

## Level 0 – User

*(Already defined, no change)*

- Book repair service (create ticket request)
  - Submit repair issue details
  - View ticket status and comments (read-only)
  - Cancel their own ticket (before work starts — optional)
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## Level 1 – Staff

**Purpose:** Handle repairs, communicate with customers, but no destructive or high-impact admin rights.

**Suggested Privileges:**

1. **Submit new ticket** (e.g., walk-in customers or manual entry)
  2. **Edit ticket details** (but only before it's marked as "Completed" or "Closed")
  3. **Update ticket status** (e.g., *"Received"*, *"In Progress"*, *"Awaiting Parts"*, *"Ready for Pickup"*)
  4. **Add comments** (internal or customer-visible)
  5. **Upload repair photos or reports**
  6. **Assign themselves (or be assigned) to tickets**
  7. **Request escalation to Level 2** (*can't directly approve special cases*)
  8. **Delete ticket** – ❌ **Not allowed** (only mark as "Cancelled" if needed)
  9. **View all tickets**
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## Level 2 – Admin

**Purpose:** Oversee workflow, approve escalations, and maintain system integrity.

**Suggested Privileges:**

1. **All Level 1 rights**
2. **Delete tickets** (hard delete, for mistakes or duplicates)
3. **Reassign tickets to different staff**
4. **Override status locks** (e.g., reopen completed tickets)
5. **Edit closed tickets**
6. **Approve refunds, discounts, or warranty claims**
7. **Manage ticket categories, repair types, and pricing**
8. **Manage users & staff roles**
9. **Access full ticket history logs**
10. **Export reports** (repair counts, average turnaround, etc.)

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### Example Workflow

1. **User** books ticket → auto “Pending Approval” or “Pending Review” status.
2. **Staff (Level 1)** accepts ticket, changes status to “In Progress”, adds notes.
3. If an issue arises (e.g., cost increase, warranty decision) → **Staff escalates to Admin.**
4. **Admin (Level 2)** reviews, approves changes, possibly reassigns, or overrides.
5. Once repairs complete → **Staff marks as Completed** (or Admin if reopened).
6. **User** notified and closes the ticket upon collection.