

User Stories

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Group 17

Following are the users for support ticket system

- Primary Users - Students, Support Staff
- Secondary Users - Admin
- Tertiary Users - Software Developers

User Stories

1. As a student, I want to be able to create support tickets so that my queries can be addressed
2. As a student, I want to be able to edit the created support ticket if i want to make changes to my query or delete it if the solution has been found without support intervention
3. As a student, I want to be able to upvote an existing ticket so that duplication of tickets is resolved and staff can prioritize the issues faced by majority of the students
4. As a student, I want to be able to see the status of a created ticket and the response from the support staff so that I am aware of the solution addressed by them
5. As a student, I want to be notified regarding the status and resolution of the created ticket so that I can avoid logging into the system to see if query has been addressed
6. As a student , I want to be able to see all the tickets i have created and their statuses in a dashboard so that i can see all important information in a quick glance
7. As a student, I want to be able to arrange a call/chat with a support staff if i feel like my ticket has not been addressed properly or if i feel like i would need more information
8. As a support staff, I want to be able to see the list of support tickets sorted by date so that I can respond to the ticket which was created earliest
9. As a support staff, I want to be able to update the status to open/resolved so that student knows the progress regarding the queries raised
10. As a support staff, I want to be able to sort the support tickets based on upvotes so that highest priority tickets can be addressed first
11. As a support staff, I want to be able to add a response/comment to the created ticket so that student can see the suggested solution/any further action required from their part

12. As a support staff, I want the ability to notify an admin regarding the queries raised so that common queries can be added to FAQ
13. As a support staff, I want to be notified when a new support ticket is created so that i can look into it as soon as possible
14. As a support staff, I want to be able to mark a ticket as already answered and link and existing answer to it so that i am able to handle duplicate queries easily
15. As an admin, I want to be able to see the total count of support tickets raised so that I can monitor the number of tickets raised per month
16. As an admin, I want to be able to see the list of tickets suggested for FAQ updation so that I can add the tickets to FAQ
17. As an admin, I want to be able to filter the ticket status by open/closed so that I can see the list of open or closed tickets quickly