PRODUCTION TESTING		
EPIC	GIVEN	THEN
USER		
Sign up	user goes to scaler-support.netlify.app	user should see a link to sign up
	user clicks on sign up link	user should see be on scaler-support.netlify.app/signup
		user should see the sign up form with 3 inputs: email, username and password
	user enters invalid email	user should see validation message
	user forgets to fill one input	user should see validation message
	user fills the form properly	user should be able to submit and be redirected to dashboard
	user clicks on Sign Up button	user should be logged in and redirected to dashboard
Log out	user clicks on log out in the navbar	user should be redirection to log in
Sign in	user is on scaler-support.com	user should see sign in form with 2 inputs: email and password
	user enters invalid email	user should see validation message
	user forgets to fill one or many input(s)	user should see validation message
	user fills the form properly	user should be able to submit
	user clicks on Log in button	user should be redirected to dashboard
Create a ticket	after logged in, user is on scaler-support.netlify.app/user/tickets	user should see a Create a new ticket button
	user clicks on Create a new ticket button	user should be on scaler-support.netlify.app/user/tickets/new
		user should see the new support ticket form with 3 inputs: subject, categories and message
	user forgets to fill one input	user should see validation message
	user fills the form properly	user should be able to submit
	user clicks on Add Ticket button	user should be redirected to dashboard view and see the tickets preview he just created
Update a ticket	user in on scaler-support.netlify.app/user/tickets	user should see his active and solved tickets
	user clicks on his preview ticket	user should be redirected to his ticket view
	user is on his ticket view	user should see his previous message and the form to add a message
	user adds a new message to the existing support ticket	user should be able to submit
	user clicks on Add Ticket	user should see the update with the new message on the ticket view
User notification	user in on scaler-support.netlify.app/user/tickets	user should see his active and solved tickets
	user got new notifications	
ADMIN		
Sign in Admin	user is on scaler-support.com	admin should see sign in form with 2 inputs: email and password
	user enters invalid email	admin should see validation message
	user forgets to fill one or many input(s)	admin should see validation message

	user fills the form properly	admin should be able to submit
	user clicks on Log in button	admin should be redirected to dashboard
Admin dashboard	admin is on scaler-support.netlify.app/user/tickets	the navabar is dark
		admin should see the tickets of all the users
Admin notification	admin got new notifications	admin should see a blue icon on the top right of user message
	admin clicks on user ticket with notification	admin should be redirected to user ticket with a new message
	admin is on the user ticket view	admin should see all the conversations and the form to add a new message
	admin responds to the user's message	admin should be able to submit
	admin clicks on Add Message button	admin should see the conversation updated