Ticket System – Updated Requirements

After the last demo I saw a need to make changes to some requirements and the opportunity to add some more.

**Modified:**

* **R3-A: The software should allow agents and users to specify a category for each ticket.**
* **R4-A: The software should provide a list of created tickets that can be sorted and filtered based on description, category, agent and status.**

**New:**

* R13: The software should show relevant articles from knowledge based on the ticket view page.
* R14: The software should highlight the tickets that have been recently updated (e.g. status change or comment).
* R15: When users reply to a ticket notification received by email, the system should add the reply to the corresponding ticket as a comment.
* R16: The system should notify the super admin when a ticket has not been replied to in 3 days.
* R17: Only super admin should be able to create/invite agents.
* QR3: Learnability: The software should be easy to learn for people who have never used it before (i.e., with minimum instructions).

**Removed:**

* The concept of department as mentioned in R4-A is removed. Only the concept of category should be there.