Milestone 2: Storyboards

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STORY 1: Solving Bob's Troubles

Disclaimer: Character names and events described in this story are entirely fictional. Any resemblance with a real human being (either living or dead), or a real-life incident, is purely coincidental and unintentional.

Characters in this story

- Bob: A student in the IITM BS programme

- Alice: A student in the IITM BS programme, and a friend and neighbour of Bob

- Eve: A support staff in the IITM BS Support Ticketing System

- Tony: An administrator in the IITM BS Support Ticketing System

SETTING: Bob's Predicament!

Bob was facing a serious issue as part of his IITM BS student life: he was being impersonated by someone in live sessions for his subjects.

Despite multiple emails to the support ID, his mails were going unnoticed and he wasn't getting a satisfactory resolution.

SEQUENCE: Contacting Alice and using the support ticketing system

One day, when Alice came in to meet Bob, he confided in her the trouble that he was going through.

Alice recognized what the issue was: the support staff looking after the emails were overburdened with work since it was the beginning of a new term, and many students were mailing in with their queries.

She immediately suggested Bob a better support option - to use the newly developed ticketing system that IITM BS has adopted.

SEQUENCE: Contacting Alice and using the support ticketing system

Upon receiving Alice's suggestion, Bob immediately went to work. He registered himself on the ticketing system, and raised a new ticket therein.

Within 24 hours, his ticket was responded to by Eve, who was one of the support staff on duty during that period.

After a brief exchange of information between Bob and Eve, Eve realised the gravity of the predicament that Bob was in, and immediately escalated his ticket to the administrators on the platform.

SATISFACTION: Resolution of Bob's problem

Upon getting notified of Eve's escalation, Tony checked the meeting logs wherein Bob was allegedly impersonated. He was able to identify the impersonator's login attempts, and block the access for the impersonator accordingly.

Furthermore, Tony also enabled authentication mechanisms for the live sessions going forward.

In this way, Bob's problem was resolved in a time-bound manner, and to his satisfaction.

STORY 2: Solving Tony's Logistical Liability

Characters in this story

- Tony: An administrator in the IITM BS Support Ticketing System

- Bob: A support staff in the IITM BS Support Ticketing System

- Alice: A potential support staff in the IITM BS Support Ticketing System

- Eve: A potential support staff in the IITM BS Support Ticketing System

SETTING: Tony's Logistical Liability

As an administrator for the newly-launched IITM BS Support Ticketing system, Tony was facing logistical issues.

The ticketing system was getting really popular amongst the students, and it was getting very difficult for the support staff to handle the scores of new tickets coming in daily.

SEQUENCE: Discussing with Bob and recruiting new support staff

One day during a regular team meeting, Tony revealed the logistical issues to Bob.

Being a support staff himself, Bob disclosed what the issue was: the support staff looking were overburdened with work since it was the beginning of a new term, and many students were raising with their queries via new tickets.

He immediately suggested Tony a better support option - to recruit new support staff and get more hands on deck to manage the ever-increasing tickets.

SEQUENCE: Discussing with Bob and recruiting new support staff

Upon receiving Bob's suggestion, Tony immediately went to work. He recruited new support staff, and asked them to register in the ticketing system.

Using his admin privileges, Tony promoted the newly registered members to the support staff role, enabling them to start work on answering the tickets.

SATISFACTION: Resolution of Tony's problem

Upon getting promoted to the support staff role, the newly hired support staff began to work on the ticketing system. Within a couple of days, the preexisting backlog of tickets was brought down and newly created tickets began to be answered in a timely fashion.

In this way, Tony's problem was resolved in a time-bound manner, and to his satisfaction.