Group 8 - Milestone 1 Submission

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Identified Users:

- Student – **Primary User**
- Support staff – **Primary User**
- Support admin – **Primary User**
- Course instructor – **Secondary User**
- Analytics team – **Secondary User**
- Program head – **Tertiary User**

User Stories based on SMART approach:

Primary Users:

○ *Students*

1. Feature: *Enrolment.*

   As a student, I want to Register with my credentials to the software so that I can become the user and view my activity and data.

2. Feature: *Login and Logout*
   As a student, I want to login and logout with my credentials to the software so that I can secure and store my data.

3. Feature: *Create support ticket.*

   As a student, I want to create support tickets so that I can clarify my queries / issues with the support team.

4. Feature: *Edit support ticket*.

   As a student, I want to edit the ticket I created unless it was marked resolved by support staff so that I could change any typos / mistake made in my ticket.

5. Feature: *Delete support ticket.*

   As a student, I want to delete the ticket I created unless it was marked resolved by support staff so that I could delete the tickets I accidentally / mistakenly raised.

6. Feature: *Reply to ticket*.

   As a student, I want to reply to the tickets that I have created so that I can reply to support staff / add additional information regarding the ticket.

7. Feature: ***View and filter tickets.***

   As a student, I want to view all tickets issued by other students, my tickets, and so that I can view other issues and my issues

8. Feature: ***Liking other tickets.***

   As a student, I want to like other student's ticket, so that I don't raise the same issue and to get that issue prioritized more.

9. Feature: ***Viewing FAQs.***
   As a student, I want to view FAQs so that I don't raise the same issue.

10. Feature: ***Notifications.***
    As a student, I want to receive Notifications for my tickets and the tickets I liked, so that I can clear my query.
    - ○ ***Support Staff***

11. Feature: ***Enrolment.***

    As a support staff, I want to Register with my credentials to the software so that I can become the user and view my activity and data.

12. Feature: ***Login and Logout***
    As a support staff, I want to login and logout with my credentials to the software so that I can secure and store my data.

13. Feature: ***Viewing tickets.***

    As a support staff, I want to view all unresolved tickets in descending order of ticket's like so that support staff can focus on resolving highest priority tickets.

14. Feature: ***Reply to ticket.***

    As a support staff, I want to reply to unresolved tickets so that I could answer student's queries.

15. Feature: ***Resolving and Unresolving tickets.***

    As a support staff, I want to resolve and unresolve tickets and notify respective ticket owner so that ticket owner can know his ticket has been resolved or not.

16. Feature: ***Notifications.***
    As a support staff, I want to receive Notifications for unresolved tickets so that I can clear them.

o   ***Admin***

17. Feature: ***Enrolment.***

   As a support admin, I want to Register with my credentials to the software so that I can become the admin and view the activity and data of other users.

18. Feature: ***Viewing resolved Queries***.

   As a support admin, I want to view resolved queries in descending order of ticket's like so that support admin can view highest like queries and might move it to FAQ.

19. Feature: ***Adding a resolved tickets to FAQ.***

   As a support admin, I want to move resolved tickets to FAQ so that I could move popular issues to FAQ.

Secondary Users:

o   ***Course Instructors***

20. Feature: ***Help the support staff.***

   As a Course Instructor, I want to help the support staff with course related queries so that the student's queries are resolved.

o   ***Analytics Team***

21. Feature: ***Data tracking***

   As an Analyst, I want to get feedbacks and track data from the user, so that the software is more efficient.

Tertiary Users:

o   ***Program Team***

22. Feature: ***Software Launching***

   As a Program Developer, I want to launch and invest in the software, so that the software is helpful to the students.