclusions regarding the application.