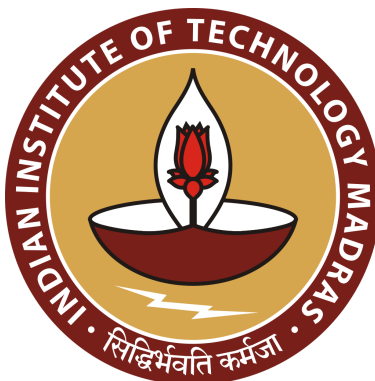# SOFTWARE ENGINEERING

MILESTONE **1**

INDIAN INSTITUTE OF TECHNOLOGY, MADRAS

SUBMITTED IN THE PARTIAL FULFILLMENT OF THE
REQUIREMENTS OF THE COURSE:

BSCSS3001: Software Engineering

By:

*Aditya Raj (**21f1003293**)*
*Himanshu Singh (**21f1003237**)*
*Sachin Sinha (**21f1006475**)*

January Term, 2023

Identifying the various types of Users

Primary Users:

- Students

- Support Teams

Secondary Users:

- IIT Madras B.S Degree Administration

Tertiary Users:

- A deep learning model can be trained on this dataset to answer questions using NLP.

- Data Analytics Team

User Stories for the identified users:

Primary User : Student

- As a student , I want to be able to create new ticket so that I can solve my problems.

- As a student, I want to be able to search for similar tickets before creating a new one so that my answers so that I can know the answer of doubt if it is already answered.

- As a student, I want to be able to like (+1) an existing ticket if it's similar to the concern or query I have, so that the support team can prioritize the frequently asked concerns.

- As a student, I want to be able to see the current status of my ticket and solutions given by the support team so that I can get updates on the progress of my query.

- As a student, I want to be able to see the history of my previous tickets so that I can keep track of my old queries.

- As a student , I should be able to mark my queries as operational or course related so that it would be helpful for the support team.

Primary User: Support team

- As a support team member, I want to be able to see a sorted list of all the support tickets filtered by upvotes and last update so that I can respond to them in a timely manner.

- As a support team member, I want to be able to change the status of a support ticket so that the ticket is updated.

- As a support team member, I want to redirect the queries to the appropriate team member so that they can resolve the queries efficiently.

Secondary User: Administration

- As an administrator, I want to be able to see the history of support tickets arranged by upvotes and time so that I can understand the queries of the students.

- As an administrator, I want to be able to assign different team members to different support teams so that they will be able to see only the tickets assigned to them.

- As an administrator, I want to manage the FAQ section, so that students have access to up-to-date information about common concerns and queries.

- As an administrator, I want to be able to enroll a support team to the portal directly using their email IDs so that they can use the portal to resolve queries.

★★★★