User Stories (Core Requirements)

In this document, we have described the user stories that are part of the essential project requirements.

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As a Student,

1. I want to be able to create support tickets,
   So that I can have my issues resolved.

2. I want to be able to set the visibility (private / public) of my tickets,
   So that I can regulate who all can view them.

3. I want to be able to upvote existing public tickets,
   So that those issues can be prioritized.

4. When raising a new ticket, I would like to be able to view related public tickets,
   So that I can upvote that and avoid creating a duplicate ticket.

5. I want to be able to track the status of tickets I have raised, or public tickets,
   So that I am able to understand the steps taken to resolve the issue.

6. I want to be notified when my ticket is resolved,
   So that I can have inner peace.

As a Support Staff,

1. I want to be able to see the tickets created on the portal,
   So that I can respond to them.

2. I want to be able to see the tickets I'm working on (i.e. assigned to me),
   So that I have a track of my work.

3. I want to be able to add a message to a ticket,
   So that an update can be provided on the ticket.

4. I want to be able to update the status of the tickets,
   So that the student(s) can be notified of the resolution.

5. I want to be able to categorize the tickets,
   So that they can be posted as FAQs for future reference.

6. I want to be able to escalate a ticket to an admin and/or admin group(s),
   So that it can be prioritized and acted upon as necessary.

As an Admin,
1. I would like to be able to manage the user accounts,
   So that I can add new support staff / students, and archive old accounts.

2. I would like to view analytics of the tickets,
   So that I am able to improve the efficiency of the support team.

3. I would like to be able to close open tickets corresponding to the previous term at the beginning of the new term.

As a Super Admin,
1. I would like to be able to grant and/or revoke admin privileges to other users, apart from performing the administrative operations,
   So that the system can be moderated appropriately.