# User Stories

User stories to guide product development.

# Product Backlog

Backlog with a summary of the prioritized user stories to guide product development.

## Column Legend

* **ID**: Story identifier code (e.g., US001)
* **User Story**: Desire described from the user's perspective
* **Priority**: High / Medium / Low
* **Status**: To Do / In Progress / Completed / In Validation

## Backlog

| **ID** | **User Story** | **Priority** | **Status** |
| --- | --- | --- | --- |
| US001 | As a Consumer, I want to register a problem online (web/mobile) for my issue to be officially recorded and resolution to begin. | High | To Do |
| US002 | As a Help Desk Agent, I want to assign a problem to a specialized Support Person for complex problems to be directed to the appropriate expert for resolution. | High | To Do |
| US003 | As a Consumer, I want to get the status of my reported problem regularly via online channels or messages for me to be assured about the resolution progress. | High | To Do |
| US004 | As a Support Person, I want to update resolution remarks and change the problem status for the system to reflect the technical solution and trigger consumer notification. | High | To Do |
| US005 | As a Consumer, I want to confirm my satisfaction on a successful resolution for the problem to be formally marked as resolved and closed. | High | To Do |
| US006 | As a Help Desk Manager, I want to monitor the resolution time and staff performance for management to take optimization measures and improve service quality. | High | To Do |
| US007 | As a System Administrator, I want to onboard a new organization for multi-tenant use for the organization to use the CMS as their help desk solution. | High | To Do |
| US008 | As a Help Desk Agent, I want to resolve a common problem online immediately for the customer to receive a quick solution and satisfaction to be immediate. | Medium | To Do |

## Template for New Story

### ID: US001

User Story:

As a Consumer, I want to register a problem online (via web or mobile) so that my issue is officially recorded and resolution can begin.

**Priority:** High

**Acceptance Criteria:**

* Given the Consumer accesses the problem logging interface , when the necessary details (type, description) are provided and submitted, then the problem is logged in the CMS (RF01).
* Given a problem is successfully logged, when the system processes the submission, then a unique tracking ID is generated and provided to the Consumer.

### ID: US002

User Story:

As a Help Desk Agent, I want to assign a problem to a specialized Support Person so that complex problems are directed to the appropriate expert for resolution.

**Priority:** High

**Acceptance Criteria:**

* Given an Agent views an open problem and determines the need for specialized assistance, when the Agent selects an available Support Person, then the Support Person is notified (RF02).
* Given the assignment is successful, when the system updates the problem record, then the problem status automatically changes to 'Assigned'.

### ID: US003

User Story:

As a Consumer, I want to get the status of my reported problem regularly via online channels or messages so that I can be assured about the resolution progress.

**Priority:** High

**Acceptance Criteria:**

* Given the Consumer provides their problem tracking ID, when the system retrieves the current problem status, then the latest status (e.g., 'Assigned', 'In Progress') is displayed/communicated (RF04).
* Given the problem status changes (e.g., from 'In Progress' to 'Resolved'), when the system updates the record, then the Consumer receives an automatic notification (email or message).

### ID: US004

User Story:

As a Support Person, I want to update resolution remarks and change the problem status so that the system reflects the technical solution and triggers consumer notification.

**Priority:** High

**Acceptance Criteria:**

* Given a Support Person has resolved the technical issue, when the resolution notes are recorded and the status is changed to 'Resolved by Specialist', then the system saves the remark (RF05).
* Given the status is set to 'Resolved', when the system processes the status change, then the Help Desk Agent is informed, and the Consumer is notified.

### ID: US005

User Story:

As a Consumer, I want to confirm my satisfaction on a successful resolution so that the problem can be formally marked as resolved and closed.

**Priority:** High

**Acceptance Criteria:**

* Given the problem status is 'Resolved', when the Consumer confirms satisfaction (online or via phone), then the system accepts the confirmation (RF06).
* Given satisfaction is confirmed, when the Help Desk Agent closes the problem (RN03), then the problem lifecycle ends, and the status is permanently marked 'Closed'.

### ID: US006

User Story:

As a Help Desk Manager, I want to monitor the resolution time and staff performance so that management can take optimization measures and improve service quality.

**Priority:** High

**Acceptance Criteria:**

* Given the Manager selects a specific time period and staff category (Agents or Support Persons), when the system executes the performance report, then metrics like average resolution time and individual staff performance are displayed (RF07).
* Given the report is generated, when the Manager accesses the data, then it is presented in a clear, sortable format to identify bottlenecks.

### ID: US007

User Story:

As a System Administrator, I want to onboard a new organization for multi-tenant use so that the organization can use the CMS as their help desk solution.

**Priority:** High

**Acceptance Criteria:**

* Given the Admin starts the setup process, when the organization configuration details are successfully entered, then the new organization is set up (RF08).
* Given the organization is active, when a user from that organization logs in, then their data access is strictly limited to their isolated partition (RNF04).

### ID: US008

User Story:

As a Help Desk Agent, I want to resolve a common problem online immediately so that the customer receives a quick solution and satisfaction is immediate.

**Priority:** Medium

**Acceptance Criteria:**

* Given an Agent identifies a problem as solvable remotely (not requiring specialist assignment), when the Agent applies the known solution, then the problem status is updated to 'Resolved by Agent' (RF03).
* Given the status is updated, when the consumer is notified, then the consumer can proceed to confirm satisfaction (US005).

## General Observations

* Stories must be understandable to all stakeholders.
* Acceptance criteria help align development and testing.
* The backlog is alive: it can (and should) be adjusted as the project evolves.