Storyboard

Wings of Freedom

Group 8

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Setting 1

Hi bro. You said you had a query on dropping course ? Did you get it clarified?
No man. The support team haven't reached me yet. Imagine how much mails they be getting a day.
Madras

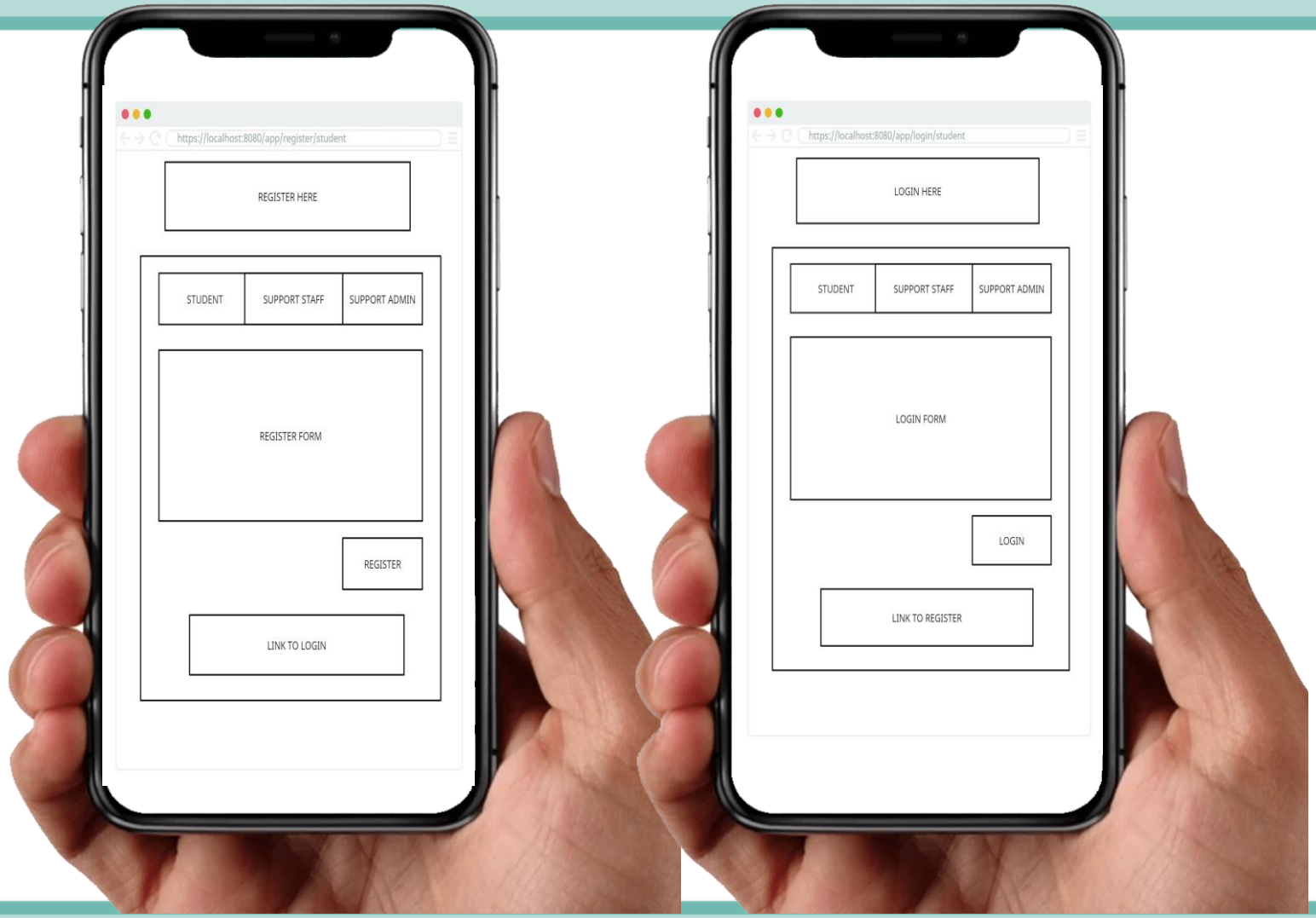
Setting

Yeah. Great efforts and manpower has to be put into classifying and responding to queries from us.
Yeah. And think of getting irritated by replying to the same queries over and over !.
Madras
INDIAN INSTITUTE OF TECHNOLOGY MADRAS

Setting

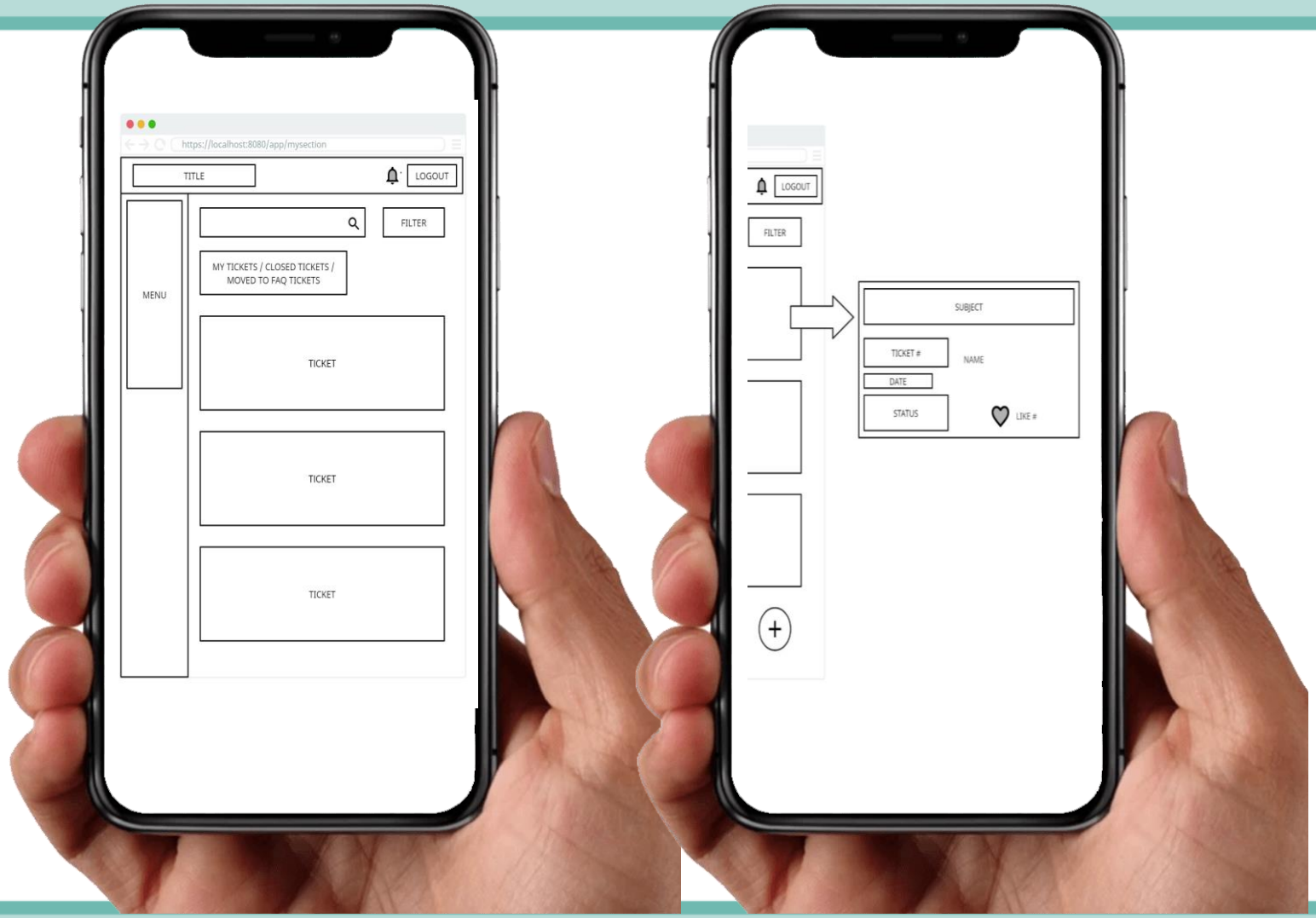
Have you heard about the new software launched to solve queries in an optimized manner ?
Wow. That would be helpful. Tell me more about it.
Madras
INDIAN INSTITUTE OF TECHNOLOGY MADRAS

Sequence



Create and register as a student. And you can search for a query topic.

Sequence



If the query already exists, Add to the token. Or else create your own query. You will get notification as soon as the team resolves the query.

Satisfaction

Wow. I got my first ticket resolved. This app is very helpful

Setting 2

Wow. The students are so excited with the program and we are flooded with queries.
Yeah. But wouldn't it be nice if we had some way to organise their queries. It would be easy for both ends.

Setting

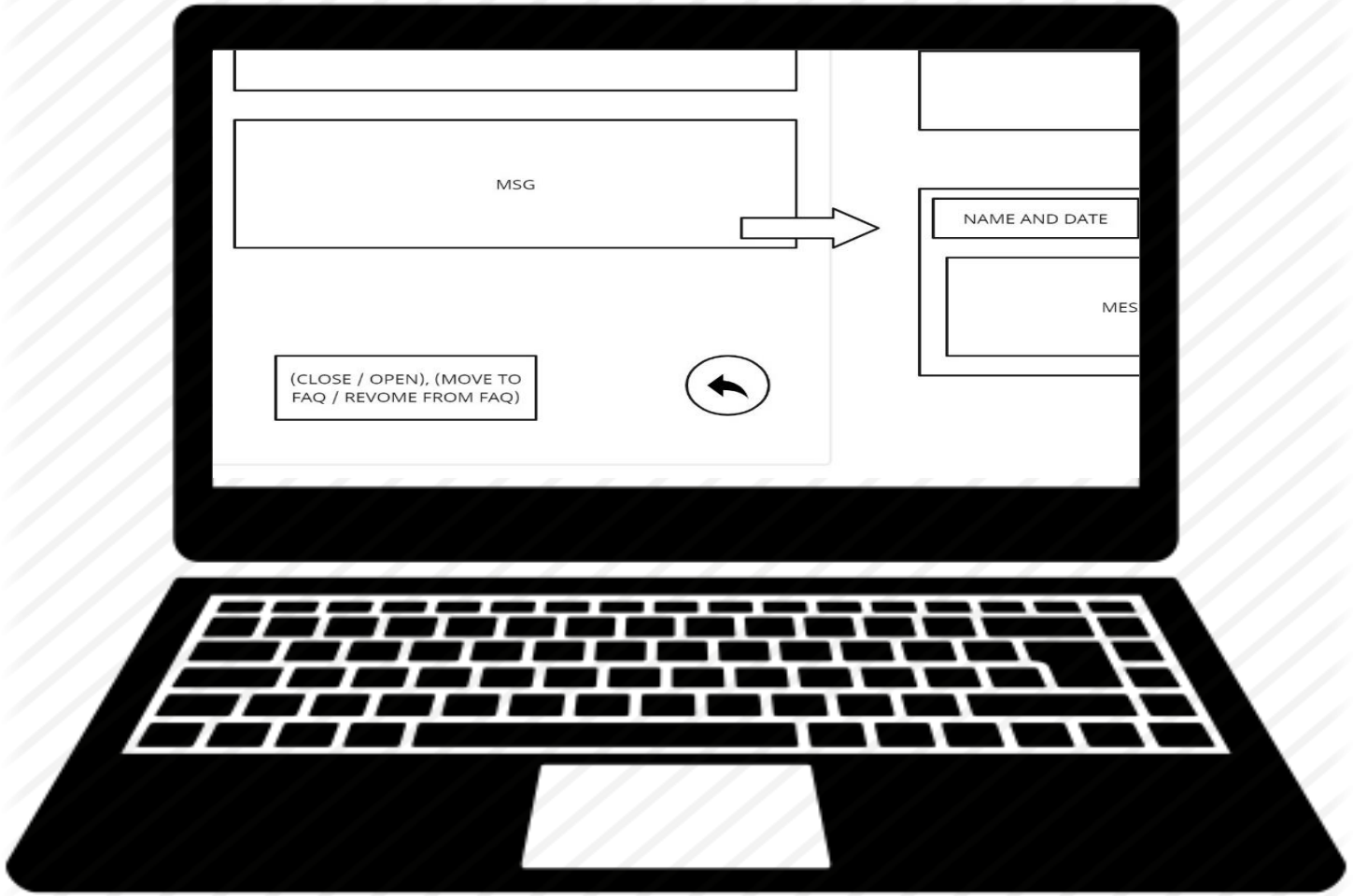
Oh. Didn’t You receive the notification about the application launched recently ?
Oh I was a bit late today. Can you tell me more about it ?

Sequence

Register as the support team member and you can see queries of the students organised.

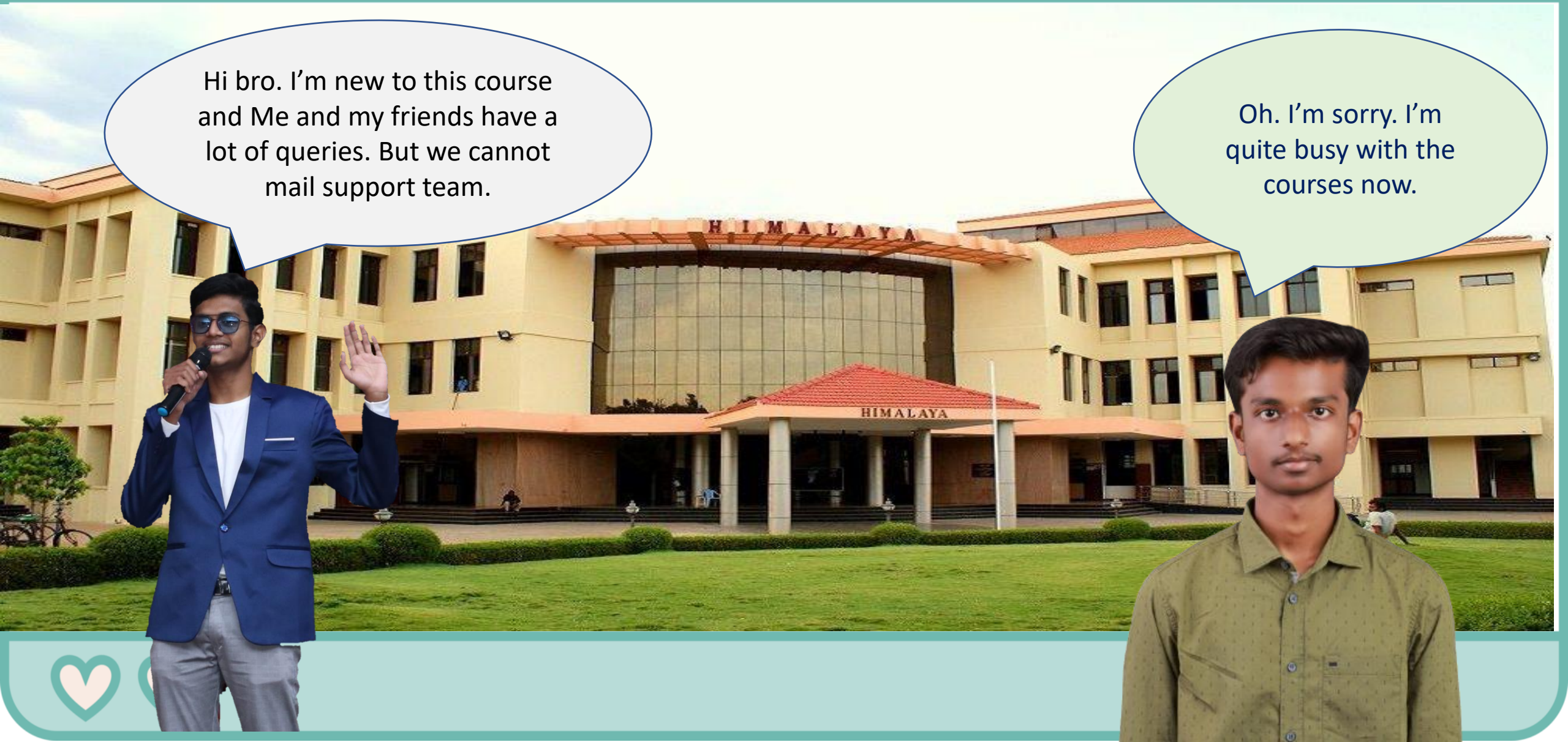
Satisfaction

Satisfaction



Once you resolve a query, the admin can add it to the FAQs so that it is helpful for future students. It is helpful to our IITM community.

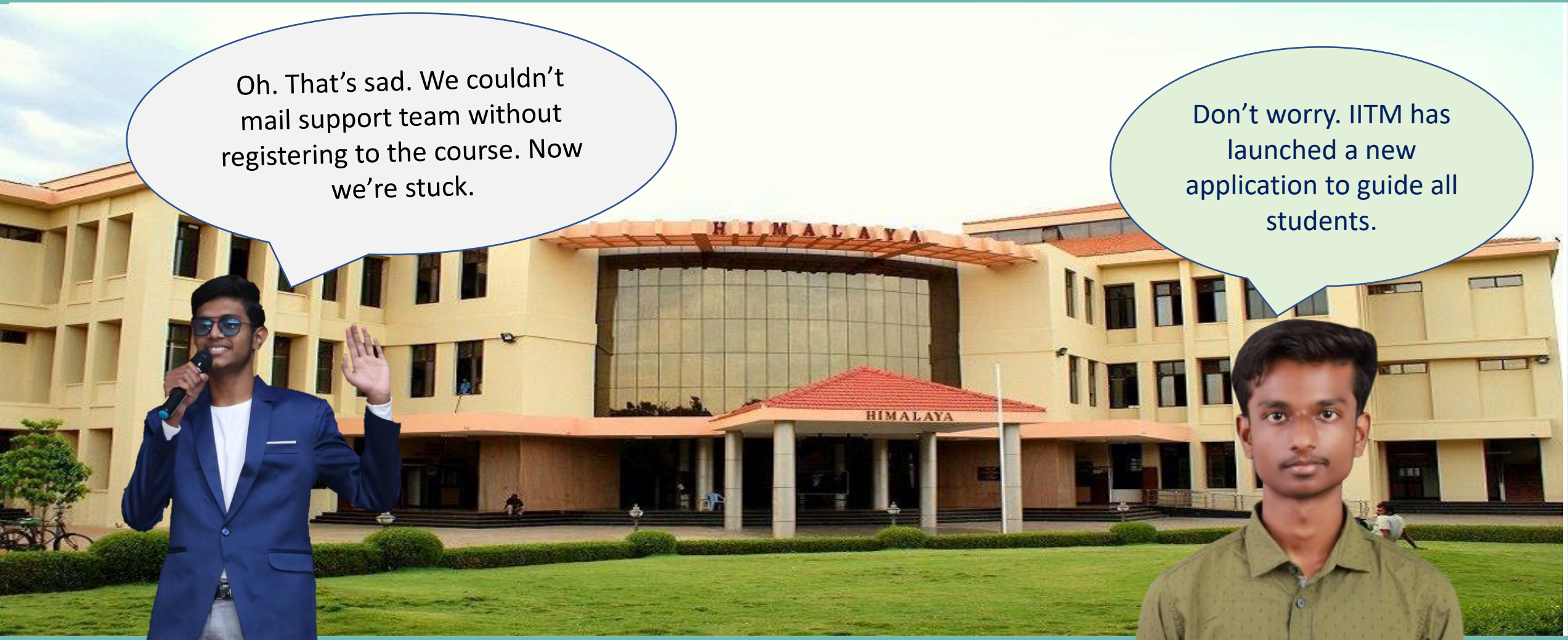
Setting 3



Hi bro. I’m new to this course and Me and my friends have a lot of queries. But we cannot mail support team.

Oh. I’m sorry. I’m quite busy with the courses now.

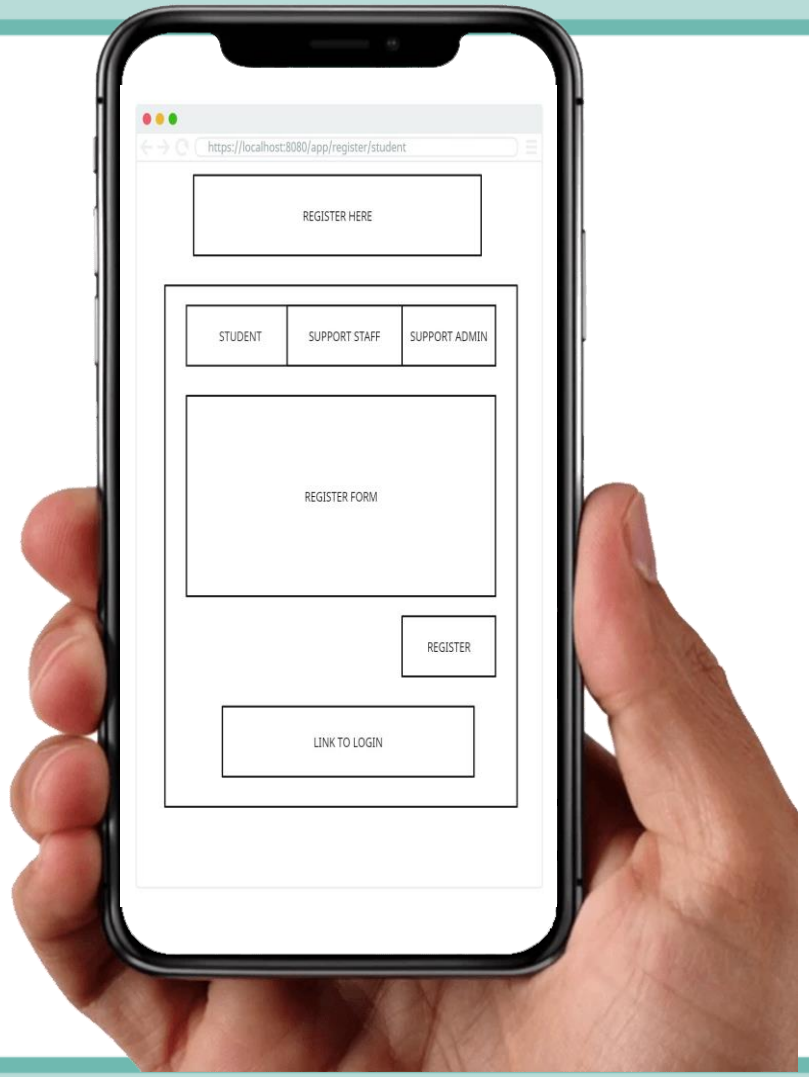
Setting

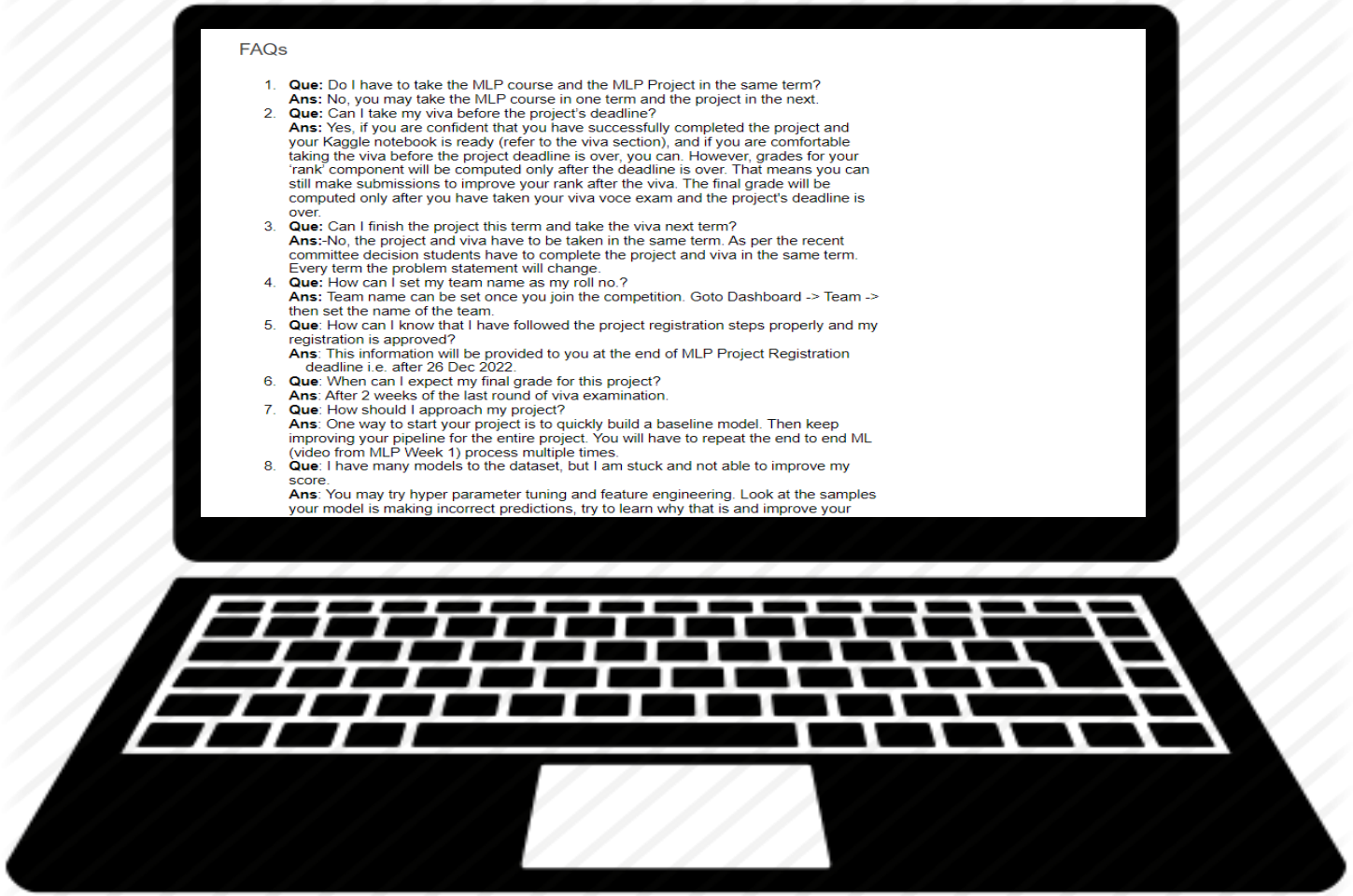


Oh. That's sad. We couldn't mail support team without registering to the course. Now we're stuck.

Don't worry. IITM has launched a new application to guide all students.

Sequence



You can go check the FAQ's that has queries that are often asked .

Satisfaction