User Story: Submitting Repair/Replacement Request Online

Context: As a university student residing in a dormitory, I want to be able to submit a request online for the repair or replacement of a broken or malfunctioning necessity.

Acceptance criteria:

- ❖ I can access the online hall portal using my student ID and password.
- ❖ The system clearly identifies essential dorm necessities (e.g., furniture, appliances, plumbing fixtures).
- ❖ I can easily choose the specific item needing repair or replacement from a searchable list or visual guide.
- ❖ The system prompts me to describe the issue in detail, including any error messages or visual examples.
- ❖ I can upload photos or videos to further illustrate the problem (optional).
- ❖ I can indicate my preferred urgency level (e.g., urgent repair, non-urgent replacement).
- ❖ I can provide my preferred timeframes for maintenance access to my room (optional).
- ❖ I receive immediate confirmation with a request ID and estimated response timeframe.
- ❖ I can track the status of my request online, including updates on repair progress or scheduled intervention.
- ❖ I can communicate with maintenance personnel through the portal to provide additional information or ask questions.

Success:

- ❖ Upon completion, I receive notification and confirmation of the repair or replacement.

Failure:

- ❖ Error messages should be clear and helpful in case of missing information or invalid submissions.
- ❖ The portal should offer clear guidelines on what constitutes a reportable issue and expected turnaround times.