Software Engineering Project   Team 5

online support ticket system for students   Suraj, Abulaman

Milestone 1 - Identify User Requirements

<u>Primary Users:</u>

The primary users of an online support ticket system for students are the students themselves. They are the ones who initiate the support requests and use the system to communicate their needs and receive assistance.

<u>Secondary Users:</u>

The secondary users of the system are the support staff who are responsible for responding to the students' support requests. They use the system to track, manage, and resolve the requests.

<u>Tertiary Users:</u>

The tertiary users of the system may include college administrators, who use the system to monitor the performance of the support staff, to evaluate the efficiency of the support process, and to make informed decisions about the allocation of resources.

<u>User Stories:</u>

As a student,

I want to be able to submit a support ticket,

So that I can receive help with my academic or technical needs.

I want to be able to receive notifications when my support ticket is updated,

So that I can stay informed about the progress of my request and receive prompt assistance..

As a support staff member,

I want to be able to view and manage all the support tickets in one place,

So that I can effectively respond to the students' needs and keep track of the progress of each request.

I want to be able to categorize and prioritize the support tickets,

So that I can efficiently allocate my time and resources to resolve the most pressing issues first.

As a college administrator,

I want to be able to view the performance metrics of the support staff,

So that I can evaluate the efficiency of the support process and identify areas for improvement