Bounded Context: Customer Service

Jobs To Be Done

1. **When** a customer has a problem,
   they want to submit a support ticket,
   so they can be assisted.
2. **When** a customer is filling out a support ticket,
   they want to see the problem categories,
   so they can correctly classify their problem.
3. **When** customer service wants to help some customer,
   they want to see a list of support tickets,
   so they can pick one to work on.
4. **When** customer service has clicked on a support ticket,
   they want to view the ticket's content,
   so they can understand what to help.
5. **When** a customer has solved their problem on their own,
   they want to cancel their support ticket,
   so they won't be contacted unnecessarily.
6. **When** a problem has been solved by customer service,
   they want to close the support ticket
   so they don't accidentally work on it again.
7. **When** a customer has not heard back from customer service in a while,
   they want to check their ticket status
   so they can see the status of their problem.
8. **When** a customer has received a response from customer service,
   they want to update their ticket information,
   so they can provide updated information for further assistance.
9. **When** a customer's baggage has been lost,
   they want to file a lost baggage claim,
   so they can get compensated for their lost baggage.
10. **When** a customer has filed a lost baggage claim,
    they want to check the claim status,
    so they can see the status of their case.
11. **When** customers have filed lost baggage claim,
    customer service wants to see a list of unclaimed baggages,
    so it can return the baggages to the customers.
12. **When** a customer can't find their baggages at baggage claim,
    they want to find location and/or phone number of the baggage service office at that airport,
    so they can ask about their baggages..

13. **When** a flight has been canceled,
    customer service wants to give each customer on the canceled flight a refund,
    so it can compensate the customers for the flight cancellation.

Queries and Actions

Queries

1. Get Categories
    a. **Input:** none.
    b. **Response:** uuid and names of the categories.
    c. **Assigned to:** Cameron
2. Get Tickets
    a. **Input:** [optional] customer identifier, [optional] category identifier, [optional] number of tickets per page.
    b. **Response:** list of ticket identifiers (filtered by the optional inputs).
    c. **Assigned to:** Kouassi
3. Get Ticket
    a. **Input:** ticket identifier.
    b. **Response:** category identifier, problem description, status.
    c. **Assigned to:** Binh.
4. Get Lost Baggage Claim
    a. **Input:** claim identifier.
    b. **Response:** customer identifier, flight identifier, baggage identifier, item list, status
    c. **Assigned to:** Likhon Gomes
5. Get Unclaimed Baggages
    a. **Input:** customer_id, flight_id, results_per_page
    b. **Response:** unclaimed_baggage_ids[ ]
    c. **Assigned to:** Darrin McAdams
6. Get Baggage Service Office Info
    a. **Input:** airport_id
    b. **Response:** location of airline help desk at [airport id], phone # of airline customer support
    c. **Assigned to:** Sage Vega

Actions

1. Create Ticket
    a. **Input:** customer identifier, category identifier, problem description.
    b. **Expected outcome:** support ticket is created with given information.
    c. **Response:** success or failure code, ticket identifier.

        d. **Assigned to:** Binh.
2. Cancel Ticket
        a. **Input:** ticket id
        b. **Expected outcome:** ticket is removed from the system
        c. **Response:** success or failure code
        d. **Assigned to:** Cameron
3. Close Ticket
        a. **Input:** ticket identifier.
        b. **Expected outcome:** specified support ticket is closed.
        c. **Response:** success or failure code.
        d. **Assigned to:** Kouassi
4. Update Ticket
        a. **Input:** ticket id, updated information
        b. **Expected outcome:** Update ticket with data from updated_information
        c. **Response:** success or failure code
        d. **Assigned to:** Darrin McAdams
5. Create Lost Baggage Claim
        a. **Input:** customer identifier, flight identifier, baggage identifier, item list.
        b. **Expected outcome:** lost baggage claim is created with given information.
        c. **Response:** success or failure code, claim identifier.
        d. **Assigned to:** Likhon Gomes
6. Refund for Canceled Flight
        a. **Input:** flight_id
        b. **Expected outcome:** refund all customers on [flight_id]
        c. **Response:** Successful or failure code
        d. **Assigned to:** Sage Vega