

Users

Primary Users:

- Service provider/IITM BS admin and support team
- Service users/enrolled students
- Future students

Secondary Users:

- IITM BS Faculty and TAs
- Prof. Andrew, program coordinators

Tertiary users:

- Directors
 - The Senate & Governing Board
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User Stories

1. As a support staff, I want to see the most liked queries, so that those could be resolved first.
2. As a student, I want to add a like or +1 to the queries raised by other students, so that I and other students can quantify how urgent the complaint is.
3. As a future student, I want to see a list of FAQs, so that I could resolve my queries without the need to email support for every small detail.
4. As a support staff, I want to track unique concerns and queries raised by students, so that said concerns can be prioritized.
5. As a support staff, I want to be able to resolve queries by linking already resolved queries that are very similar, so that I can reduce duplication of answers and effort.
6. As a student, I want to escalate my query after 7 days have passed without any response, so that my query would be answered on time.
7. As a student, I want to filter the FAQs by categories such as Admissions, Payment etc., so that I only need to browse through what's relevant to me.
8. As the support team, I want a notification to be sent to students whenever a ticket is resolved, so that all students are informed of the resolution of the issue.
9. As a student, I want to receive a notification whenever a ticket is resolved, so that I am informed that my issue is resolved.
10. As a student, I want to be able to search all queries, so that I can find whether my query was raised /resolved previously.