# Storyboard

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# Scene 1: The Problem

Here we look at a situation of a student of the iit-m online degree program who is planning to prepare for his upcoming exams

Student 1 : I better start studying, my exams are starting in 3 days. Let me log into the portal and plan my studies

The student then tries to login to the portal but there is an error being showed and he is unable to login. He calls a friend to ask to see if he is having the same issue as well .

Student 1 : Hey friend, i was trying to log into the iitm portal to start preparing for the exam , but i'm not able to log in , did you face any problems?

# Scene 2 : The Solution

Student 2 : Hey, yeah apparently a few students are having login issues and you need to contact the iitm support team to get it resolved

Student 1 : How do i do that? Just call them?

Student 2 : You should try the latest IIT MADRAS SUPPORT SYSTEM app they released recently to contact them, i'll send you the link soon

Student 1: Oh! Didn't know such an app existed, what all can i do in it?

Student 2: Well, you can create a query that you have for the support team and they will address it as soon as possible and let you know a resolution for your issue. You can also find a similar question and upvote it, they prioritise questions with high upvotes and answer them first.

# Scene 2 : The Solution (Cont.)

Student 1 : Thanks a lot friend, and i received the link you sent.

Student 1 proceeds to open the link, create an account and post his query about not being able to log in.

Support staff : We got a new issue raised by a student who is not able to log in to his portal. Lets fix it for him

The support staff responds back in a timely manner to the query raised, saying that there was a problem on their end and that it has been resolved now. The student is really happy that he can log into the portal and start studying now!