B-CARE Helpdesk User Stories

1. **Anonymous User**
   1. Accesses the Website using Chrome or Internet Explorer
   2. Sees Home Page
   3. Can click on Econometrica Link and see Econometrica home page
      1. Econometrica link should contain current year.
   4. Can click on privacy statement and see privacy statement
   5. Sees About Page
   6. Can click on Contact Us page
      1. Contact Us page should have contact phone number
      2. Should have support email address
   7. Cannot Access Training Materials, Registraion, FAQ, Help Desk, any user profile
   8. Cannot access Slideshare or Wistia documents
   9. Has a Problem
   10. Can Contact Us via Phone, Email, [or Many Other TBD Channels…]
   11. Can Create a new account using an email
       1. Receives verification email
       2. Logs in
2. **Agent**
   1. Can be contacted via Toll-free Phone and Create A New Ticket For New User
   2. Can be contacted via email and Create A New Ticket For New User
   3. Can respond using Available Training Material within the Ticket (How To Create A Ticket)
   4. Can Tag Ticket and Use Ticket Routing
   5. Can resolve and close Ticket
   6. Can look at User History,
   7. Can look at Hospital Ticket History
3. **Known User**
   1. Can Sign in using Existing Credentials
   2. Can Customize Profile Info (and associate with known hospital with BPID) using drop down list next to name:
      1. Can specify:
         1. First Name (required)
         2. Last Name (required)
         3. Display Name (required)
         4. Phone Number (required)
         5. Alternate Phone
         6. Email (required)
         7. Facility (autocomplete after any three letters in name of facility)
   3. Cannot access any user profiles other than his own
   4. Can view Training Materials in Training Materials tab:
      1. Training Guides
         1. Can page through and download documents shared from Slideshare/Wistia
      2. Awardee Manuals
         1. Can page through and download documents shared from Slideshare/Wistia
      3. Resources
         1. Can page through and download documents
      4. Webinar Materials
         1. Can see past webinar recordings
         2. Can see Powerpoint/other materials related to webinars
   5. Can view future webinars and register for them in Registration tab
      1. User can see five separate calendars for “B-CARE Webinar for Training Orientation,” “Introduction to B-CARE Assessment Tool Training,” “B-CARE IT Training,” “Monthly B-CARE Coordinator Bridge Calls,” and “Discussion Forums.”
      2. User can see Full Calendar of Webinars in all categories (sixth calendar) by clicking on the link in the first paragraph.
      3. User can click on a webinar calendar entry and see details of the event, including a link to register
      4. Link will take user to registration link for Confertel webinar
   6. User can view FAQ Entries in FAQ Tab
      1. User can search for content from main FAQ page as well as FAQ article page
      2. User should not be able to see Community or Announcements section
      3. User can see FAQ entries and click on them to view articles
         1. User cannot rate articles as helpful/unhelpful
         2. User cannot add comments
         3. User does not see and is unable to use any social media integration aspects
      4. User can add comment
      5. User cannot see news
      6. User cannot see community/discussion topics
   7. User can access Help Desk Tab:
      1. User can Create A New Ticket:
         1. Needs to specify:
            1. Topic
            2. Title
            3. Description
         2. Does not specify priority or urgency
      2. Can View own Tickets (and Ticket Status/Content)
      3. Cannot view other users’ tickets
      4. Can Receive email confirmation of activity on his tickets
      5. Can request call back
   8. Can only access Slideshare or Wistia documents through website (cannot get URL and visit outside of website)
   9. Can log out
4. **Content Editor**
   1. Can create a New Calendar Entry for Confertel Webinar (or reschedule it) and Notify Users via several channels (Emails…). Notified Users are notified and can follow link to register
   2. Can Create New FAQ Topic
   3. Can Upload New Content PPT/PDF To Slideshare
      1. Can tag content with appropriate tags
      2. Content will show up in appropriate section of Help Desk (Training Materials section)
   4. Can Upload New Videos to Wistia and customize look and feel
   5. Can Create New Documentation or Articles (ScreenSteps)
5. **Content Manager**
   1. Can Approve Documentation (or Hide Contents)
6. **HelpDesk Administrator**
   1. Can Create Custom Reports, Fields…Edit users… Create Hospitals…
   2. Can Get Bi-Weekly Ticket Reports for specific topics
   3. Can Get Many Other Usage Analytical Reports