Story Case 1: Digicel Customer interaction with recommended solutions.

Nate is a customer of the Internet Service Provider (ISP) DIGICEL. He navigated the DIGICEL website and reached the customer complaint webpage. The webpage contains a list of common problems to choose a suitable complaint.

If “Connection too slow” is selected, the option redirects him to a webpage that displays package upgrades. Along with the upgrades he is given the option of a comment box for him to describe in depth the issues that occurred. Below the comment box is a submit and cancel button.

If “prolonged lack of service” is selected, their address is retrieved from the database and a technician is notified. The technician is then dispatched to the client's location.

If “unsatisfactory customer service” is selected, a dialog box will appear and customers are asked to identify the employee ID number. This will be logged and the person at fault will be notified and interviewed.

If “faulty equipment” is selected, customers are notified of the nearest branch location where they can exchange their defective equipment for a new model.

If “Other…” is selected, a comment box prompting for further details would appear.

Story Case 2:

Agent at ISP firm takes call and submits ticket into system:  
Client of the ISP firm runs into an issue with his internet connection, the signal keeps dropping and has become highly inconvenient to the client. The client calls the firm and is connected to an agent. The agent hears the complaint and begins filing the ticket, choosing “Other…” option for category and specifies the situation in the comment box, with a custom priority level to the discretion of the agent. The system recommends that a technician be deployed to handle the situation. The agent then relays this information to the client and submits the ticket to the system, such that it would designate a technician to the issue and display the dispatch information to the agent, for the agent to relay to the customer.

Story Case 3: Agent's interaction with Ticket Task to aid in a customer’s ticket submitted through website.

Agent double clicks the Ticket Task application on their work computer. The agent enters their username and password to log in to the Ticket Task. The agent double clicks the “queued tickets” tab. This displays a list of tasks assigned to that agent ranging from high priority (top of list) to low priority (bottom of list). The agent selects the ticket at the top of the list. This display a report of the client’s name, address, email address, phone number, current package deal, bill history, issue (if the client decided to enter an in-depth description) and the package upgrade selected. The client’s name will be highlighted and used as a link to retrieve their account from the database. The agent selects the modify account button shown at the bottom of the display window. This action allows the agent to change the base information of the client’s account. The agent is then given the option to change client’s name, email address, address, phone number and package deal. The agent selects package deal. A drop-down menu is displayed for the agent to view and select the appropriate package for the client. The agent selects the appropriate package then at the top right-hand corner of the account window. The client is then notified of the change and informed of the new monthly bill to be paid through email. The agent then checks a “Complete” option on the task to change its state and remove it from the queue.

Functional Requirements:

* A user shall be able to navigate the ISP website to reach the complaint webpage
* A user shall be presented with a list of common problems of which to identify with
* A user should be directed to a package upgrade webpage if “Connection too slow” is selected
* A user shall be presented a comment box to explain in depth the issues occurring
* The system shall retrieve a customer address should “prolonged lack of service” be selected
* A dialog box should appear if “unsatisfactory customer service” is selected
* A comment box should appear if “other” is selected
* The system shall run the entered employee ID against all registered IDs and identify if a match is found
* A user shall be notified of the nearest branch location if “faulty equipment” is selected
* The system should automatically assign priorities to tickets.
* Priority levels should be incremented as time passes.
* Separate employee logins should be made
* Employee accounts can submit tickets with custom priority levels
* Employee accounts are presented with more detailed information when submitting tickets (eg. Dispatch information)
* Technicians should be presented with list of tasks assigned to themselves. ie. A technician can only see tickets he is designated
* Tickets presented to technician should include all the client’s information
* Tickets presented to technician should have suggested solutions based on similar tickets previously solved.
* A “Completed” option should be available to the technician to check off when the situation is dealt with
* A “Incomplete” option should be available to the technician to check off when the situation is incomplete and needs further work at a later time/date
* The incomplete option should increment the priority of the ticket and resubmit it to the queue

Non-functional Requirements:

 Product requirement

• The complaint webpage shall be available to all customers 24 hours a day, everyday

 External requirement

• The system shall implement customer privacy provisions set ISO member data protection policy

• Customers who make false accusations against employees should be flagged

User Requirements:

The ticket system shall allow for users to interact with a web page and select different options to request assistance.

System Requirements:

* Each complaint made is logged and tailed by the system to produce a report every month.
* Every comment made in the comment box is saved and inspected by employees to determine if there is valid cause for concern or a previously undetected error.
* Upon employee log in their username & password is authenticated by the system before allowing access