

PROJECT NAME: Customer ticket support

Customer ticket support	
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Project Code	CSC101

DEFINITION AND ACRONYMS

Term	Description
UC	Use-Case
N/A	Not Available
DB	Database
ETA	Estimated Time Allocation
CRUD	Create, Read, Update and Delete
Admin	Administrator

OVERVIEW

The system allows customers to be able to place support requests, and support agents to process the request.

SOFTWARE REQUIREMENT

ROLES

1. User: Guest
 - Create account
2. User: Customer
 - Login
 - Update account
 - Create support requests.
 - View current and previous support tickets with their status.
 - Comment on a support request.
3. User: Staff
 - Login
 - Update account
 - Comment on support ticket
4. User: Admin
 - Everything staff can do
 - Update user role

UC ID : 001	UC NAME: Register Account								
Created by:	Young M.								
Primary Actor:	Guest								
Trigger	POST REQUEST: /users								
Description	User uses this feature to sign up for an account								
Preconditions	Must be able to access by any one								
Post Conditions	User should be registered								
Required fields: sample	<div><pre>{ "email": "testuser@test.com", "password": "123456", "firstName": "Test User", "lastName": "User" }</pre></div> <p>User password must be encrypted before storing in the DB</p>								
Alternative Flow	N/A								
Exceptions	<table><tr><th colspan="2">Actor’s event</th><th>System’s response</th></tr><tr><td colspan="2">1. User provide already existing email 2. User failed to provide required fields</td><td>1. "errors": ["User email already exists"] 2. List of errors containing the field missing</td></tr></table>			Actor’s event		System’s response	1. User provide already existing email 2. User failed to provide required fields		1. "errors": ["User email already exists"] 2. List of errors containing the field missing
Actor’s event		System’s response							
1. User provide already existing email 2. User failed to provide required fields		1. "errors": ["User email already exists"] 2. List of errors containing the field missing							
Priority	High								

UC ID : 002	UC NAME: USER AUTHENTICATION		
Created by:	Young M.		
Primary Actor:	CUSTOMER	STAFF	AMIN
Trigger	POST REQUEST: /auth		
Description	User uses this feature to login to authenticate		
Preconditions	Must be able to access by any one who already have account		
Post Conditions	User should be able to login: The request return token and refresh token.		
Required fields: sample	<pre>{ "email": "testuser@test.com", "password": "123456" }</pre>		
Alternative Flow	N/A		
Exceptions			
	<div>Actor's event</div> <div>1. User provide invalid email or password. 2. User failed to provide required fields</div>	<div>System's response</div> <div>1. { "errors": ["Invalid email and/or password"]} 2. List of errors containing the field missing</div>	
Priority	High		

UC ID : 003	UC NAME: LIST ALL USERS		
Created by:	Young M.		
Primary Actor:	ADMIN		
Trigger	GET REQUEST: /USER		
Description	Admin get list of all user		
Preconditions	Must be available to ADMIN user		
Post Conditions	Return list of all users		
Required fields: sample	N/A		
Alternative Flow	N/A		
Exceptions	N/A		
Priority	MEDIUM		

UC ID : 004	UC NAME: GET USER WITH USER ID		
Created by:	Young M.		
Primary Actor:	CUSTOMER	STAFF	AMIN
Trigger	GET REQUEST: /USER/:USERID		
Description	Admin, staff, or account owner can view the information of the user with the user id.		
Preconditions	Must be available to ADMIN, STAFF or Account owner		
Post Conditions	Return user information		
Required fields: sample	N/A		

Alternative Flow	N/A
Exceptions	N/A
Priority	High

UC ID : 005	UC NAME: User Account update		
Created by:	Young M.		
Primary Actor:	CUSTOMER	STAFF	AMIN
Trigger	PUT REQUEST: /USER/:USERID		
Description	Account owner can update their information.		
Preconditions	Must be available to all account owner		
Post Conditions	Update user infor		
Required fields: sample	<pre>{ "phoneNumber": "0812567897e", "imageUrl": "https://images.pexels.com/photos/674010/pexels-photo-674010.jpeg?auto=compress&cs=tinysrgb&dpr=1&w=500" }</pre>		
Alternative Flow	N/A		
Exceptions			
Priority	LOW		

UC ID : 006	UC NAME: UPDATE USER ROLE						
Created by:	Young M.						
Primary Actor:	ADMIN						
Trigger	PUT REQUEST: / users/:userId/role/:role						
Description	Admin update user role						
Preconditions	Must be able to access by admin						
Post Conditions	User role updated						
Required fields: sample	N/A						
Alternative Flow	N/A						
Exceptions	<table><tr><th>Actor’s event</th><th>System’s response</th></tr><tr><td><div>1. User id is invalid to doesn’t exist</div><div>2. User performing the operation is not an ADMIN user.</div></td><td><div>1. { "errors": ["Invalid email and/or password"]}</div><div>2. {“errors: [“Unauthorized request”]}</div></td></tr></table>			Actor’s event	System’s response	<div>1. User id is invalid to doesn’t exist</div> <div>2. User performing the operation is not an ADMIN user.</div>	<div>1. { "errors": ["Invalid email and/or password"]}</div> <div>2. {“errors: [“Unauthorized request”]}</div>
Actor’s event	System’s response						
<div>1. User id is invalid to doesn’t exist</div> <div>2. User performing the operation is not an ADMIN user.</div>	<div>1. { "errors": ["Invalid email and/or password"]}</div> <div>2. {“errors: [“Unauthorized request”]}</div>						
Priority	MEDIUM						

UC ID : 007	UC NAME: CREATE TICKET						
Created by:	Young M.						
Primary Actor:	CUSTOMER						
Trigger	PUT REQUEST: / tickets						
Description	User create new support ticket						
Preconditions	Must be able to access by all customer						
Post Conditions	New ticket is created						
Required fields: sample	<div><pre>{ "department": "Customer Service", "service": "Wallet Service", "priority": "MEDIUM", "subject":"Account is diable", "ticketMessage": "When I try to use the wallet I get account is disabled message", "attachmentUrl": ["https://encrypted-tbn0.gstatic.com/images?q=tbn:ANd9Gcd256TcC6vcaQ99TYzoP0pBbch9_Q-bbrmw&usqp=CAU"] }</pre></div> <div>Department is an enum [“Customer Service”, “Abuse”] Service will be list of all system services</div>						
Alternative Flow	N/A						
Exceptions	<table><tr><th>Actor’s event</th><th>System’s response</th></tr><tr><td>3. User failed to provide required fields</td><td>3. List of errors containing the field missing</td></tr></table>			Actor’s event	System’s response	3. User failed to provide required fields	3. List of errors containing the field missing
Actor’s event	System’s response						
3. User failed to provide required fields	3. List of errors containing the field missing						

	<div>4. User performing the operation is not authenticated.</div> <div>4. {"errors": ["Unauthorized request"]}</div>
Priority	HIGH

UC ID : oo8	UC NAME: CREATE TICKET		
Created by:	Young M.		
Primary Actor:	CUSTOMER		
Trigger	PUT REQUEST: / tickets		
Description	User create new support ticket		
Preconditions	Must be able to access by all customer		
Post Conditions	New ticket is created		
Required fields: sample	<div><pre>{ "department": "Customer Service", "service": "Wallet Service", "priority": "MEDIUM", "subject": "Account is diable", "ticketMessage": "When I try to use the wallet I get account is disabled message", "attachmentUrl": ["https://encrypted-tbn0.gstatic.com/images?q=tbn:ANd9Gcd256TcC6vcaQ99TYzoP0pBbch9_Q-bbrmw&usqp=CAU"] }</pre></div> <div>Department is an enum ["Customer Service", "Abuse"] Service will be list of all system services</div>		

Alternative Flow	N/A	
Exceptions		
	Actor's event	System's response
	5. User failed to provide required fields 6. User performing the operation is not authenticated.	5. List of errors containing the field missing 6. {"errors": ["Unauthorized request"]}
Priority	HIGH	

UC ID : 009	UC NAME: CREATE TICKET COMMENT		
Created by:	Young M.		
Primary Actor:	CUSTOMER	STAFF	ADMIN
Trigger	PUT REQUEST: / tickets/:ticketId/comments		
Description	Staff or customer leaves a comment to a ticket		
Preconditions	Must be able to access by all customer and staff		
Post Conditions	Create comment		
Required fields: sample	<pre>{ "comment": "500 transfer", "attachmentUrl": [] <optional> }</pre>		

	<div></div> <p>Comment will have a ticket it belongs to, the user who left the comment.</p>				
Alternative Flow	N/A				
Exceptions	<table> <tr> <th>Actor's event</th><th>System's response</th></tr> <tr> <td> 7. User failed to provide required fields 8. User performing the operation is not authenticated. 9. Another user tries to leave comment on another user ticket 10. Customer tries to comment on a ticket that staff have not commented on </td><td> 7. List of errors containing the field missing 8. {"errors": ["Unauthorized request"]} 9. {"errors": ["Unauthorized request"]} 10. { "message": "Failed", errors: ["Please wait for a staff to reply your complain"]} } </td></tr> </table>	Actor's event	System's response	7. User failed to provide required fields 8. User performing the operation is not authenticated. 9. Another user tries to leave comment on another user ticket 10. Customer tries to comment on a ticket that staff have not commented on	7. List of errors containing the field missing 8. {"errors": ["Unauthorized request"]} 9. {"errors": ["Unauthorized request"]} 10. { "message": "Failed", errors: ["Please wait for a staff to reply your complain"]} }
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7. User failed to provide required fields 8. User performing the operation is not authenticated. 9. Another user tries to leave comment on another user ticket 10. Customer tries to comment on a ticket that staff have not commented on	7. List of errors containing the field missing 8. {"errors": ["Unauthorized request"]} 9. {"errors": ["Unauthorized request"]} 10. { "message": "Failed", errors: ["Please wait for a staff to reply your complain"]} }				
Priority	HIGH				

OTHER USER CASES

UC 010: GET REQUEST: /tickets/:ticketId/comments

List all ticket comments. Available to staff or ticket owner

UC 011: GET REQUEST: /tickets

List all tickets, available to staff and admin

UC 012: GET /tickets/download/csv

Download tickets in excel format

UC013: GET /tickets/:ticketId

Get ticket by ticketid, available to ticket owner or staff or admin

UC 013: PUT /tickets/:ticketId/close

A ticket owner or staff can close a ticket

UC 014: PUT /tickets/:ticketId/reopen

Only ticket owner can reopen a ticket

UC 014: POST: /tickets/:ticketId/comments

Ticket owner or staff can list all tickets comments