# User Stories

## Introduction

The B-Care help desk is a virtual helpdesk and instructional resource tool created by Econometrica from hospitals on behalf of the Centers for Medicare and Medicaid Services (CMS). Various end-users from approximately ~500 hospitals will utilize this website (up to 5000 people… how many concurrent users to support? 10? ).

## Target Users

* Hospital End-Users
* Help Desk Agents
* Help Desk Managers
* Content Providers
* Content Administrator
* System Administrator
* CMS Auditor

## Actors

### CMS Auditor

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| --- | --- |
|  | Susie is a CMS Auditor. She has access to the site and can browse all the information in an unrestricted manner. |

### Hospital End-User

|  |  |
| --- | --- |
|  | Sophie is a registered hospital user. She can access the site, it’s instructional resources and call or email a helpdesk ticket. |

### Help Desk Agent

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| --- | --- |
|  | John is a help desk agent working for Econometrica. He can accept help desk requests via calls, or the website/email. Website/email requests will be automatically logged for him. John will have to log calls to the help desk into the help desk system manually. |

### Help Desk Manager

|  |  |
| --- | --- |
|  | Chris is a Help Desk manager working for Econometrica. He has full access to the site/helpdesk information. Chris may assign tickets to help desk agents but need not do so if an automated system is in place. He can additionally take on the duties of a help desk agent. |

### Content Provider

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| --- | --- |
|  | Steve is a content provider. He can create new content in video, PDF, MS Word, or MS PowerPoint that will ultimately be placed on the help desk site. Steve also determines frequently asked questions and their appropriate answers. Additionally, Steve may set calendar items on the help desk site that link to registration pages held by an outside vendor. |

### Content Administrator

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| --- | --- |
|  | Suzie is the Content Administrator. She is responsible for creating simple or rich media html pages that contain Steve’s content. She may additional create such content herself. |

### System Administrator

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| --- | --- |
|  | Sophie is the site administrator. She can create new content, manage user/content databases (if third party components allow), audit, analyze system logs, and generate weekly reports of varying structure. |

### B-Care Help Desk

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| --- | --- |
|  | B-Care Help Desk is the actual system. It will be utilized by all users above in their respective capacities. |

# User Stories

### CMS Auditor

1. Login with assigned CMS ID and assigned password.
2. See all content provided on site – help desk, FAQ, and have administrator access to the help desk software
3. Susie can add calendar items and their corresponding links to the external webinar vendor What is this?.

### Hospital End-User

1. Log in with assigned username/password
2. Enter/Modify Profile Information… email.. contacts…
3. View all instructional content and FAQs.
4. Submit help desk ticket via help desk software OR call help desk phone line to speak to Help Desk agent or leave voicemail.
5. View My Current Tickets…

### Help Desk Agent

1. Login with assigned username/password
2. View all instructional content and FAQs
3. Submit Help desk ticket from received help desk calls or voicemails
4. Search for Hospital End-users through help desk system
5. Change helpdesk ticket status and priority.

### Help Desk Manager

1. Login with assigned username/password
2. View all instructional content and FAQs
3. Submit Help desk ticket from received help desk calls or voicemails
4. Search for Hospital End-users through help desk system
5. Change helpdesk ticket status and priority.
6. Assign or re-assign helpdesk tickets to existing helpdesk agents
7. Create new helpdesk agent accounts.
8. Generate Weekly/Monthly Reports as provided by Software vendor?
9. What about Automated Support/Business Rules?
10. What about Team Collaboration?

### Content Provider

1. Login with assigned username/password
2. View all instructional content and FAQs
3. Create instructional content and FAQs

### Content Administrator

1. Login with assigned username/password
2. View all instructional content and FAQs
3. Create basic or rich media html files for content spaces on website
4. Videos may have to be uploaded to third party vendor or Amazon S3
5. Create Content Provider accounts
6. Create new calendar items, revise existing ones.

### System Administrator

1. Manage all databases/backups
2. Manage all html pages
3. Manage all accounts and passwords?
4. Review site analytics
5. Access code, modify, and reload stable versions
6. Receive all logs which may include notification of system instability or crashes
7. Receive user concerns/complains about the website

### B-Care Help Desk

* + 1. Be deployed on commercial cloud
    2. Can be scaled on-demand
    3. Currently support many users (assume approximately 500 facilities, users per facility are unknown – assume 5 to 10.)
    4. Access Open Source SQL database (PostGres)
    5. Specific uptime requirement, max possible 7 days a week
    6. Provide TBD analytics
    7. Provide Log files
    8. Use open source code maintained on Github
    9. Authentication mode from third party helpdesk software; authentication for instructional content or FAQs or calendar view is not necessary.