**Document Revision History**

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| --- | --- | --- |
| **Date** | **Description of Updates** | **Author** |
| 08/12/16 | - Amended the Product owner review comments | Ganapathy Kesavan |
| 08/12/16 | - Updated "Acceptance Criteria" for the following User Stories   * EBRS\_US\_01 * EBRS\_US\_06 * EBRS\_US\_08 * EBRS\_US\_09 * EBRS\_US\_11 * EBRS\_US\_12 * EBRS\_US\_37 * EBRS\_US\_50 * EBRS\_US\_51 * EBRS\_US\_52 * EBRS\_US\_53 * EBRS\_US\_54 * EBRS\_US\_55 * EBRS\_US\_56 * EBRS\_US\_57 * EBRS\_US\_64 * EBRS\_US\_65 * EBRS\_US\_68 * EBRS\_US\_76 * EBRS\_US\_80 * EBRS\_US\_92 * EBRS\_US\_95 * EBRS\_US\_96 * EBRS\_US\_97 * EBRS\_US\_98 * EBRS\_US\_99 * EBRS\_US\_100 * EBRS\_US\_101 | Ganapathy Kesavan |
| 08/12/16 | - Soft Deleted following User stories based on latest wireframes received   * EBRS\_US\_10 * EBRS\_US\_13 * EBRS\_US\_14 * EBRS\_US\_66 * EBRS\_US\_67 * EBRS\_US\_69 * EBRS\_US\_70 * EBRS\_US\_71 * EBRS\_US\_72 * EBRS\_US\_75 | Ganapathy Kesavan |
| 08/12/16 | - Updated "Description" and "Acceptance Criteria" for the following User Stories   * EBRS\_US\_15 * EBRS\_US\_22 * EBRS\_US\_25 * EBRS\_US\_49 * EBRS\_US\_59 * EBRS\_US\_73 * EBRS\_US\_74 * EBRS\_US\_77 * EBRS\_US\_78 * EBRS\_US\_79 | Ganapathy Kesavan |
| 08/14/16 | - Updated minor changes for the following User Stories   * EBRS\_US\_02 * EBRS\_US\_03 * EBRS\_US\_04 * EBRS\_US\_27 * EBRS\_US\_35 * EBRS\_US\_48 * EBRS\_US\_93 | Ganapathy Kesavan |
| 08/14/16 | - Added following new EBRS User stories   * EBRS\_US\_19A * EBRS\_US\_68A * EBRS\_US\_101A | Ganapathy Kesavan |

**Template Revision History**

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| --- | --- | --- | --- | --- | --- |
| **Change Request#** | **Document Version** | **Approval Date** | **Modified By** | **Section, Page(s) and Text Revised** | **Approved By** |
| BEOPS-280 | 1.0 | 20 Oct 2010 | Jaishree C | Initial Version | Meenakshi S |
| BEOPS-432 | 1.1 | 14-Feb-2011 | Saloni Srivastava | Created Initial Version | Radhika Rani |
| NA | 1.2 | 24-Feb-2012 | Naveen.M | Added Business objectives and CMMI contractual requirement sections | Ramakrishnan.S |
| BEOPS-1287 | 1.3 | 25-Sep-2013 | Pravin David | Revisited the templates to reduce the document size | Krishnapuram Krishna |
| BEOPS-1752 | 1.4 | 28-Feb-2014 | Pravin David | Amended to align it to the corporate template | Krishnapuram Krishna |
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**Note: Template Revision History can be found in Hidden Text.**

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1. Document Overview

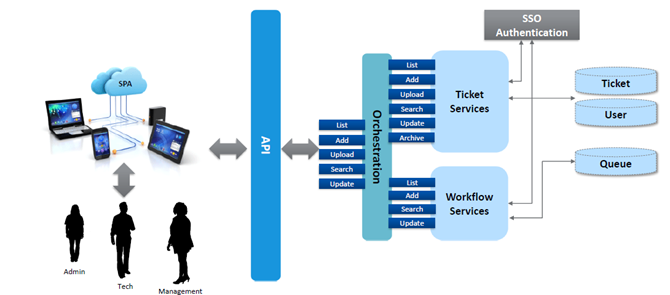
The objective of this document is to identify detailed business requirements to develop EBRS Web-based case management tool that can manage and track Case-life cycle through a single channel effectively

## **Project Objective**

* Standardization of process across teams to effectively service Cases from the Tech-Assist call & Community through the complete workflow to the Case resolution and Customer communication
* Streamline workflow management with the ability to dispatch/assign/claim Cases for primary and secondary team member(s) with 3 levels of hierarchy (tech/editor, supervisor, admin) and to manage caseloads and status across the application
* Dashboard to effectively manage Tickets, Cases and Customers. Dashboard to display results, KPI for tickets and techs
* Authoring and making Cases available to the EBRS environment
* Reuse of emailing component to send the customer emails on the ticket
* Reuse of ALLDATA Layer 7 API Gateway Authentication and Authorization services for user authentication/authorization
* Multi-language support – French, Spanish and default English

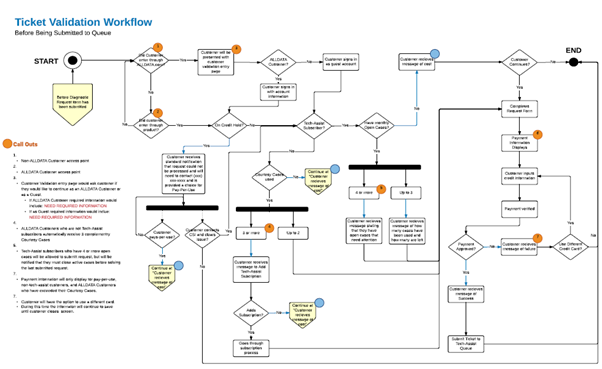
1. EBRS Context Diagram

This EBRS context diagram provides an overview of the EBRS universe by listing out all the key entities and their interactions with each other.

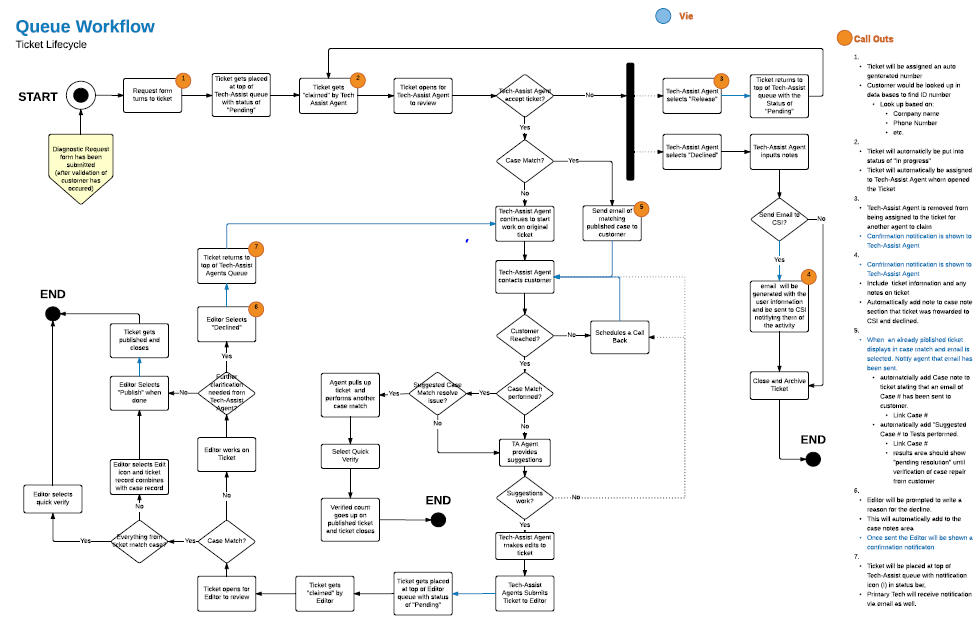


1. EBRS Process Overview

## 3.1 EBRS Ticket Validation Workflow



## 3.2 EBRS Queue Workflow



1. High Level Requirements



1. Detail Level Requirements

## 5.1 Diagnostic Request Form:

* As a Tech from the automotive support group, I want “Diagnostic/Repair Assistance Request Form” to have all the fields and sections as specified in the “Diagnostic/Repair Assistance Request” wireframe. So that, all required information will be captured to service the customer better.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_01** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “Diagnostic/Repair Assistance Request Form” Sections and Fields customers |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Diagnostic/Repair Assistance Request Form” to have all the fields and sections as specified in the “Diagnostic/Repair Assistance Request” wireframe. |
| **So that… (Business Value)** | All required information will be captured to service the customer better. |
| **Entry Criterion** | 1. Non Customer should successfully pass on the Ticket validation process 2. Customer should satisfy the eligibility criteria for using the “Tech Assist” services |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| User is in the “Diagnostic/Repair Assistance Request” form | User verifies the page for the fields ,sections and Buttons as detailed in wireframe | System should display the “Diagnostic/Repair Assistance Request Form” with following Layout sections, sub sections; Fields and Buttons.  **<<Section>>** - What vehicle are we helping diagnose?  **Fields** - Selected vehicle (Mandatory, Drop Down), VIN, Transmission (Mandatory, Drop Down), HVAC Type, Odometer Range (Mandatory, Drop Down) {NOTE: range would be in increments of 25k}, Miles or Kilometers Radio Buttons  **<<Section>>** - What can you tell us about the problem(s) with the Vehicle?  **Fields** - Which system is effected (Mandatory, Drop Down), what are the symptoms (Mandatory, Drop Down), What DTC(s) are present? (Freeform Text box) with attached note at the bottom left of the box “Press enter after each entry” in a greyed fashion and Character counting message in the bottom left corner {NOTE: use drop-down menu provided}  **<<Section>>** - How would you describe the issue (Including all observations and conditions)? \*  **Fields** - Freeform Text box field with Character counting message in the bottom right corner  **<<Section>>** - What tests have you performed? What were the results?  **Fields** – Open 2 text boxes for input for each “Test” and “Results” respectively. Have capability to add text boxes as a row when “+” Icon is clicked  **<<Section>>** - What is your Contact Information?  **Sub Section - Shop contact information**  **Sub Section fields** - Shop, Site, or Company Name (Mandatory, Open Text Box), Shop Phone Number (Mandatory, Open Text Box**),**  **Sub section - Technician’s Contact Information**  **Sub Section Fields -** Contact Name (Mandatory, Open Text Box), Primary Phone Number (Mandatory, Open Text Box), and Email (Open Text Box), Alternative phone number (Open Text Box), Time zone (Mandatory, Drop Down box) and preferred Language (Mandatory, Drop down box) default to English. NOTE: use drop-downs for time zone and language fields  **“Back” and “Submit” Buttons** | “Diagnostic Request Form” Wireframe |
| User is on the “Diagnostic/Repair Assistance Request” form | User clicks on the “Selected Vehicle” field | System should display the “YMME” existing component provided by ALLDATA to enable user to choose YMME details | Diagnostic Request Form” Wireframe |
| User is on the “YMME” Preexisting ALLDATA component | User selects the Year, Make, Model and Engine details from the preexisting ALLDATA YMME component | System should allow the user to select the YMME details | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “YMME” Preexisting ALLDATA component | User tries to skip the field | System should not allow the user to skip this mandatory field | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Diagnostic/Repair Assistance Request” form | User enter less than 1 character | System should advice the user to enter minimum one character | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Diagnostic/Repair Assistance Request” form | User enter more than 17 characters | System should restrict the user to enter maximum of 17 characters only | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Diagnostic/Repair Assistance Request” form | User enter only Alpha characters | System should advice the user that only Alphanumeric characters are allowed | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Diagnostic/Repair Assistance Request” form | User enter only Numeric characters | System should advice the user that only Alphanumeric characters are allowed | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Diagnostic/Repair Assistance Request” form | User tries to skip this field | System should allow the user to skip this field as it is an optional field | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Diagnostic/Repair Assistance Request” form | User verifies the “Odometer Range” field | This field should have values “1-25k, 25k-50k, 50k-75k, 75k-100k, 100k-125k, 125k-150k, 150+k | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Odometer Range” field | User tries to select a miles range | System should allow the user select the miles range | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Odometer Range” field | User tries to skip the field | System should not allow the user to skip this mandatory field | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Diagnostic/Repair Assistance Request” form | User verifies the “Transmission Type” field | System should display this ALLDATA existing component with values “Auto”, “Manual”, “CVT” and “Automatically shifted manual transmission” | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Transmission Types” field | User tries to change the values | System should allow the user to change the field values | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Transmission Types” field | User tries to skip the field | System should allow the user to skip the field as it is an optional field | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Diagnostic/Repair Assistance Request” form | User verifies the “Climate Control/HVAC” field” | This field should have a values “Auto” and “Manual” | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Climate Control/HVAC” field” | User tries to change the value | System should allow the user to change the value | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Diagnostic/Repair Assistance Request” form | User verifies the “Which system is effected” field | System should display this preexisting ALLDATA component values as a drop down | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Which system is effected” field | User tries to change the value | System should allow the user to change the value | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Which system is effected” field | User tries to skip the field | System should not allow the user to skip the field as it is an mandatory field | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Diagnostic/Repair Assistance Request” form | User verifies the “Symptoms” field | System should display this preexisting ALLDATA component values as a drop down based on the “System” value user has selected | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Symptoms” field | User tries to change the value | System should allow the user to change the value | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Symptoms” field | User tries to skip the field | System should not allow the user to skip the field as it is an mandatory field | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Diagnostic/Repair Assistance Request” form | User verifies the “What DTC(S) are present” field | System displays the open text field which accepts minimum 1 character and maximum 20 characters and accepts all alphanumeric and special characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “What DTC(S) are present” field | User tries to enter less than 1 character | System should advice the user to enter minimum 1 character | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “What DTC(S) are present” field | User tries to enter more than 20 characters | System should restrict the user to use maximum of 20 characters only | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “What DTC(S) are present” field | User tries to enter alphanumeric and special characters | System should allow the user to enter alphanumeric and special characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “What DTC(S) are present” field | User tries to skip the field | System should allow the user to skip the field as it is an optional field | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Diagnostic/Repair Assistance Request” form | User verifies the “How would you describe the issue” field | System displays the open text field which accepts minimum 10 character and maximum 240 characters and accepts all alphanumeric and special characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “How would you describe the issue” field | User tries to enter less than 10 character | System should advice the user to enter minimum 10 character | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “How would you describe the issue” field | User tries to enter more than 240 characters | System should restrict the user to use maximum of 240 characters only | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “How would you describe the issue” field | User tries to enter alphanumeric and special characters | System should allow the user to enter alphanumeric and special characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “How would you describe the issue” field | User tries to skip the field | System should not allow the user to skip the field as it is a mandatory field | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Diagnostic/Repair Assistance Request” form | User verifies the “What tests have you performed” field | System displays the open text field which accepts minimum 4 character and maximum 100 characters and accepts all alphanumeric and special characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “What tests have you performed” field | User tries to enter less than 4 characters | System should advice the user to enter minimum 4 characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “What tests have you performed” field | User tries to enter more than 100 characters | System should restrict the user to use maximum of 100 characters only | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “What tests have you performed” field | User tries to enter alphanumeric and special characters | System should allow the user to enter alphanumeric and special characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “What tests have you performed” field | User tries to skip the field | System should allow the user to skip the field as it is an optional field | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Diagnostic/Repair Assistance Request” form | User verifies the “Tests Results” field | System displays the open text field which accepts minimum 4 character and maximum 100 characters and accepts all alphanumeric and special characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Tests Results” field | User tries to enter less than 4 characters | System should advice the user to enter minimum 4 characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Tests Results” field | User tries to enter more than 100 characters | System should restrict the user to use maximum of 100 characters only | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Tests Results” field | User tries to enter alphanumeric and special characters | System should allow the user to enter alphanumeric and special characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Tests Results” field | User tries to skip the field | System should not allow the user to skip the field if the “Test Performed” field is completed | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Tests Results” field | User tries to skip the field | System should allow the user to skip the field if the “Test Performed” field is not completed | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Diagnostic/Repair Assistance Request” form | User verifies the “Company Name” field | System displays the open text field which accepts minimum 4 character and maximum 100 characters and accepts all alphanumeric and special characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Company Name” field | User tries to enter less than 4 characters | System should advice the user to enter minimum 4 characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Company Name” field | User tries to enter more than 100 characters | System should restrict the user to use maximum of 100 characters only | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Company Name” field | User tries to enter alphanumeric and special characters | System should allow the user to enter alphanumeric and special characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Company Name” field | User tries to skip the field | System should not allow the user to skip the field as it is a mandatory field | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Diagnostic/Repair Assistance Request” form | User verifies the “Shop Phone Number” field | System displays the open text field which accepts minimum 10 character and maximum 10 characters and accepts only Numeric characters. Dashes display from UI field formatting. Prepopulated for ALLDATA customers with overwrite functionality | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Shop Phone Number” field | User tries to enter less than 10 characters | System should advice the user to enter minimum 10 characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Shop Phone Number” field | User tries to enter more than 10 characters | System should restrict the user to use maximum of 10 characters only | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Shop Phone Number” field | User tries to enter numeric characters | System should allow the user to enter numeric characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Shop Phone Number” field | User tries to enter alpha or alphanumeric characters | System should not allow the user to enter Alpha or Alphanumeric characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Shop Phone Number” field | User tries to skip the field | System should not allow the user to skip the field as it is a mandatory field | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Shop Phone Number” field | User is a ALLDATA customer | System should prepopulate this field | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Shop Phone Number” field | User tries to edit the pre populated value | System should allow the user to overwrite the prepopulated number | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Diagnostic/Repair Assistance Request” form | User verifies the “Contact Name” field | System displays the open text field which accepts minimum 2 character and maximum 64 characters and accepts all alphanumeric and special characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Contact Name” field | User tries to enter less than 2 characters | System should advice the user to enter minimum 4 characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Contact Name” field | User tries to enter more than 64 characters | System should restrict the user to use maximum of 64 characters only | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Contact Name” field | User tries to enter alphanumeric and special characters | System should allow the user to enter alphanumeric and special characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Contact Name” field | User tries to skip the field | System should not allow the user to skip the field as it is a mandatory field | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Diagnostic/Repair Assistance Request” form | User verifies the “Primary Phone” field | System displays the open text field which accepts minimum 10 character and maximum 10 characters and accepts only Numeric characters. Dashes display from UI field formatting. Prepopulated for ALLDATA customers with overwrite functionality | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Primary Phone” field | User tries to enter less than 10 characters | System should advice the user to enter minimum 10 characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Primary Phone” field | User tries to enter more than 10 characters | System should restrict the user to use maximum of 10 characters only | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Primary Phone” field | User tries to enter numeric characters | System should allow the user to enter numeric characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Primary Phone” field | User tries to enter alpha or alphanumeric characters | System should not allow the user to enter Alpha or Alphanumeric characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Primary Phone” field | User tries to skip the field | System should not allow the user to skip the field as it is a mandatory field | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Primary Phone” field | User is a ALLDATA customer | System should prepopulate this field | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on “Primary Phone” field | User tries to edit the pre populated value | System should allow the user to overwrite the prepopulated number | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Diagnostic/Repair Assistance Request” form | User verifies the “Email” field | System displays the open text field which accepts minimum 4 character and maximum 254 characters and accepts only Numeric characters. Prepopulated for ALLDATA customers with overwrite functionality | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Email” field | User tries to enter less than 4 characters | System should advice the user to enter minimum 4 characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Email” field | User tries to enter more than 254 characters | System should restrict the user to use maximum of 254 characters only | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Email” field | User tries to enter numeric characters | System should allow the user to enter numeric characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Email” field | User tries to enter alpha or alphanumeric characters | System should allow the user to enter Alpha or Alphanumeric characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Email” field | User tries to enter special characters | System should allow the user to enter special characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Email” field | User tries to skip the field | System should not allow the user to skip the field as it is a mandatory field | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Email” field | User is a ALLDATA customer | System should prepopulate this field | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on “Email” field | User tries to edit the pre populated value | System should allow the user to overwrite the prepopulated number | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Diagnostic/Repair Assistance Request” form | User verifies the “Alternative Phone” field | System displays the open text field which accepts minimum 10 character and maximum 10 characters and accepts only Numeric characters. Dashes display from UI field formatting. | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Alternative Phone” field | User tries to enter less than 10 characters | System should advice the user to enter minimum 10 characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Alternative Phone” field | User tries to enter more than 10 characters | System should restrict the user to use maximum of 10 characters only | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Alternative Phone” field | User tries to enter numeric characters | System should allow the user to enter numeric characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Alternative Phone” field | User tries to enter alpha or alphanumeric characters | System should not allow the user to enter Alpha or Alphanumeric characters | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Alternative Phone” field | User tries to skip the field | System should not allow the user to skip the field if it doesn’t comes through product | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Alternative Phone” field | User tries to skip the field | System should allow the user to skip the field if it comes through product | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Diagnostic/Repair Assistance Request” form | User verifies the “Time zone” field | System displays the Time Zones details as drop down box and it is a mandatory field | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Time Zone” field | User tries to change the Time zone | System should allow user to change the Time zone | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Time Zone” field | User tries to skip the field | System should not allow the user to skip the field as it is a mandatory field | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Diagnostic/Repair Assistance Request” form | User verifies the “Preferred Language” field | System displays the preferred Language details as drop down box and with values English, Spanish and French and it is a mandatory field | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Preferred Language” field | User tries to change the value | System should allow user to change the field values | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Preferred Language” field | User tries to change to English | System should display the content in English which is a default language | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Preferred Language” field | User tries to change to Spanish | System should display the content in Spanish | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Preferred Language” field | User tries to change to French | System should display the content in French | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |
| User is on the “Preferred Language” field | User tries to skip the field | System should not allow the user to skip the field as it is a mandatory field | Diagnostic Request Form” and “Diagnostic Request form Input fields” Wireframes |

* As a Tech from the automotive support group, I want functionality to pull out the , “Contact Information” and “Vehicle Information” for the existing customer automatically from the database by “Company Name” or “Phone Details” (Customer Id) to display it in the Request form. So that, TA need not put effort to capture the same customer details once again and this feature helps the user to service the customer faster.

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_02** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | Auto populate functionality for Customer ID field, “Contact Information” field and “Vehicle Information” field in “Diagnostic/Repair Assistance Request” form for the existing customers |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | Functionality to pull out the “Customer Id”, “Contact Information” and “Vehicle Information” for the existing customer automatically from the database by “Company Name” or “Phone Details” to display it in the Request form |
| **So that… (Business Value)** | TA need not put effort to capture the same customer details once again and this feature helps the user to service the customer faster |
| **Entry Criterion** | 1. Customer should be an existing Tech-Assist subscriber 2. If not, Customer should have < 3 courtesy cases in the system 3. If not, Customer should have approved credit transaction for this service |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| User is on the “Diagnostic/Repair Assistance Request” form | User inputs the “Company Name” and the “Customer phone number” | System should auto populate “Customer Id”, “Contact Information” and “Vehicle Information” on the form | Refer the “Diagnostic/Repair assistance request” form wireframe |

* As a Tech from the automotive support group, I want functionality to auto populate the “Symptoms” field based on the user selection of “System” field value. So that, users can easily input their inputs without much effort.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_03** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | Dynamic Auto populate functionality for Symptoms field in request form |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | Functionality to auto populate the “Symptoms” field based on the user selection of “System” field value |
| **So that… (Business Value)** | Users can easily input their inputs without much effort. |
| **Entry Criterion** | 1. Customer should have unused courtesy cases in hand 2. Customer should have approved credit transaction for this service |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| User is on the “Diagnostic/Repair Assistance Request” form | User selects the value for “System” field from the drop down menu | System should auto populate the “Symptoms” values based on the “system” value user has chosen | Refer the “Diagnostic/Repair assistance request” form wireframe |

* As a Tech from the automotive support group, I want users to send the filled out request form to TA ticket queue if they click the ‘Submit” button in the form. So that, form will converted to Ticket and get placed in the top of the TA ticket queue for the solution with the status of “Pending”.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_04** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Submit” functionality in the Request form |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | Users to send the filled out request form to TA ticket queue if they click the ‘Submit” button in the form |
| **So that… (Business Value)** | Form will converted to Ticket and get placed in the top of the TA ticket queue for the solution with the status of pending. |
| **Entry Criterion** | 1. Customer should have unused courtesy cases in hand 2. Customer should have approved credit transaction for this service |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| User is on the “Diagnostic/Repair Assistance Request” form | User clicks the “Submit” button in the Request form | System should place the ticket with the status of “Pending” in the top of the TA ticket queue for the solution | Refer the “Diagnostic/Repair assistance request” form wireframe & “TA Ticket queue” page |

## 5.2 Tech Assist Queue:

* As a Tech from the automotive support group, I want functionality for displaying the “Ticket Backlog” from Tech assist queue menu. So that TA can click the “Ticket Backlog” hyperlink to display the TA Backlog tickets.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_05** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Ticket Backlog” Functionality in the Tech Assist queue menu |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality for displaying the “Ticket Backlog” from Tech assist Ticket queue menu |
| **So that… (Business Value)** | TA can click the “Ticket Backlog” hyperlink from TA menu to display the Backlog tickets. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” page | User clicks the “Ticket Backlog” button from the TA menu | System displays the Ticket Backlog | Refer the "Tech-Assist Ticket Queue" and "Queue Menu" wireframe |

* As a Tech from the automotive support group, I want functionality for displaying the “My callbacks” from Tech assist queue menu. So that TA can click the “My callbacks” hyperlink to display callback related to him.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_06** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “My Callbacks” Functionality in the Tech Assist queue menu |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality for displaying the “TA Callback” from Tech assist queue menu |
| **So that… (Business Value)** | TA can click the “My callbacks” hyperlink to display callback related to him. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist” queue page | User clicks the “My Callback” link from the TA menu | System displays all the callbacks tied to the TA name under the Title “Scheduled Callbacks” with period and week information as shown in the “Callback Functionality” wireframe | Refer the “Tech-Assist Ticket Queue” and “Queue Menu” wireframe |
| The user is on the “My Callback” page | User verifies the “My Callback “page | Each listed Callback should have Date, Time, Contact, Phone and Ticket Id (As link) information of the customer with Preview, Reschedule, Complete and Delete functionalities | Refer the “Tech-Assist Queue”, “Tech Assist Queue menu” and “Callback Functionality” wireframes |
| The user is on the “My Callback” page | User clicks the “Ticket Id” link of a Scheduled Callback | System should open the ticket with following Layout   1. “Title” (should display shop name) 2. Date and Time (Display date and Time of Callback), 3. Information Display section (display contact, phone #, preferred language on Left” and display vehicle information on right) 4. Notes section (User has the ability to add notes to the ticket and notes should be automatically added to case notes) 5. Note Display section. Note will display beneath the add notes area with the most recent note at the top. Note should include Rep who added note along with the Timestamp | Refer the “Tech-Assist Queue”, “Tech Assist Queue menu” and “Callback Functionality” wireframes |
| The user is on the “My Callback” page | User clicks on the “Preview” ticket Icon | System should present the ticket to the user in preview mode | Refer the “Tech-Assist Queue”, “Tech Assist Queue menu” and “Callback Functionality” wireframes |
| The user is on the “My Callback” page | User clicks on the “Reschedule” button | System should open the Callback scheduler and automatically add note to case note | Refer the “Tech-Assist Queue”, “Tech Assist Queue menu” and “Callback Functionality” wireframes |
| The user is on the “My Callback” page | User clicks on the “Complete” button | System should mark the callback as complete and moves it to the complete table. Automatically add note to case note | Refer the “Tech-Assist Queue”, “Tech Assist Queue menu” and “Callback Functionality” wireframes |
| The user is on the “My Callback” page | User click on the “Delete” button | System should delete the callback from the display list | Refer the “Tech-Assist Queue”, “Tech Assist Queue menu” and “Callback Functionality” wireframes |

* As a Tech from the automotive support group, I want functionality for displaying the “ALL callbacks” from Tech assist queue menu. So that TA can click the “ALL callbacks” hyperlink to display the all callbacks.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_07** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “All Callbacks” Functionality in the Tech Assist queue menu |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality for displaying the “All Backlog “from Tech assist queue menu |
| **So that… (Business Value)** | TA can click the “All Callbacks” hyperlink from TA menu to display the Backlog list |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” page | User clicks the “All Callbacks” link from the TA menu | System displays all the Callbacks | Refer the "Tech-Assist Ticket Queue" and "Queue Menu" wireframe |

* As a Tech from the automotive support group, I want functionality for displaying the tickets related to TA from Tech Assist queue. So that TA can click the “My Tickets” hyperlink to display all the tickets tied to him and have “Search”, “Sort” and “Filter” functionality for this option.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_08** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “My Ticket” Functionality in the Tech Assist queue menu |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality for displaying the tickets related to TA from Tech assist queue menu |
| **So that… (Business Value)** | TA can click the “My Ticket” hyperlink from TA menu to display the tickets tied to his name |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” page | User clicks the “My Ticket” hyperlink from the TA menu | 1. System displays all the tickets tied to his name 2. This display will have “Search”, “Sort” and “Filter” functionality | Refer the "Tech-Assist Ticket Queue", "Tech Assist Queue Menu" wireframe and “Tech Assist Input Fields” wireframe |
|  |  |  |  |
| The user is on the “My Ticket” page | User input Ticket Id in the search field and enter | System should display the ticket which matches the Ticket Id criteria | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “My Ticket” page | User input “Ticket Id” in the search field and enter. System determines there is no match found for the given “Ticket” Id | System should display “No Matches” message to the user |  |
| The user is on the “My Ticket” page | User provides a “date range” in the search field and enter | System should display all the Tickets which falls between that date range | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
|  |  |  |  |
| The user is on the “My Ticket” page | User provides a “date range” in the search field and enter. System determines there is no match found between that date range provided | System should display “No Matches between that date range” message to the user |  |
| The user is on the “My Ticket” page | User provides “Timestamp” details in the “Sort” field and enter | System should display the tickets based on the Timestamp criteria | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Sorted” Display page | User selects the “Ascending” sort order from the drop down | System should display the tickets in Ascending order based on the Timestamp | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Sorted” Display page | User selects the “Descending” sort order from the drop down | System should display the tickets in Descending order based on the Timestamp | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “My Ticket” page | User provides “Timestamp” details in the “Sort” field and enter and system determines there is no ticket to display for that given Timestamp | System should display “No Tickets to Display’ for that timestamp | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “My Ticket” page | User verifies the “Filter” field for the available Filter options | Filter field should have the ability to filter by “Type”, “Group” and “Status”  NB: “Group” requirement is dependent on “Admin” module, which is not in scope for current development | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “My Ticket” page | User verifies the “Filter” field for the available Filter types | “Filter” field should have the ability to Filter by following types. “Tech Assist”, “Pay-Per-Use”, “Courtesy Case” and by “Community” | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “My Ticket” page | User selects any one of the “Filter” types from the “Filter” field | System should display the ticket based on the “Filter’ type selected by the user | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “My Ticket” page | User selects more than one “Filter” types from the “Filter” field | System should display the ticket based on the multiple facets Filter’ types selected by the user | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “My Ticket” page | User verifies the “Filter” field for the available “Status” criteria’s | “Filter” field should have the ability to Filter by following criteria’s. “Pending”, “In Progress”, “Verified”, “Unverified”, “Declined”, “Archived”(Closed), “Deleted (Shows for Admin only” | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “My Ticket” page | User selects any one of the available “Status” options to Filter | System should display the tickets based on the “Status” option user has selected | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “My Ticket” page | User selects any more than one available “Status” options to Filter | System should display the ticket based on the multiple facets “Filter” status selected by the user | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |

* As a Tech from the automotive support group, I want functionality for displaying the “ALL tickets” from Tech assist queue menu. So that TA can click the “ALL Tickets” hyperlink to display the all the Tickets except archived tickets

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| **User Story ID** | **EBRS\_US\_09** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “All Ticket” Functionality in the Tech Assist queue menu |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality for displaying all the tickets except “Archived” from Tech assist queue menu |
| **So that… (Business Value)** | TA can click the “All Ticket” hyperlink from TA menu to display all the tickets except “Archived” ones |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” page | User clicks the “All Ticket” hyperlink from the TA menu | 1. System displays all the tickets except the “Archived” ones 2. This display will have “Search”, “Sort” and “Filter” functionality | Refer the "Tech-Assist Ticket Queue" and "Queue Menu" wireframe |
| The user is on the “All Ticket” page | User input Ticket Id in the search field and enter | System should display the ticket which matches the Ticket Id criteria | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “All Ticket” page | User input “Ticket Id” in the search field and enter. System determines there is no match found for the given “Ticket” Id | System should display “No Matches” message to the user |  |
| The user is on the “All Ticket” page | User provides a “date range” in the search field and enter | System should display all the Tickets which falls between that date range | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “All Ticket” page | User provides a “date range” in the search field and enter. System determines there is no match found between that date range provided | System should display “No Matches between that date range” message to the user |  |
| The user is on the “All Ticket” page | User provides “Timestamp” details in the “Sort” field and enter | System should display the tickets based on the Timestamp criteria | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Sorted” Display page | User selects the “Ascending” sort order from the drop down | System should display the tickets in Ascending order based on the Timestamp | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Sorted” Display page | User selects the “Descending” sort order from the drop down | System should display the tickets in Descending order based on the Timestamp | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “All Ticket” page | User provides “Timestamp” details in the “Sort” field and enter and system determines there is no ticket to display for that given Timestamp | System should display “No Tickets to Display’ for that timestamp | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “All Ticket” page | User verifies the “Filter” field for the available Filter options | Filter field should have the ability to filter by “Type”, “Group”, “Tech” and “Status”  NB: “Group” and “Tech” requirements are dependent on “Admin” module, which is not in scope for current development | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “All Ticket” page | User verifies the “Filter” field for the available Filter types | “Filter” field should have the ability to Filter by following types. “Tech Assist”, “Pay-Per-Use”, “Courtesy Case” and by “Community” | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “All Ticket” page | User selects any one of the “Filter” types from the “Filter” field | System should display the ticket based on the “Filter’ type selected by the user | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “All Ticket” page | User selects more than one “Filter” types from the “Filter” field | System should display the ticket based on the multiple facets Filter’ types selected by the user | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “All Ticket” page | User verifies the “Filter” field for the available “Status” criteria’s | “Filter” field should have the ability to Filter by following criteria’s. “Pending”, “In Progress”, “Verified”, “Unverified”, “Declined”, “Archived”(Closed), “Deleted (Shows for Admin only” | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “All Ticket” page | User selects any one of the available “Status” options to Filter | System should display the tickets based on the “Status” option user has selected | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “All Ticket” page | User selects any more than one available “Status” options to Filter | System should display the ticket based on the multiple facets “Filter” status selected by the user | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |

* As a Tech from the automotive support group, I want functionality for displaying only the “In Progress” status tickets from Tech assist queue menu. So that TA can click the “In Progress” hyperlink to display the all the “In progress” status Tickets.

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| **User Story ID** | **EBRS\_US\_10** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “In Progress” ticket functionality in the Tech Assist queue menu |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality for displaying only the “In Progress” status tickets from Tech assist queue menu |
| **So that… (Business Value)** | TA can click the “All Ticket” hyperlink from TA menu to display all the “In Progress” tickets |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” page | User clicks the “In progress” hyperlink from the TA menu | System displays all the tickets which is in “In Progress” status | Refer the "Tech-Assist Ticket Queue" and "Queue Menu" wireframe |

* As a Tech from the automotive support group, I want functionality for displaying only the “submitted” status tickets from Tech assist queue menu. So that TA can click the “submitted” hyperlink to display the all the “In progress” status Tickets.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_11** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Submitted” ticket functionality in the Tech Assist queue menu |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality for displaying only the “Submitted” status tickets from Tech assist queue menu |
| **So that… (Business Value)** | TA can click the “Submitted” hyperlink from TA menu to display all the “Submitted” status tickets |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | | | |  |
| **Given** | | **When** | | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” page | | User clicks the “Submitted” hyperlink from the TA menu | | System displays all the tickets which is in “Submitted” status. This display will have “Search”, “Sort” and “Filter” functionality | Refer the "Tech-Assist Ticket Queue" and "Queue Menu" wireframe |
| The user is on the “Submitted Ticket” page | User input Ticket Id in the search field and enter | | System should display the ticket which matches the Ticket Id criteria | | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Submitted Ticket” page | User input “Ticket Id” in the search field and enter. System determines there is no match found for the given “Ticket” Id | | System should display “No Matches” message to the user | |  |
| The user is on the “Submitted Ticket” page | User provides a “date range” in the search field and enter | | System should display all the Tickets which falls between that date range | | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Submitted Ticket” page | User provides a “date range” in the search field and enter. System determines there is no match found between that date range provided | | System should display “No Matches between that date range” message to the user | |  |
| The user is on the “Submitted Ticket” page | User provides “Timestamp” details in the “Sort” field and enter | | System should display the tickets based on the Timestamp criteria | | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Sorted” Display page | User selects the “Ascending” sort order from the drop down | | System should display the tickets in Ascending order based on the Timestamp | | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Sorted” Display page | User selects the “Descending” sort order from the drop down | | System should display the tickets in Descending order based on the Timestamp | | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Submitted Ticket” page | User provides “Timestamp” details in the “Sort” field and enter and system determines there is no ticket to display for that given Timestamp | | System should display “No Tickets to Display’ for that timestamp | | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Submitted Ticket” page | User verifies the “Filter” field for the available Filter options | | Filter field should have the ability to filter by “Type”, “Group”, “Tech” and “Status”  NB: “Group” and “Tech” requirements are dependent on “Admin” module, which is not in scope for current development | | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Submitted Ticket” page | User verifies the “Filter” field for the available Filter types | | “Filter” field should have the ability to Filter by following types. “Tech Assist”, “Pay-Per-Use”, “Courtesy Case” and by “Community” | | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Submitted Ticket” page | User selects any one of the “Filter” types from the “Filter” field | | System should display the ticket based on the “Filter’ type selected by the user | | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Submitted Ticket” page | User selects more than one “Filter” types from the “Filter” field | | System should display the ticket based on the multiple facets Filter’ types selected by the user | | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Submitted Ticket” page | User verifies the “Filter” field for the available “Status” criteria’s | | “Filter” field should have the ability to Filter by following criteria’s. “Verified”, “Unverified”, “Declined”, “Archived” (Closed). | | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Submitted Ticket” page | | User selects any one of the available “Status” options to Filter | | System should display the tickets based on the “Status” option user has selected | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Submitted Ticket” page | | User selects any more than one available “Status” options to Filter | | System should display the ticket based on the multiple facets “Filter” status selected by the user | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
|  | |  | |  |  |

* As a Tech from the automotive support group, I want functionality for displaying only the “Published” status tickets from Tech assist queue menu. So that TA can click the “Published” hyperlink to display all the “published” status Tickets and have only “Search” and “Filter” option.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_12** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Published” ticket functionality in the Tech Assist queue menu |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality for displaying only the “Published” status tickets from Tech assist queue menu |
| **So that… (Business Value)** | TA can click the “Published” hyperlink from TA menu to display all the “Published” status tickets |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” page | User clicks the “Published” hyperlink from the TA menu | 1. System displays all published tickets that have been published by editors and to community by Tech Assist Agents 2. This display will have only “Search”, “Sort” and “Filter” functionality | Refer the "Tech-Assist Ticket Queue" and "Queue Menu" wireframe |
| The user is on the “Published Ticket” page | User input Ticket Id in the search field and enter | System should display the ticket which matches the Ticket Id criteria | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Published Ticket” page | User input “Ticket Id” in the search field and enter. System determines there is no match found for the given “Ticket” Id | System should display “No Matches” message to the user |  |
| The user is on the “Published Ticket” page | User provides a “date range” in the search field and enter | System should display all the Tickets which falls between that date range | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Published Ticket” page | User provides a “date range” in the search field and enter. System determines there is no match found between that date range provided | System should display “No Matches between that date range” message to the user |  |
| The user is on the “Published Ticket” page | User provides “Timestamp” details in the “Sort” field and enter | System should display the tickets based on the Timestamp criteria | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Sorted” Display page | User selects the “Ascending” sort order from the drop down | System should display the tickets in Ascending order based on the Timestamp | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Sorted” Display page | User selects the “Descending” sort order from the drop down | System should display the tickets in Descending order based on the Timestamp | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Published Ticket” page | User provides “Timestamp” details in the “Sort” field and enter and system determines there is no ticket to display for that given Timestamp | System should display “No Tickets to Display’ for that timestamp | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Published Ticket” page | User verifies the “Filter” field for the available Filter options | Filter field should have the ability to filter by “Type”, “Group”, “Tech” and “Status”  NB: “Group” and “Tech” requirements are dependent on “Admin” module, which is not in scope for current development | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Published Ticket” page | User verifies the “Filter” field for the available Filter types | “Filter” field should have the ability to Filter by following types. “Tech Assist”, “Pay-Per-Use”, “Courtesy Case” and by “Community” | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Published Ticket” page | User selects any one of the “Filter” types from the “Filter” field | System should display the ticket based on the “Filter’ type selected by the user | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Published ticket” page | User selects more than one “Filter” types from the “Filter” field | System should display the ticket based on the multiple facets Filter’ types selected by the user | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Published Ticket” page | User verifies the “Filter” field for the available “Status” criteria’s | “Filter” field should have the ability to Filter by following criteria’s. “Verified” and “Unverified” | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Published Ticket” page | User selects any one of the available “Status” options to Filter | System should display the tickets based on the “Status” option user has selected | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Published Ticket” page | User selects any more than one available “Status” options to Filter | System should display the ticket based on the multiple facets “Filter” status selected by the user | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |

* As a Tech from the automotive support group, I want functionality for displaying only the “Declined” status tickets from Tech assist queue menu. So that TA can click the “Declined” hyperlink to display all the “Decline status” status Tickets submitted by the customer and have only “Search” and “Filter” option.

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| **User Story ID** | **EBRS\_US\_13** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Declined” ticket functionality in the Tech Assist queue menu |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality for displaying only the “Declined” status tickets from Tech assist queue menu |
| **So that… (Business Value)** | TA can click the “Declined” hyperlink from TA menu to display all the “Declined” status tickets |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” page | User clicks the “Declined” hyperlink from the TA menu | 1. System displays all the tickets which is in “Declined” status 2. This display will have only “Search” and “Filter” functionality | Refer the "Tech-Assist Ticket Queue" and "Queue Menu" wireframe |

* As a Tech from the automotive support group, I want functionality for displaying only the “Archived” status tickets from Tech assist queue menu. So that TA can click the “Archived” hyperlink to display all the “Archived status” status Tickets and have only “Search” and “Filter” option.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_14** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Archived” ticket functionality in the Tech Assist queue menu |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | Functionality for displaying only the “Archived” status tickets from Tech assist queue menu NOTE: “Archived” is a secondary status that is separate from the normal “status” field. |
| **So that… (Business Value)** | TA can click the “Archived” hyperlink from TA menu to display all the “Declined” status tickets |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” page | User clicks the “Archived” hyperlink from the TA menu | 1. System displays all the tickets which is in “Archived” status 2. This display will have only “Search” and “Filter” functionality | Refer the "Tech-Assist Ticket Queue" and "Queue Menu" wireframe |

* As a Tech from the automotive support group, I want search functionality for searching the tickets by Ticket Id and Date range in the Tech assist queue page. So that TA can have capability to search the tickets based on Ticket Id and by Date range.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_15** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Search” functionality in the “Tech Assist Ticket queue” page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | Functionality for searching the tickets by Ticket Id and Date range in the Tech assist queue page |
| **So that… (Business Value)** | TA can have capability to search the tickets based on Ticket Id and by Date range. |
| **Entry Criterion** | 1 Customer should fill out the “Request Diagnostic” / ”Repair assistance” form  2 Customer should submit the form |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” page | User input Ticket Id in the search field and enter | System should display the ticket which matches the Ticket Id criteria | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Tech Assist Ticket queue” page | User input “Ticket Id” in the search field and enter. System determines there is no match found for the given “Ticket” Id | System should display “No Matches” message to the user |  |
| The user is on the “Tech Assist Ticket queue” page | User provides a “date range” in the search field and enter | System should display all the Tickets which falls between that date range | Refer the "Tech-Assist Ticket Queue" wireframe & “Tech Assist Input Fields” wireframe |
| The user is on the “Tech Assist Ticket queue” page | User provides a “date range” in the search field and enter. System determines there is no match found between that date range provided | System should display “No Matches between that date range” message to the user |  |

* As a Tech from the automotive support group, I want “Sort” functionality for sorting the tickets in the Tech assist queue page. So that TA can sort the tickets based on Date, Type, Pending and IN progress parameters

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_16** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Sort” functionality in the Tech Assist Ticket queue page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality for sorting the displayed tickets based on Date, Type, Pending and IN progress parameters |
| **So that… (Business Value)** | TA can perform sorting by Date, Type, Pending and IN progress parameters |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” page | User sort by “Date” | System displays the results as per the sort “Date” criteria | Refer the "Tech-Assist Ticket Queue" wireframe |
| The user is on the “Tech Assist Ticket queue” page | User sort by “Type” | System displays the results as per the sort “Type” criteria | Refer the "Tech-Assist Ticket Queue" wireframe |
| The user is on the “Tech Assist Ticket queue” page | User sort by “Pending” | System displays the results as per the sort “Pending” criteria | Refer the "Tech-Assist Ticket Queue" wireframe |
| The user is on the “Tech Assist Ticket queue” page | User sort by “In progress” criteria | System displays the results as per the sort “In Progress” criteria | Refer the "Tech-Assist Ticket Queue" wireframe |

* As a Tech from the automotive support group, I want “Filter By” functionality for filtering the tickets in the Tech assist queue page by multiple parameters. So that TA can filter the tickets based on Type, Tech, Editor, Group and status parameters and also perform multiple parameter filtering also

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_17** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Filter” functionality in the Tech Assist Ticket queue page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Filter By” functionality for filtering the tickets in the Tech assist queue page by multiple parameters |
| **So that… (Business Value)** | TA can filter the tickets based on Type, Tech, Editor, Group and status parameters and also perform multiple parameter filtering also |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” page | User filter by “Type” | System displays the results as per the filter “Type” criteria | Refer the "Tech-Assist Ticket Queue" wireframe |
| The user is on the “Tech Assist Ticket queue” page | User filter by “Tech” | System displays the results as per the filter “Tech” criteria | Refer the "Tech-Assist Ticket Queue" wireframe |
| The user is on the “Tech Assist Ticket queue” page | User filter by “Editor” | System displays the results as per the filter “Editor” criteria | Refer the "Tech-Assist Ticket Queue" wireframe |
| The user is on the “Tech Assist Ticket queue” page | User filter by “Group” criteria | System displays the results as per the filter “Group” criteria | Refer the "Tech-Assist Ticket Queue" wireframe |
| The user is on the “Tech Assist Ticket queue” page | User filter by “Status” criteria | System displays the results as per the filter “Status” criteria | Refer the "Tech-Assist Ticket Queue" wireframe |
| The user is on the “Tech Assist Ticket queue” page | User filter by “Status” & “Group” criteria | System displays the results as per the filter “Status” & “Group” criteria | Refer the "Tech-Assist Ticket Queue" wireframe |

* As a Tech from the automotive support group, I want vertical scrolling functionality for the listed tickets in the Tech assist queue page. So that TA will have option to scroll the tickets vertically up and down for viewing.

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| **User Story ID** | **EBRS\_US\_18** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Vertical Scrolling” functionality for displayed tickets in the Tech Assist Ticket queue page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | Vertical scrolling functionality for the displayed tickets in Tech assist Ticket queue page |
| **So that… (Business Value)** | TA can scroll the displayed tickets up and down to view |
| **Entry Criterion** | 1 Customer should fill out the “Request Diagnostic” / ”Repair assistance” form  2 Customer should submit the form |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” page | User scrolls the vertical scrolling slider present in the Ticket displayed area | Displayed tickets move up and down as per user action | Refer the "Tech-Assist Ticket Queue" |

* As a Tech from the automotive support group, I want “Create Ticket” button on the bottom of the TA queue menu. So that TA can create the ticket on behalf of customers by clicking “Create ticket” button.

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| **User Story ID** | **EBRS\_US\_19** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Create Ticket” functionality in the TA queue menu |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Create Ticket” functionality in the TA queue menu |
| **So that… (Business Value)** | TA can create ticket the tickets on behalf of customers |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” menu | User clicks the “Create Ticket” button in the TA menu | System will display the “Diagnostic” request form to the TA | Refer the "Tech-Assist Ticket Queue" and "Queue Menu" wireframe |

* As a Tech from the automotive support group, I want ALLDATA API services to provide the existing “Header” component for the “Tech Assist Ticket Queue” page. So that Development team can incorporate/Reuse that provided component in the “Tech Assist Ticket Queue” page.

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| **User Story ID** | **EBRS\_US\_19A** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Tech Assist Ticket Queue” page Header |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “I want ALLDATA API services to provide the existing “Header” component for the “Tech Assist Ticket Queue” page |
| **So that… (Business Value)** | Development team can incorporate/Reuse that provided component in the “Tech Assist Ticket Queue” page |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” page | User verifies the “Header” of “Tech Assist Ticket Queue” page | “Header” should display the name “ALLDATA” Tech-Assist in the left corner of the “Header” and “Tech Name” with corresponding Icon, Notification Icon and other applications Icon in the right corner of the “Header” in above said sequence | Refer the "Tech-Assist Ticket Queue" wireframe |

* As a Tech from the automotive support group, I want Tech Assist column to display the selected ticket listed on Tech Assist queue page. So that TA can view the selected ticket on the Tech Assist column to work on.

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| **User Story ID** | **EBRS\_US\_20** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | Displaying the selected ticket in the “Ticket Display” area of "Tech-Assist Ticket Queue" page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | To display the selected ticket in the “Ticket Display” area of "Tech-Assist Ticket Queue" page |
| **So that… (Business Value)** | TA can view and work on the ticket displayed in the “Ticket Display” column. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” page | User clicks the ticket to work on from the “Tech Assist Ticket queue” | System will display the selected ticket in the “Ticket Display Area” Assist” column | Refer the "Tech-Assist Ticket Queue" wireframe |

* As a Tech from the automotive support group, I want the tickets displayed in the Tech Assist queue to display “Red Flagged” Icon and an “Alert” in the ticket status bar if they have that condition. So that TA will be able to know upfront that this ticket has been already “Red Flagged” or have “Alert” before start to work on.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_21** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | Displaying the “Red Flagged” and “Alert” icons in the ticket status bar |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | The tickets displayed in the Tech Assist queue to display “Red Flagged” Icon and an “Alert” in the ticket status bar if they have that condition |
| **So that… (Business Value)** | TA will be able to know upfront that this ticket has been already “Red Flagged” or have “Alert” before start to work on |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. Ticket needs to be already Red Flagged by CSI 4. Ticket needs to be already Alerted by CSI |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” page | User verifies the ticket to work on from the “Tech Assist Ticket queue” | System should display the “Red Flagged” and “Alert” icon if the ticket has that condition in the status bar | Refer the "Tech-Assist Ticket Queue" wireframe |
| The user is on the “Tech Assist Ticket queue” page | User selects the ticket which has “Red Flagged” and “Alert” icon in the status bar | System should display the details about the “flagged” icon in the Tech Assist column | Refer the "Tech-Assist Ticket Queue" wireframe |
| The user is on the “Tech Assist Ticket queue” page | User selects the ticket which has “Red Flagged” and “Alert” icon in the status bar | System should display the details about the “Alert” icon in the “Editor Notes” Accordion of Tech Assist column | Refer the "Tech-Assist Ticket Queue" wireframe |

* As a Tech from the automotive support group, I want Tech Assist Header to display Ticket ID, submitted timestamp, Re submitted timestamp, last modified timestamp (verify attached wireframe for the format) for the selected ticket. So that TA can view above mentioned information for better tracking.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_22** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | Displaying the Ticket ID, submitted timestamp, Re submitted timestamp and last modified timestamp in the header of “Open Ticket - Tech Assist ticket” page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | To display Ticket ID, submitted timestamp, Re submitted timestamp and last modified timestamp in the header of “Open Ticket - Tech Assist ticket” page |
| **So that… (Business Value)** | TA can view above mentioned information for better tracking. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” page | User clicks the ticket to work on from the “Tech Assist Ticket queue” | System should display the selected ticket - Ticket ID, submitted timestamp - from when initially opened as a new ticket, Re submitted timestamp with Agent info and last modified timestamp with agent info in the header of “Open Ticket - Tech Assist ticket” page | Refer the "Tech-Assist Ticket Header" wireframe |

* As a Tech from the automotive support group, I want “Release” functionality in the header of the Tech Assist queue page for the TA to send back the ticket to TA queue if he doesn’t want to accept it. So that TA can return the ticket to top of Tech Assist queue.

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| **User Story ID** | **EBRS\_US\_23** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Release’ functionality in the “Tech Assist ticket queue” header |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Release” functionality in the header of the Tech Assist queue page for the TA to send back the ticket to TA queue if he doesn’t want to accept it |
| **So that… (Business Value)** | TA can return the ticket to top of Tech Assist queue |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should be assigned with a ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| TA is on the “Open ticket - Tech Assist Ticket” queue | TA don’t want to accept the ticket and clicks the “Release” button | 1. Ticket will be moved to top of ticket queue with the status of pending 2. Tech Assist agent is removed from being assigned to the ticket for another agent to claim 3. Confirmation notification is shown to Tech assist agent which slides from top of the application with “close” option and remains for 6 seconds and then slides up out of the view | Refer the “Open ticket - Tech Assist Ticket” queue wireframe |
| The user is on the “confirmation notification” message | User clicks the “Close” button before 6 seconds timeout period | “confirmation notification” message slides up out of the view | Refer the “Tech Assist messages” wireframe |

* As a Tech from the automotive support group, I want “Preview” functionality for community type ticket (for other ticket type it needs to be greyed out) in the header of the Tech Assist queue page. So that TA can view ticket in the publish mode without having to publish the ticket.

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| **User Story ID** | **EBRS\_US\_24** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Preview’ functionality in the “Tech Assist ticket queue” header |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Preview” functionality in the header of “Tech Assist ticket queue” page |
| **So that… (Business Value)** | TA can view ticket in publish mode without having to publish the ticket. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” page | User clicks the “Preview” icon from the header of “Tech Assist Ticket queue” | TA can view ticket in publish mode without having to publish the ticket | Refer the "Tech-Assist Ticket Header" wireframe |
| The user is on the “Tech Assist Ticket queue” page | Ticket Type is “Community” | Enable the “Preview” icon in the header | Refer the "Tech-Assist Ticket Header" wireframe |
| The user is on the “Tech Assist Ticket queue” page | Ticket Type is not “Community” | Disable/ Grey out the “Preview” icon in the header | Refer the "Tech-Assist Ticket Header" wireframe |

* As a Tech from the automotive support group, I want “Publish” functionality for community type ticket (for other ticket type it needs to be greyed out) in the header of the Tech Assist queue page. So that TA can publish community type tickets and archives it.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_25** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Publish’ functionality in the “Tech Assist ticket queue” header |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Publish” functionality in the header of “Tech Assist ticket queue” page |
| **So that… (Business Value)** | TA can publish the Community type ticket and archives it. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” page | User clicks the “Publish” icon from the header of “Tech Assist Ticket queue” | TA can publish the community the tickets and archives it | Refer the "Tech-Assist Ticket Header" wireframe |
| The user is on the “Tech Assist Ticket queue” page | Ticket Type is “Community” | System should enable the “Publish” icon in the header | Refer the "Tech-Assist Ticket Header" wireframe |
| The user is on the “Tech Assist Ticket queue” page | Ticket Type is not “Community” | System should Disable/ Grey out the “Publish” icon in the header | Refer the "Tech-Assist Ticket Header" wireframe |

* As a Tech from the automotive support group, I want “submit” functionality in the header to move the ticket to editor queue. So, that Tech editor can further work on the ticket for publishing

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| **User Story ID** | **EBRS\_US\_26** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Submit’ functionality in the “Tech Assist ticket queue” header |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Submit” functionality in the header of “Tech Assist ticket queue” page |
| **So that… (Business Value)** | TA can Moves ticket to Editor queue. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” page | User clicks the “Submit” icon from the header of “Tech Assist Ticket queue” | Ticket moves to top of editor queue with status of “Waiting for Editing” | Refer the "Tech-Assist Ticket Header" wireframe |

* As a Tech from the automotive support group, I want “Close” functionality in the header. So, that Tech can close the ticket outlay and returns the Tech to the Tech queue

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| **User Story ID** | **EBRS\_US\_27** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Close’ functionality in the “Tech Assist ticket queue” header |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Close” functionality in the header of “Tech Assist ticket queue” page |
| **So that… (Business Value)** | Tech can close the ticket outlay and returns the Tech to the TA ticket queue |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” page | User clicks the “Close” icon from the header of “Tech Assist Ticket queue” | closes the ticket outlay and returns the Tech to the TA ticket queue | Refer the "Tech-Assist Ticket Header" wireframe |

* As a Tech from the automotive support group, I want the functionality to “claim” the submitted ticket in the “Ticket Display” area. So that TA can assign the submitted ticket to him for working on them further

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_28** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Claim’ functionality in the “Ticket Display” area |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Claim” functionality in the in the “Ticket Display” area of “Tech Assist ticket queue” page |
| **So that… (Business Value)** | TA can assign the submitted ticket to him for working on them further |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist” column | User clicks the “Claim” button | Claimed ticket will be assigned to that TA for further working | Refer the "Tech-Assist Ticket queue" wireframe |

* As a Tech from the automotive support group, I want the functionality to “Open” the ticket in the “Ticket Display” area. So that TA can open the claimed ticket to work on them in the “Open Ticket” page

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| **User Story ID** | **EBRS\_US\_29** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Open” functionality in the “Tech Assist” column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Open” functionality in the in the “Ticket Display” area of “Tech Assist ticket queue” page |
| **So that… (Business Value)** | TA can open the claimed ticket to work on further |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Display” area | User clicks the “Open” button | System will land the user in “Open Ticket” page | Refer the "Open Ticket" wireframe |
| The user is on the “Open Ticket” page | User verifies the page | “Open Ticket” page should have Tech Assist ticket - customer History column, Tech Assist ticket – Tech Assist column and page header as specified in the “Open Ticket” wireframe | Refer the "Open Ticket" wireframe, “Tech-Assist Ticket – Header” wireframe, “Ticket Customer History column” wireframe, “Ticket Editor” wireframe, “Ticket Tech Assist column” wireframe |

* As a Tech from the automotive support group, I want time counter option for monitoring the performance of TA. So that TA can effectively keep track of their servicing time for the "opened" ticket.

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| **User Story ID** | **EBRS\_US\_30** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | Automatic “Time Counter” functionality in the “Tech Assist Ticket Queue” page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | I want automatic time counter option for monitoring the tracking the performance of TA |
| **So that… (Business Value)** | TA can effectively keep track of their servicing time for the "opened" ticket. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should Open the ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Display” area | User clicks the “Open” button | System should automatically start the timer from that point onwards | Refer the "Tech Assist Ticket Queue" wireframe |

* As a Tech from the automotive support group, I want manual functionality to start and stop the Time counter. So that TA can manage, access and control the timer manually also

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| **User Story ID** | **EBRS\_US\_31** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | Manual option for “Time Counter” functionality in the “Tech Assist Ticket Queue” page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | manual functionality to start and stop the Time counter |
| **So that… (Business Value)** | So that TA can manage, access and control the timer manually also |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should Open the ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist” column | Timer start automatically upon ticket opening process | TA will have the option to start and stop the timer manually and manual operation will have 2 buttons namely “Start Timer” & “Stop Timer” on the header page | Refer the "Tech Assist Ticket Queue" wireframe |

* As a Tech from the automotive support group, I want Time counter to stop if TA "Save" and "Close" the ticket or TA submit the ticket for editing. So that timer can be automatically stopped effectively.

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| **User Story ID** | **EBRS\_US\_32** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| Title | Automatic option for stopping the “Time Counter” functionality in the “Tech Assist Ticket Queue” page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | Time counter to stop if TA "Save" and "Close" the ticket or TA submit the ticket for editing |
| **So that… (Business Value)** | Timer can be automatically stopped effectively. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should Open the ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Open Ticket – Tech Assist Ticket” page | TA save and close the ticket | Timer should automatically stop | Refer the "Tech Assist Ticket Queue" & “Open Ticket – Tech Assist Ticket” page wireframes |
| The user is on the “Open Ticket – Tech Assist Ticket” page | TA submits the ticket for editing | Timer should automatically stop | Refer the "Tech Assist Ticket Queue" & “Open Ticket – Tech Assist Ticket” page wireframes |

* As a Tech from the automotive support group, I want “Event Log” functionality to show each time the case has been opened and by which tech edited any content of the ticket. So that this functionality will be useful for Audit trial purposes

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_33** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Event log” functionality in the “Tech Assist” column” area |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | I want “Event Log” functionality to show each time the case has been opened and by which tech edited any content of the ticket |
| **So that… (Business Value)** | This functionality will be useful for Audit trial purposes |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should “submit” the form 3. Customer should “open” the ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| User is on the “ Ticket Display” area | User verifies the “Ticket Display” area for “Event Log” count | “Event Log” should contain audit trail details for the processed ticket |  |

* As a Tech from the automotive support group, I want the “Customer History” column and “Tech Assist” column in the “Open Ticket” page as shown in the wireframe. So that TA will be informed about the cases with different status tied to him and can edit the ticket in the editor area.

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| **User Story ID** | **EBRS\_US\_34** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| Title | “Customer History” and “Tech Assist” column” in the “Open Ticket” page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Customer History” column and “Tech Assist” column to display details as provided in the wireframe |
| **So that… (Business Value)** | TA can have history details about the customer and work on the open ticket displayed in the “Tech Assist” column |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist” column | User clicks the “Open” button | System will display the “Open Ticket” page in the layout as specified in the “Open Ticket” wireframe | Refer the "Open Ticket" wireframe |

* As a Tech from the automotive support group, I want the “Customer History” column to display the “Available” cases details. So that TA will be informed about the number of all types of cases the customer if holding still.

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| **User Story ID** | **EBRS\_US\_35** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Available Courtesy cases” details in the “Customer History” column of “Open Ticket” page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Customer History” column to display all courtesy case information |
| **So that… (Business Value)** | TA will be informed about the number courtesy cases the customer if holding still. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. System needs to verify is an ALLDATA customer 4. System will determine that customer is NOT a Tech-Assist subscriber 5. System will determine that customer has used <3 courtesy cases 6. TA should claim the ticket 7. TA should “Open” the ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Open Ticket” Page | User verifies the customer history column | 1. System has to display the count of available courtesy cases of the customer. 2. This should be an automatic countdown dependent upon requests client submits | Refer the “Open Ticket” wireframe |

* As a Tech from the automotive support group, I want the “Customer History” column to display the “Flagged Account” details. So that TA has the opportunity to send an email to CSI NOTIFYING them of the activity.

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| **User Story ID** | **EBRS\_US\_36** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Flagged Account Indicator” in the “Customer History” column of “Open Ticket” page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Flagged Account Indicator” in the “Customer History” column of “Open Ticket” page |
| **So that… (Business Value)** | TA will know the account as flagged one and send an email to CSI NOTIFYING them of the activity. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Open Ticket” Page | User verifies the customer history column | System has to display Flagged indicator for flagged problematic accounts. | Refer the “Open Ticket” wireframe |
| The user is on the e “Customer History” column | User clicks on the red flag indicator | System should pop up a dialog box to show notification/reasons why the account has been flagged and prompts the user “whether he wants to notify CSI of this activity” with "Yes" or "No" options to send an email to CSI | Refer the “Ticket Customer History Column” wireframe |
| The user is on the “Flagged Account” dialog box | User selects “Yes” to notify CSI | System then pop up a Dialog box displaying a message “An Email with case (Case Number) information will be sent to (Current ticket email on file)” and prompts user “Do you wish to send an Email”? with “Yes” or “No” option | Refer the “Tech Assist messages” wireframe |
| The user is on the “Email confirmation notification Dialog box” | User selects “Yes” to send an email | System will send an email to the email account which is on the record for the current ticket | Refer the “Tech Assist messages” wireframe |
| The user is on the “Email confirmation notification Dialog box” | System send an email to the email account which is on the record for the current ticket | System displays a confirmation notification with “Close” button which slides from top of the application and remains for 6 seconds and then slides up out of the view | Refer the “Tech Assist messages” wireframe |
| The user is on the “confirmation notification” message | User clicks the “Close” button before 6 seconds timeout period | “confirmation notification” message slides up out of the view | Refer the “Tech Assist messages” wireframe |

* As a Tech from the automotive support group, I want the “Customer History” column to display the “Ticket Type” details as drop down with value of “Tech Assist”, Community, Pay-per-use and courtesy case. So that TA will be informed about the Ticket type

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| **User Story ID** | **EBRS\_US\_37** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Customer Type” details in the “Customer History” column of “Open Ticket” page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Customer History” column to display the “Customer Type” information |
| **So that… (Business Value)** | TA knows about the type of the customer to serve the customer better. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Open Ticket” Page | User verifies the customer history column | System has to display “Customer Type” details with value of “Tech Assist”, Community, Pay per use, courtesy case in the drop down box. | Refer the “Ticket Customer History column” wireframe |

* As a Tech from the automotive support group, I want the “Customer History” column to display the “TA customer” field with value of “Yes” or “No” if the Ticket Type is “Tech assist”. So, that TA will be able to update “TA customer”

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| **User Story ID** | **EBRS\_US\_38** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| Title | “TA Customer” details in the “Customer History” column of “Open Ticket” page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Customer History” column to display the “TA Customer” field with value of “Yes” and “No” if the “Ticket Type” is “Tech Assist” |
| **So that… (Business Value)** | TA can update the values in the “TA Customer” field as yes or No is the Ticket type is “Tech Assist’ |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the customer history column of “Open Ticket” Page and the Ticket type is “Tech Assist’ | User verifies the customer history column | System has to display “TA Customer” field with “Yes” or “No” values | Refer the “Ticket Customer History column” wireframe |
| The user is on the customer history column of “Open Ticket” Page and the Ticket type is not “Tech Assist’ | User verifies the customer history column | System should not display “TA Customer” field with “Yes” or “No” values | Refer the “Ticket Customer History column” wireframe |

* As a Tech from the automotive support group, I want the “Customer History” column to have “Scheduled call Back” Accordion to display “All call back” scheduled for client and the call backs that have not happen should display in blue, call backs that have happened should display in Grey, call backs that have been scheduled and crossed the scheduled date will display in red. So that TA will be informed about the different “call back” status.

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| **User Story ID** | **EBRS\_US\_39** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| Title | “Call Back” details in the “Customer History” column of “Open Ticket” page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Customer History” column to have “Scheduled call Back” Accordion to display “All call back” scheduled for client and the call backs that have not happen should display in blue, call backs that have happened should display in Grey, call backs that have been scheduled and crossed the scheduled date will display in red. |
| **So that… (Business Value)** | TA will be informed about the different “call back” status |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the customer history column of “Open Ticket” Page | User verifies the customer history column | System has to display “Scheduled call Back” Accordion with auto open | Refer the “Ticket Customer History column” wireframe |
| The user is on the customer history column of “Open Ticket” Page | User verifies the customer history column | System should display “All call back” scheduled for client. The call backs that have not happen should display in blue, call backs that have happened should display in Grey, call backs that have been scheduled and crossed the scheduled date will display in red | Refer the “Ticket Customer History column” wireframe |
| The user is on the customer history column of “Open Ticket” Page | User verifies the customer history column | System should display the call backs that have not happen in blue color | Refer the “Ticket Customer History column” wireframe |
| The user is on the customer history column of “Open Ticket” Page | User verifies the customer history column | System should display the call backs that have already happened in Grey color | Refer the “Ticket Customer History column” wireframe |
| The user is on the customer history column of “Open Ticket” Page | User verifies the customer history column | System should display the call backs that have scheduled and crossed the scheduled date in Red color | Refer the “Ticket Customer History column” wireframe |

* As a Tech from the automotive support group, I want to display notes with the reason for callback if the user clicks the scheduled call back highlighted in blue. So that TA will be informed about the reason for call back scheduled.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_40** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Notes for reason for the scheduled call back” in the “Scheduled call back” Accordion |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | To pop up a note detailing about the reason for scheduled call back with timestamp details if the user clicks the scheduled call back highlighted in blue |
| **So that… (Business Value)** | TA will be informed about the reason for call back scheduled. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the customer history column of “Open Ticket” Page | User clicks the scheduled call back displayed in blue | System has to pop up a note detailing about the reason for scheduled call back with timestamp details | Refer the “Ticket Customer History column” wireframe |
| The user is on the customer history column of “Open Ticket” Page | User clicks the close button on the pop up | Pop up window should close | Refer the “Ticket Customer History column” wireframe |

* As a Tech from the automotive support group, I want the “Customer History” column to have the functionality to mark the call back as complete. So that TA will have the ability to mark the call back as complete.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_41** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Complete” check box in the “Scheduled call back” Accordion in the “Customer History” column of “Open Ticket” page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | To have “Complete” check box to mark the call back as complete |
| **So that… (Business Value)** | TA will be able to mark the call back complete, changing the status on the schedule, call back tab and on the ticket |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the customer history column of “Open Ticket” Page | User checks the complete check box | System should mark the call back as complete, changing the status on the schedule, call back tab and on the ticket | Refer the “Ticket Customer History column” wireframe |

* As a Tech from the automotive support group, I want the “Customer History” column to Display # of open cases in Accordion title, Display open ticket vehicle details and to have agent preview open in full screen. So that TA will have the opportunity to know the open cases details

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_42** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Open cases” details in the “Open cases” Accordion in the “Customer History” column of “Open Ticket” page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Customer History” column to have “Open cases” Accordion to Display # of open cases in Accordion with title, Display open ticket vehicle details and to have agent preview open in full screen |
| **So that… (Business Value)** | TA will have the opportunity to know about the open cases details |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the customer history column of “Open Ticket” Page | User verifies the customer history column | 1. “Open cases” Accordion should display # of open cases with title in Accordion, 2. Display open ticket vehicle details with preview functionality   and to have agent preview open in full screen | Refer the “Ticket Customer History column” wireframe |
| The user is on the customer history column of “Open Ticket” Page | User clicks the preview icon present in the open ticket vehicle details area | preview open cases in full screen | Refer the “Ticket Customer History column” wireframe |

* As a Tech from the automotive support group, I want the “Customer History” column to Display # of verified cases in title, Display verified ticket vehicle details and functionality to have agent preview verified cases in full screen. So that TA will have the opportunity to know about the number of verified cases

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_43** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Verified cases” details in the “Verified cases” Accordion in the “Customer History” column of “Open Ticket” page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Customer History” column to Display # of verified cases in title, Display verified ticket vehicle details and functionality to have agent preview verified cases in full screen |
| **So that… (Business Value)** | TA will have the opportunity to know about the verified cases details |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the customer history column of “Open Ticket” Page | User verifies the customer history column | 1. “Verified cases” Accordion should display # of verified cases with title in Accordion, 2. Display verified ticket vehicle details with preview functionality   and to have agent preview open in full screen | Refer the “Ticket Customer History column” wireframe |
| The user is on the customer history column of “Open Ticket” Page | User clicks the preview icon present in the verified vehicle details area | Preview verified cases in full screen | Refer the “Ticket Customer History column” wireframe |

* As a Tech from the automotive support group, I want the “Customer History” column to have vertical scroll functionality. So that TA will have the opportunity to scroll the column up and down to view the details

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| **User Story ID** | **EBRS\_US\_44** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | Vertical scroll functionality in the customer history column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | Vertical scroll functionality for customer history column |
| **So that… (Business Value)** | TA will have the opportunity to scroll the pane up and down to view the details |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the customer history column of “Open Ticket” Page | User verifies the customer history column | “Customer” column should have vertical scroll bar to scroll up and down the information | Refer the “Ticket Customer History column” wireframe |

* As a Tech from the automotive support group, I want all the accordions in the “customer History” column to be opened automatically upon landing. So that TA will have the opportunity to view the full details of the Accordions in that page while landing itself.

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| **User Story ID** | **EBRS\_US\_45** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | Auto opening of all Accordions in the “Customer History” column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | Auto opening of all Accordions in the “Customer History” column upon landing |
| **So that… (Business Value)** | TA will have the opportunity to view the history column details completely |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist Ticket queue” Page | User clicks the “Open” button the Tech Assist column | System will display the “Open Ticket” page with all Accordions in “Customer” column auto opened | Refer the “Ticket Customer History column” wireframe |

* As a Tech from the automotive support group, I want “Ticket Tech Assist column” fields to be auto populated from the submitted ticket. So that TA will have the ticket information upon landing itself

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| **User Story ID** | **EBRS\_US\_46** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | Auto population of field values in Ticket Tech Assist column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | Ticket Tech Assist column field to be auto populated from the submitted ticket |
| **So that… (Business Value)** | TA will have the ticket information upon landing itself |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Open Ticket” page | User verifies the Ticket Tech Assist column upon landing | Ticket Tech Assist column should have values auto populated from submitted ticket | Refer the “Ticket Tech Assist column” wireframe |

* As a Tech from the automotive support group, I want “call count” in “Ticket Tech Assist” column. So that TA will have an opportunity to know how many times this ticket has been opened by the customer

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| **User Story ID** | **EBRS\_US\_47** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Call” count information in “Ticket Tech Assist” column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Call” count information in Ticket Tech Assist column |
| **So that… (Business Value)** | TA will have an opportunity to know how many times this ticket has been opened by the customer |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Tech Assist column” | User verifies the “Ticket Tech Assist” column | System should display the count regarding how many times this call has been reopened into the queue (placed into the queue) | Refer the “Ticket Tech Assist column” wireframe |

* As a Tech from the automotive support group, I want status of ticket to be displayed in Ticket Tech Assist column with the value of In Progress, unverified, verified and declined. So that TA will have an opportunity to change the status manually.

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| **User Story ID** | **EBRS\_US\_48** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Ticket Status” information in Ticket Tech Assist column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | Status of the ticket to be displayed in Ticket Tech Assist column with the value of In Progress, unverified, verified and declined |
| **So that… (Business Value)** | TA will have an opportunity to change the status manually |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Tech Assist column” | User verifies the Ticket Tech Assist column | System should display the status field with, In Progress, unverified, verified and declined values | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Ticket Tech Assist column” | User manually changes the status from the drop down | System should allow the user to change the status manually | Refer the “Ticket Tech Assist column” wireframe |

* As a Tech from the automotive support group, I want current “Tech Assist” name to be displayed in Ticket Tech Assist column and list other Tech’s name who previously worked on this ticket in a drop down box. So that TA knows who are all other Tech’s worked on this previously

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| **User Story ID** | **EBRS\_US\_49** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “TA” name details in Ticket Tech Assist column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | Current “Tech Assist” name to be displayed in Ticket Tech Assist column and list other Tech’s name who previously worked on this ticket in a drop down box |
| **So that… (Business Value)** | TA knows that ticket has been tied to his name and also knows who are all other Tech’s worked on this previously |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Tech Assist column” | User verifies the Ticket Tech Assist column | System should display the TA name who owns the displayed ticket | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Ticket Tech Assist column” | User clicks the “TA Customer” drop down box | System should list down the current TA name along with other Tech’s previously worked on this current ticket | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Ticket Tech Assist column” and he is the first Tech to work on this ticket | User clicks the “TA Customer” drop down box | System should list down only the current TA name | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |

* As a Tech from the automotive support group, I want “Company Information” to be displayed in Ticket Tech Assist column. Default it should be closed and display the company name when in closed state. So that TA will have the company information related to this ticket.

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| **User Story ID** | **EBRS\_US\_50** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Company Information” details in Ticket Tech Assist column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Company Information” to be displayed in Ticket Tech Assist column. Default it should be closed and display the company name when in closed state. |
| **So that… (Business Value)** | TA will have the company information related to this ticket |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Tech Assist column” | User verifies the Ticket Tech Assist column | System should display the “Company name” details in default closed mode. | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Ticket Tech Assist column” | User clicks the “Company Name” closed Accordion | System should display the “Company name” accordion in the open mode | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Company Name” Accordion | User verifies the details of the “Company Name” field | System should display following fields.   1. Shop, Site or Company Name field. This is a mandatory field. Field should be open text field. It should accept minimum 4 char and Maximum 100 characters. Should accept Alphanumeric and special characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Company Name” Field | User enter characters less than 4 characters | System should prompt the user to enter minimum 4 characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Company Name” Field | User enter characters more than 100 characters | System should prompt the user to restrict “Maximum 100 Characters are allowed” | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Company Name” Field | User tries to skip this field | System should display “Mandatory Field” message to the user | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Company Name” Accordion | User verifies the details in the “Primary Phone” Field | System should display following fields.  Primary Phone field. This is a mandatory field. Field should be open text field. It should accept minimum 10 char and Maximum 10 characters. Should accept only numeric. Dashes display from UI field formatting. Prepopulated for ALLDATA customers with ability to Overwrite | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Primary Phone” Field | User enter characters less than 10 characters | System should prompt the user to enter minimum 10 characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Primary Phone” Field | User enter characters more than 10 characters | System should prompt the user to enter only maximum of 10 characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Primary Phone” Field | User enter Alpha characters | System should prompt the user to enter only the Numeric characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Primary Phone” Field | Customer is the “ALLDATA” customer | System should prepopulate this field | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Primary Phone” Field | Customer is the “ALLDATA” customer and user tries to edit it | System should allow the user to edit the prepopulated phone details | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Primary Phone” Field | User tries to skip this field | System should display “Mandatory Field” message to the user | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Company Name” Accordion | User verifies the details in the “Email” Field | System should display following fields.  Email field. This is a mandatory field. Field should be open text field. It should accept minimum 4 char and Maximum 254 characters. Should accept Alphanumeric and special characters. Prepopulated for ALLDATA customers with ability to Overwrite | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Email” Field | User enter characters less than 4 characters | System should prompt the user to enter minimum 4 characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Email” Field | User enter characters more than 254 characters | System should prompt the user to enter only maximum of 254 characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Email” Field | User enter Alphanumeric and special characters | System should accept the Alphanumeric and special characters entry | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Email” Field | Customer is the “ALLDATA” customer | System should prepopulate this field | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Email” Field | Customer is the “ALLDATA” customer and user tries to edit it | System should allow the user to edit the prepopulated Email details | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Email” Field | User tries to skip this field | System should display “Mandatory Field” message to the user | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Company Name” Accordion | User verifies the details in the “Contact Name” Field | System should display following fields.  Contact Name field. This is a mandatory field. Field should be open text field. It should accept minimum 2 char and Maximum 64 characters. Should accept Alphanumeric and special characters. Prepopulated for ALLDATA customers | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Contact Name” Field | User enter characters less than 2 characters | System should prompt the user to enter minimum 2 characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Contact Name” Field | User enter characters more than 64 characters | System should prompt the user to enter only maximum of 64 characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Contact Name” Field | User enter Alphanumeric and special characters | System should accept the Alphanumeric and special characters entry | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Contact Name” Field | Customer is the “ALLDATA” customer | System should prepopulate this field | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
|  |  |  |  |
| The user is on the “Contact Name” Field | User tries to skip this field | System should display “Mandatory Field” message to the user | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Company Name” Accordion | User verifies the details in the “Alternative Phone” Field | System should display following fields.  Alternative Phone field. This is an optional field but “Mandatory” if not coming through product suite. Field should be open text field. It should accept minimum 10 char and Maximum 10 characters. Should accept only numeric. Dashes display from UI field formatting. Prepopulated for ALLDATA customers with ability to Overwrite | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Alternative Phone” Field | User enter characters less than 10 characters | System should prompt the user to enter minimum 10 characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Alternative Phone” Field | User enter characters more than 10 characters | System should prompt the user to enter only maximum of 10 characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Alternative Phone” Field | User enter Alpha characters | System should prompt the user to enter only the Numeric characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Alternative Phone” Field | Customer is the “ALLDATA” customer | System should prepopulate this field | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Alternative Phone” Field | Customer is the “ALLDATA” customer and user tries to edit it | System should allow the user to edit the prepopulated phone details | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Alternative Phone” Field and the user not coming through the product suite | User tries to skip this field | System should display “Mandatory Field” message to the user | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Alternative Phone” Field and the user is coming through the product suite | User tries to skip this field | System should allow the user to skip this field | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Company Name” Accordion | User verifies the details in the “Time Zone” Field | System should display following fields.  Time Zone field. This is a mandatory field. Field should be drop down box with all US Time zones listed | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Time Zone” Field | User tries to change the Time Zone | System should allow the user to change the Time Zone | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Time Zone” Field | Customer is new and user tries to skip this field | System should display “Mandatory Field” message to the user | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Company Name” Accordion | User verifies the details in the “Preferred Language” Field | System should display following fields.  Preferred Language field. This is a mandatory field. Field should be drop down box with values English, Spanish and French. By default it should display “English” as the preferred language | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Preferred Language” field | User tries to change the preferred language | System should allow the user to change the preferred language | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields wireframes |
| The user is on the “Ticket Tech Assist column” | User double clicks the Accordion for editing | System will display the company information in the editor area | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Editor” area | User edits the company information in the editor area | System will dynamically display the edited information in Accordion and enables the “Revert to original” button in the Accordion | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Company Information” Accordion in the “Ticket Tech Assist column” | User clicks the “Revert to original” button in the Accordion | System will clear all modifications of Accordion and return to what the original submitted form contained | Refer the “Ticket Tech Assist column” wireframe |

* As a Tech from the automotive support group, I want “Vehicle Information” to be displayed in Ticket Tech Assist column. Default it should be closed and display the Vehicle name when in closed state. So that TA will have the Vehicle information related to this ticket.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_51** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “Vehicle Information” details in Ticket Tech Assist column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Company Information” to be displayed in Ticket Tech Assist column. Default it should be closed and display the company name when in closed state. |
| **So that… (Business Value)** | TA will have the company information related to this ticket |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Tech Assist column” | User verifies the Ticket Tech Assist column | System should display the “Vehicle name” Accordion in default closed mode. | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Ticket Tech Assist column” | User clicks the “Vehicle Name” accordion | System should display the “Vehicle name” in Open mode. | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Vehicle Name” Accordion” in open mode | User verifies the “Vehicle Name” Accordion fields | System should display YMME (Mandatory), VIN (Optional), Body (Optional), Odometer Range (Mandatory), Transmission Types (Optional), Climate Control/HVAC (Optional) fields | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “YMME” field | User verifies the “YMME” field | System should display based on already built component in a drop down box | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “YMME” field | User tries to skip this field as empty | System should display the mandatory field message to the user | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “VIN” field | User verifies the “VIN” field | System should display an open text field. This is an optional field. Min Character 1 and Max character 17. Should accept only Alphanumeric characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “VIN” field | User didn’t enter anything | System should prompt the user enter minimum 1 character | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “VIN” field | User tries to enter characters more than 17 | System should restrict the user advising him that only 17 characters are allowed | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “VIN” field | User tries to enter only Alpha characters | System should restrict the user advising him that only Alphanumeric characters are allowed | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “VIN” field | User tries to enter only Numeric characters | System should restrict the user advising him that only Alphanumeric characters are allowed | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Body” field | User verifies the “Body” field | System should display a drop down field with values Convertible, Coupe/Compact, Crossover, Diesel, Hatchback, Hybrid/Electric, Luxury, Sedan, SUV, Truck, Van and Wagon. This is an optional field. | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Body” field | User tries to change the field value from the drop down | System should allow the user to change the field value | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Body” field | User tries to skip the field empty | System should allow the user to skip the field | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Odometer Range” field | User verifies the “Odometer Range” field | System should display a drop down field with values 1 – 25k, 25k – 50k, 50k – 75k, 75k – 100k, 100k – 125k, 125k – 150k and 150k+. This is a mandatory field. | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Odometer Range” field | User tries to change the field value from the drop down | System should allow the user to change the field value | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Odometer Range” field | User tries to skip the field empty | System should not allow the user to skip the field empty as it is a mandatory field | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Transmission Types” field | User verifies the “Transmission Types” field | System should display a drop down field with values Auto, Manual, CVT and Automatically shifted manual transmission. This is an optional field. | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Transmission Types” field | User tries to change the field value from the drop down | System should allow the user to change the field value | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Transmission Types” field | User tries to skip the field empty | System should allow the user to skip the field | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Climate Control/HVAC” field | User verifies the “Climate Control/HVAC” field | System should display a drop down field with values Auto and Manual. This is an optional field. | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Climate Control/HVAC” field | User tries to change the field value from the drop down | System should allow the user to change the field value | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Climate Control/HVAC” field | User tries to skip the field empty | System should allow the user to skip the field | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Ticket Tech Assist column” | User double clicks the Accordion for editing | System will display the vehicle information in the editor area | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Editor” area | User edits the vehicle information in the editor area | System will dynamically display the edited information in Accordion and enables the “Revert to original” button in the Accordion | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Vehicle Information” accordion in the “Ticket Tech Assist column” | User clicks the “Revert to original” button in the Accordion | System will clear all modifications of Accordion and return to what the original submitted form contained | Refer the “Ticket Tech Assist column” wireframe |

* As a Tech from the automotive support group, I want “Vehicle problem” to be displayed in Ticket Tech Assist column. Default it should be opened and display images as they show published. So that TA will have the Vehicle problem details related to this ticket.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_52** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Vehicle Problem” details in Ticket Tech Assist column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Vehicle problem” to be displayed in Ticket Tech Assist column. Default it should be opened and capable of displaying the attached images. |
| **So that… (Business Value)** | TA will have the vehicle problem information related to this ticket |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Tech Assist column” | User verifies the Ticket Tech Assist column | System should display the “Vehicle problem” Accordion in default open mode. | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Vehicle Problem” Accordion | User verifies the ‘Vehicle Problem’ Accordion fields | System should display Systems (Mandatory), Symptoms (Mandatory), DTC Codes (Optional) and Detail description (Mandatory) fields | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the DTC codes field | User verifies the DTC codes field | System should display DTC codes field. This is an optional field. This is open text field. Accepts minimum 1 character and maximum 20 characters. Should accept alphanumeric and all special characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the DTC codes field | User tries to enter less than one character | System should prompt the user to enter minimum 1 character | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the DTC codes field | User tries to enter more than 20 characters | System should restrict the user to enter more than 20 characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the DTC codes field | User tries to enter alphanumeric characters | System should allow the user to enter alphanumeric characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the DTC codes field | User tries to enter special characters | System should allow the user to enter special characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the DTC codes field | User tries to skip the field | System should allow the user to skip the field | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Detailed Description” field | User verifies the “Detailed Description” field | System should display “Detailed Description”. This is a mandatory field. This is open text field. Accepts minimum 10 character and maximum 1000 characters. Should accept alphanumeric and all special characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Detailed Description” field | User tries to enter less than 10 character | System should prompt the user to enter minimum 10 character | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Detailed Description” field | User tries to enter more than 1000 characters | System should restrict the user to enter more than 1000 characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Detailed Description” codes field | User tries to enter alphanumeric characters | System should allow the user to enter alphanumeric characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Detailed Description” codes field | User tries to enter special characters | System should allow the user to enter special characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Detailed Description” codes field | User tries to skip the field | System should not allow the user to skip the field as it is a mandatory field | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Ticket Tech Assist column” | User double clicks the Accordion for editing | System will display the vehicle problem details in the editor area | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Editor” area | User edits the vehicle problem in the editor area | System will dynamically display the edited information in Accordion and enables the “Revert to original” button in the Accordion | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Vehicle problem” accordion in the “Ticket Tech Assist column” | User clicks the “Revert to original” button in the Accordion | System will clear all modifications of Accordion and return to what the original submitted form contained | Refer the “Ticket Tech Assist column” wireframe |

* As a Tech from the automotive support group, I want “Tests performed” to be displayed in Ticket Tech Assist column. Default it should be opened. So that TA will have the “Tests performed” details related to this ticket.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_53** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Tests performed” details in Ticket Tech Assist column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Tests performed” to be displayed in Ticket Tech Assist column. Default it should be opened |
| **So that… (Business Value)** | TA will have the Tests performed information related to this ticket |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Tech Assist column” | User verifies the Ticket Tech Assist column | System should display the “Tests performed” in default open mode. | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Tests Performed” field | User verifies the “Tests Performed” field | 1. System should display the “Tests Performed” field. This is an optional field. This is open text field. Accepts minimum 4 character and maximum 100 characters. Should accept alphanumeric and all special characters 2. System should display the “Tests Results” field. This is a mandatory field if “Test Performed” field is completed. This is open text field. Accepts minimum 4 character and maximum 100 characters. Should accept alphanumeric and all special characters 3. System should display the “Shortcut Tests” field. This is a mandatory radio button field | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Tests Performed” field | User tries to enter less than 4 characters | System should advice the user to enter minimum 4 characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Tests Performed” field | User tries to enter more than 100 characters | System should restrict the user to enter only 100 characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Tests Performed” codes field | User tries to enter alphanumeric characters | System should allow the user to enter alphanumeric characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Tests Performed” codes field | User tries to enter special characters | System should allow the user to enter special characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Tests Performed” field | User tries to skip the field | System should not allow the user to skip the field as it is a mandatory field | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Tests Results” field | User tries to enter less than 4 characters | System should advice the user to enter minimum 4 characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Tests Results” field | User tries to enter more than 100 characters | System should restrict the user to enter only 100 characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Tests Results” codes field | User tries to enter alphanumeric characters | System should allow the user to enter alphanumeric characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Tests Results” codes field | User tries to enter special characters | System should allow the user to enter special characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Tests Results” field | User tries to skip the field | System should not allow the user to skip the field as it is a mandatory field if “Tests Performed” field is completed | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Shortcut Tests” field | User tries to skip the field | System should not allow the user to skip this radio button field | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Ticket Tech Assist column” | User double clicks the Accordion for editing | System will display the Tests performed details in the editor area | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Editor” area | User edits the “Tests performed” in the editor area | System will dynamically display the edited information in Accordion and enables the “Revert to original” button in the Accordion | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Tests performed” accordion in the “Ticket Tech Assist column” | User clicks the “Revert to original” button in the Accordion | System will clear all modifications of Accordion and return to what the original submitted form contained | Refer the “Ticket Tech Assist column” wireframe |

* As a Tech from the automotive support group, I want “Probable causes” details to be displayed in Ticket Tech Assist column. Default it should be closed and the data should be unedited. So that TA will have the “Probable cause” details related to this ticket.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_54** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Probable causes” details in Ticket Tech Assist column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Probable causes” to be displayed in Ticket Tech Assist column. Default it should be closed and data should be unedited |
| **So that… (Business Value)** | TA will have the “Probable causes” details related to this ticket |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Tech Assist column” | User verifies the Ticket Tech Assist column | System should display the “probable causes” only if information is available in default closed mode.  The field details should be pulled from community | Refer the “Ticket Tech Assist column” and “Tech Assist Input fields” wireframes |
| The user is on the “Probable Causes” Accordion in the “Ticket Tech Assist column” | User clicks the Accordion | System opens the Accordion in unedited mode | Refer the “Ticket Tech Assist column” and “Tech Assist Input fields” wireframes |

* As a Tech from the automotive support group, I want “Repairs” details to be displayed in Ticket Tech Assist column. Default it should be opened. So that TA will have the “Repairs” details related to this ticket.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_55** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Repairs” details in Ticket Tech Assist column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Repairs” to be displayed in Ticket Tech Assist column. Default it should be opened and should include both verified and suggested repairs details |
| **So that… (Business Value)** | TA will have the “Repairs” information related to this ticket |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Tech Assist column” | User verifies the Ticket Tech Assist column | System should display the “Repairs” in default open mode. | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Repairs” Accordion | User verifies the “Repairs” field | System should display “Repairs” field. This is a mandatory field. This is open text field with Rich Text editor. Accepts unlimited characters. Should accept alphanumeric and all special characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Repairs” field | User tries to enter unlimited characters | System should allow the user to enter unlimited characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
|  |  |  |  |
| The user is on the “Repairs” field | User tries to enter alphanumeric characters | System should allow the user to enter alphanumeric characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Repairs” field | User tries to enter special characters | System should allow the user to enter special characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Repairs” field | User tries to skip the field | System should not allow the user to skip the field as it is a mandatory field | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Ticket Tech Assist column” | User double clicks the Accordion for editing | System will display the Tests performed details in the editor area | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Editor” area | User edits the “Repairs” details in the editor area | System will dynamically display the edited information in Accordion and enables the “Revert to original” button in the Accordion | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Repairs” accordion in the “Ticket Tech Assist column” | User clicks the “Revert to original” button in the Accordion | System will clear all modifications of Accordion and return to what the original submitted form contained | Refer the “Ticket Tech Assist column” wireframe |

* As a Tech from the automotive support group, I want “Case Notes” details to be displayed in Ticket Tech Assist column. Default it should be closed and empty. So that TA will be able to provide his case notes.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_56** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “Case Notes” details in Ticket Tech Assist column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Case Notes” to be displayed in Ticket Tech Assist column. Default it should be closed and empty |
| **So that… (Business Value)** | TA will be able to provide his case notes. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Tech Assist column” | User verifies the Ticket Tech Assist column | System should display the “Case Notes” Accordion in default closed mode. | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Case Notes” Accordion | User clicks the “Case Notes” Accordion | System should open the “Case Notes” Accordion. | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Case Notes” Accordion | User verifies the “Case Notes” field | System should display “Case Notes” field. This is a mandatory field. This is open text field with Rich Text editor. Accepts unlimited characters. Should accept alphanumeric and all special characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Case Notes” field | User tries to enter unlimited characters | System should allow the user to enter unlimited characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
|  |  |  |  |
| The user is on the “Case Notes” field | User tries to enter alphanumeric characters | System should allow the user to enter alphanumeric characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Case Notes” field | User tries to enter special characters | System should allow the user to enter special characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Case Notes” field | User tries to skip the field | System should not allow the user to skip the field as it is a mandatory field | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Ticket Tech Assist column” | User double clicks the Accordion for editing | System will open up the editor for the user provide his case notes | Refer the “Ticket Tech Assist column” wireframe |

* As a Tech from the automotive support group, I want “Comments” to be displayed in Ticket Tech Assist column. Default it should be closed and displayed only if it is community ticket. So that TA will be able to provide his comments.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_57** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “Comments” details in Ticket Tech Assist column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Comments” to be displayed in Ticket Tech Assist column. Default it should be closed and mandatory only if it is community |
| **So that… (Business Value)** | TA will have the opportunity to provide his comments |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Tech Assist column” | User verifies the Ticket Tech Assist column | 1. System should display the “Comments” in default closed. 2. Mandatory and display only if it is a Community ticket 3. System should pull the details from community | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Ticket Tech Assist column” | User clicks the “Comments” Accordion | System should open the “Comments” Accordion | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Comments” field | User verifies the “Detailed Description” field | This is a mandatory field. This is open text field. Accepts minimum 4 character and maximum 500 characters. Should accept alphanumeric and all special characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Comments” field | User tries to enter less than 4 character | System should prompt the user to enter minimum 4 character | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Comments” field | User tries to enter more than 500 characters | System should restrict the user to enter more than 500 characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Comments” field | User tries to enter alphanumeric characters | System should allow the user to enter alphanumeric characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Comments” field | User tries to enter special characters | System should allow the user to enter special characters | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Comments” field | User tries to skip the field | System should not allow the user to skip the field as it is a mandatory field | Refer the “Ticket Tech Assist column” and “Tech Assist Input Fields” wireframes |
| The user is on the “Ticket Tech Assist column” | User double clicks the Accordion for editing | System will display the editor | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Editor” area | User provides his comment | System will dynamically display the edited information in Accordion and enables the “Revert to original” button in the Accordion | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Comments” Accordion in the “Ticket Tech Assist column” | User clicks the “Revert to original” button in the Accordion | System will clear all modifications of Accordion and return to what the original submitted form contained | Refer the “Ticket Tech Assist column” wireframe |

* As a Tech from the automotive support group, I want “Ticket editor” functionality in the “open Ticket” page. So that TA will be able to edit the details if he double clicks the Accordion

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_58** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “Ticket Editor” functionality in “Open Ticket” page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Ticket editor” functionality in the “open Ticket” page |
| **So that… (Business Value)** | TA will be able to edit the details if he double clicks the Accordion |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Tech Assist column” | User double clicks the Accordion for editing | System will open up the editor with following functionality for the user to edit the details.   * Will display both form fields and rich text editor depending on content of Accordion * Will display information from the editor column Accordions when double clicked * Header will display with Accordion title when being edited. * Automatic save and save statuses (Saved, Saving changes & Changes not saved) * Fields that cannot be edited will be greyed out * Will have the ability to go full screen if needed.   - If no Accordions are selected will show only grey area (empty state) | Refer the “Ticket Editor Area” wireframe |
| The user is on the “Ticket Tech Assist column” | User double clicks the Accordion for editing | System will open up the Rich text editor with following attributes.   * Rich Text Editor   + Will include   + Font Color   + Font Size   + Bold   + Italic   + Underline   + Number List   + Bullet List   + Left Indent   + Right Indent   + Left Align   + Center Align   + Right Align   + Format Clear   + Link   + Insert Image   + Full Screen   - Will have the ability to drag and drop images within editor | Refer the “Ticket Editor Area” wireframe |

* As a Tech from the automotive support group, I want functionality for matching the current case with Published cases in TA column. So that , I can leverage the published matched case solution for providing solutions to the current case

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_59** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “Case” matching functionality in Ticket Tech Assist column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Case” matching functionality to be displayed in Ticket Tech Assist column. |
| **So that… (Business Value)** | TA will have the opportunity to match the current case with the published cases and provide solution based on the case matching |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Tech Assist column” | User verifies the Ticket Tech Assist column | System should display the “Case Match” button in the “Ticket Tech Assist column” | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Ticket Tech Assist column” | User clicks the “Case Match” button in the Ticket Tech Assist column | If cases are found they will display as links (side by side comparison of matching information within articles).   1. System will display the “Case Match” page with case match area, where matched cases will be displayed side by side, with same layout as current ticket in a non-editable mode. Each matched case will have “Action Header” with Email functionality as an Icon, “Quick Verify” button and “Close” button as an Icon. 2. Left top of the case match area will have options a) Exact Matches and b) Partial matches’ option for case matching process. By default both the options will be selected. 3. Right top of the case match area will have matched cases count with option to navigate 4. Current ticket will get displayed in the RHS column of the “Case Match” page | Refer the “Ticket Tech Assist column” and “Ticket Case match” wireframes |
| The user is on the “Ticket Tech Assist column” | User clicks the “Case Match” button in the Ticket Tech Assist column | System performs partial (Fuzzy) match. Tech-Assist Case Match will be a "partial match" checking only for YMME, symptom(s) and DTC(S) | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Ticket Tech Assist column” | User clicks the “Case Match” button in the Ticket Tech Assist column | If cases are found to be similar then system will have option to add information to published article rather than publishing duplicate article. | Refer the “Ticket Tech Assist column” wireframe |

* As a Tech from the automotive support group, I want functionality in case matching process to send an email of matching published case to customer if the current ticket matches a case. So that , customer will be provide with solution quickly and effectively

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_60** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | Email functionality in case matching process |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality in case matching process to send an email of matching published case to customer if the current ticket matches a case |
| **So that… (Business Value)** | Customer will be provide with solution quickly and effectively |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “TA Ticket case match” page | Current ticket matches the existing case in case matching process | System should send an email of matching published case to customer | “TA Ticket case match” wireframe needs to be created |
| The user is on the “TA Ticket case match” page | System send an email of matching published case to customer | Notify the agent that email has been sent to has been sent | “TA Ticket case match” wireframe needs to be created |
| The user is on the “TA Ticket case match” page | System send an email of matching published case to customer | Automatically add “ suggested case number case note to ticket stating that an email of case # has been sent to customer | “TA Ticket case match” wireframe needs to be created |
| The user is on the “TA Ticket case match” page | System send an email of matching published case to customer | Automatically add suggested case number to “Tests performed” Accordion area | “TA Ticket case match” wireframe needs to be created |
| The user is on the “TA Ticket case match” page | System send an email of matching published case to customer | Result area should show “Pending Resolution” until verification of case repair from customer | “TA Ticket case match” wireframe needs to be created |

* As a Tech from the automotive support group, I want Verified tickets count to be increased after case match should go up on published ticket. So that , user can close the ticket

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_61** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | Verified ticket count to be increased |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | Verified tickets count to be increased after case match should go up on published ticket |
| **So that… (Business Value)** | User can close the ticket |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket 5. TA should match the case |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “TA Ticket case match” page | User clicks the “Quick verify” Button | verified count of the tickets should increase | “TA Ticket case match” wireframe needs to be created |

* As a Tech from the automotive from the support group, I want to provide suggestions manually in case of existing cases fails to provide. so that customer will be handled effectively

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_62** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | Manual suggestions in “Tech assist ticket” case management |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | Manual suggestion capability in case management |
| **So that… (Business Value)** | TA will have ability to provide solution manually if the “case match” functionality fails to provide solution |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Tech Assist column” | User clicks the “Case Match” button in the Ticket Tech Assist column | Case not found situation. System allows the TA to provide his own solution | Refer the “Ticket Tech Assist column” wireframe |

* As a Tech from the automotive support group, I want to have “Callback” function in the Ticket Tech assist column of “Open Ticket” page. so that, TA can schedule a time to call the customer post providing the solution

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_63** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “Callback” functionality in Ticket Tech Assist column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Callback” function in the Ticket Tech assist column of “Open Ticket” page |
| **So that… (Business Value)** | TA can schedule a time to call the customer post providing the solution |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket 5. TA cannot able to reach the customer over the phone |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Tech Assist column” | User clicks the “Schedule callback” button in the Ticket Tech Assist column | System will display the scheduler to user for callback scheduling. | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Scheduler” | User sets the time range for the callback by setting the “Start time” and “End Time” | System will show the user a confirmation message of this activity | Refer the “Ticket Tech Assist column” & “Tech Assist Messages” wireframes |

## 5.3 Editor Workflow – User Stories:

* As an Editor from the automotive support group, I want functionality for displaying the tickets related to Editor in Editor Queue menu. So that Editor can click the “My Tickets” hyperlink to display the all tickets tied to him and have “Search”, “Sort” and “ Filter” functionality for this option.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_64** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “My Ticket” Functionality in the Editor queue menu |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality for displaying the tickets related to Editor in Editor queue menu |
| **So that… (Business Value)** | Editor can click the “My Ticket” hyperlink from Editor queue menu to display the tickets tied to his name |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
|  |  |  |  |
| The user is on the “Editor queue menu” page | User clicks the “My Ticket” hyperlink from the Editor Queue menu | 1. System displays all the tickets tied to his name   This display will have “Search”, “Sort” and “Filter” functionality | Refer the "Editor Queue menu" wireframe and “Editor Input Fields” wireframe |
|  |  |  |  |
| The user is on the “My Ticket” page | User input Ticket Id in the search field and enter | System should display the ticket which matches the Ticket Id criteria | Refer the "Editor Queue menu" wireframe and “Editor Input Fields” wireframe |
| The user is on the “My Ticket” page | User input “Ticket Id” in the search field and enter. System determines there is no match found for the given “Ticket” Id | System should display “No Matches” message to the user |  |
| The user is on the “My Ticket” page | User provides a “date range” in the search field and enter | System should display all the Tickets which falls between that date range | Refer the "Editor Queue menu" wireframe and “Editor Input Fields” wireframe |
|  |  |  |  |
| The user is on the “My Ticket” page | User provides a “date range” in the search field and enter. System determines there is no match found between that date range provided | System should display “No Matches between that date range” message to the user |  |
| The user is on the “My Ticket” page | User provides “Timestamp” details in the “Sort” field and enter | System should display the tickets based on the Timestamp criteria | Refer the "Editor Queue menu" wireframe and “Editor Input Fields” wireframe |
| The user is on the “Sorted” Display page | User selects the “Ascending” sort order from the drop down | System should display the tickets in Ascending order based on the Timestamp | Refer the "Editor Queue menu" wireframe and “Editor Input Fields” wireframe |
| The user is on the “Sorted” Display page | User selects the “Descending” sort order from the drop down | System should display the tickets in Descending order based on the Timestamp | Refer the "Editor Queue menu" wireframe and “Editor Input Fields” wireframe |
| The user is on the “My Ticket” page | User provides “Timestamp” details in the “Sort” field and enter and system determines there is no ticket to display for that given Timestamp | System should display “No Tickets to Display’ for that timestamp | Refer the "Editor Queue menu" wireframe and “Editor Input Fields” wireframe |
| The user is on the “My Ticket” page | User verifies the “Filter” field for the available Filter options | Filter field should have the ability to filter by “Group” and “Status”  NB: “Group” requirement is dependent on “Admin” module, which is not in scope for current development | Refer the "Editor Queue menu" wireframe and “Editor Input Fields” wireframe |
| The user is on the “My Ticket” page | User verifies the “Filter” field for the available “Status” criteria’s | “Filter” field should have the ability to Filter by following criteria’s. “Pending”, “In Progress”, “Published”, “Appended”, “Verified” and “Unverified” | Refer the "Editor Queue menu" wireframe and “Editor Input Fields” wireframe |
| The user is on the “My Ticket” page | User selects any one of the available “Status” options to Filter | System should display the tickets based on the “Status” option user has selected | Refer the "Editor Queue menu" wireframe and “Editor Input Fields” wireframe |
| The user is on the “My Ticket” page | User selects more than one available “Status” options to Filter | System should display the ticket based on the multiple facets “Filter” status selected by the user | Refer the "Editor Queue menu" wireframe and “Editor Input Fields” wireframe |

* As an Editor from the automotive support group, I want functionality for displaying the “ALL tickets” in editor queue menu. So that Editor can click the “ALL Tickets” hyperlink to display all the Tickets except archived tickets

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_65** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “All Ticket” Functionality in the Editor queue menu |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality for displaying all the tickets except “Archived” in Editor queue menu |
| **So that… (Business Value)** | Editor can click the “All Ticket” hyperlink from Editor queue menu to display all the tickets except “Archived” ones |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
|  |  |  |  |
| The user is on the “Editor queue menu” page | User clicks the “All Ticket” hyperlink from the Editor Queue menu | 1. System displays all the tickets except the “Archived” ones   This display will have “Search”, “Sort” and “Filter” functionality | Refer the "Editor Queue menu" wireframe and “Editor Input Fields” wireframes |
| The user is on the “All Ticket” page | User input Ticket Id in the search field and enter | System should display the ticket which matches the Ticket Id criteria | Refer the "Editor Queue menu" wireframe and “Editor Input Fields” wireframes |
| The user is on the “All Ticket” page | User input “Ticket Id” in the search field and enter. System determines there is no match found for the given “Ticket” Id | System should display “No Matches” message to the user |  |
| The user is on the “All Ticket” page | User provides a “date range” in the search field and enter | System should display all the Tickets which falls between that date range | Refer the "Editor Queue menu" wireframe and “Editor Input Fields” wireframes |
| The user is on the “All Ticket” page | User provides a “date range” in the search field and enter. System determines there is no match found between that date range provided | System should display “No Matches between that date range” message to the user |  |
| The user is on the “All Ticket” page | User provides “Timestamp” details in the “Sort” field and enter | System should display the tickets based on the Timestamp criteria | Refer the "Editor Queue menu" wireframe and “Editor Input Fields” wireframes |
| The user is on the “Sorted” Display page | User selects the “Ascending” sort order from the drop down | System should display the tickets in Ascending order based on the Timestamp | Refer the "Editor Queue menu" wireframe and “Editor Input Fields” wireframes |
| The user is on the “Sorted” Display page | User selects the “Descending” sort order from the drop down | System should display the tickets in Descending order based on the Timestamp | Refer the "Editor Queue menu" wireframe and “Editor Input Fields” wireframes |
| The user is on the “All Ticket” page | User provides “Timestamp” details in the “Sort” field and enter and system determines there is no ticket to display for that given Timestamp | System should display “No Tickets to Display’ for that timestamp | Refer the "Editor Queue menu" wireframe and “Editor Input Fields” wireframes |
| The user is on the “All Ticket” page | User verifies the “Filter” field for the available Filter options | Filter field should have the ability to filter by “Editor”, “Group” and “Status”  NB: “Group” and “Editor” requirements are dependent on “Admin” module, which is not in scope for current development | Refer the "Editor Queue menu" wireframe and “Editor Input Fields” wireframes |
| The user is on the “All Ticket” page | User verifies the “Filter” field for the available “Status” criteria’s | “Filter” field should have the ability to Filter by following criteria’s. “Pending”, “In Progress”, “Published”, “Verified”, “Unverified” and “Appended” | Refer the "Editor Queue menu" wireframe and “Editor Input Fields” wireframes |
| The user is on the “All Ticket” page | User selects any one of the available “Status” options to Filter | System should display the tickets based on the “Status” option user has selected | Refer the "Editor Queue menu" wireframe and “Editor Input Fields” wireframes |
| The user is on the “All Ticket” page | User selects any more than one available “Status” options to Filter | System should display the ticket based on the multiple facets “Filter” status selected by the user | Refer the "Editor Queue menu" wireframe and “Editor Input Fields” wireframes |

* As an Editor from the automotive support group, I want functionality for displaying only the “In Progress” status tickets in Editor Queue menu. So that Editor can click the “In Progress” hyperlink to display the all the “In progress” status Tickets.

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_66** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “In Progress” ticket functionality in the Editor queue menu |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality for displaying only the “In Progress” status tickets in Editor queue menu |
| **So that… (Business Value)** | Editor can click the “All Ticket” hyperlink from TA menu to display all the “In Progress” tickets |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Editor queue menu” page | User clicks the “In progress” hyperlink in the Editor queue menu | System displays all the tickets which is in “In Progress” status | Refer the "Queue Menu" wireframe |

* As an Editor from the automotive support group, I want functionality for displaying only the “submitted” status tickets from Editor Queue menu. So that Editor can click the “submitted” hyperlink to display all the “Submitted” status Tickets.

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_67** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “Submitted” ticket functionality in the Editor queue menu |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality for displaying only the “Submitted” status tickets in Editor queue menu |
| **So that… (Business Value)** | Editor can click the “Submitted” hyperlink from Editor queue menu to display all the “Submitted” status tickets |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Editor queue” menu | User clicks the “Submitted” hyperlink in the Editor menu | System displays all the tickets which is in “Submitted” status | Refer the "Queue Menu" wireframe |

* As an Editor from the automotive support group, I want functionality for displaying only the “Published” status tickets in Editor Queue menu. So that TA can click the “Published” hyperlink to display all the “published” status Tickets and have only “Search” and “Filter” option.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_68** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “Published” ticket functionality in the Editor queue menu |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality for displaying only the “Published” status tickets in Editor queue menu |
| **So that… (Business Value)** | TA can click the “Published” hyperlink in Editor queue menu to display all the “Published” status tickets |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Editor queue menu” page | User clicks the “Published” hyperlink from the Editor queue menu | System displays all published tickets that have been published by editors and to community by Tech Assist Agents  This display will have only “Search”, “Sort” and “Filter” functionality | Refer the "Editor Queue menu" and "Editor Input fields" wireframes |
| The user is on the “Published Ticket” page | User input Ticket Id in the search field and enter | System should display the ticket which matches the Ticket Id criteria | Refer the "Editor Queue menu" and "Editor Input fields" wireframes |
| The user is on the “Published Ticket” page | User input “Ticket Id” in the search field and enter. System determines there is no match found for the given “Ticket” Id | System should display “No Matches” message to the user |  |
| The user is on the “Published Ticket” page | User provides a “date range” in the search field and enter | System should display all the Tickets which falls between that date range | Refer the "Editor Queue menu" and "Editor Input fields" wireframes |
| The user is on the “Published Ticket” page | User provides a “date range” in the search field and enter. System determines there is no match found between that date range provided | System should display “No Matches between that date range” message to the user |  |
| The user is on the “Published Ticket” page | User provides “Timestamp” details in the “Sort” field and enter | System should display the tickets based on the Timestamp criteria | Refer the "Editor Queue menu" and "Editor Input fields" wireframes |
| The user is on the “Sorted” Display page | User selects the “Ascending” sort order from the drop down | System should display the tickets in Ascending order based on the Timestamp | Refer the "Editor Queue menu" and "Editor Input fields" wireframes |
| The user is on the “Sorted” Display page | User selects the “Descending” sort order from the drop down | System should display the tickets in Descending order based on the Timestamp | Refer the "Editor Queue menu" and "Editor Input fields" wireframes |
| The user is on the “Published Ticket” page | User provides “Timestamp” details in the “Sort” field and enter and system determines there is no ticket to display for that given Timestamp | System should display “No Tickets to Display’ for that timestamp | Refer the "Editor Queue menu" and "Editor Input fields" wireframes |
| The user is on the “Published Ticket” page | User verifies the “Filter” field for the available Filter options | Filter field should have the ability to filter by “Editor”, “Group” and “Status”  NB: “Group” and “Editor” requirements are dependent on “Admin” module, which is not in scope for current development | Refer the "Editor Queue menu" and "Editor Input fields" wireframes |
| The user is on the “Published Ticket” page | User verifies the “Filter” field for the available “Status” criteria’s | “Filter” field should have the ability to Filter by following criteria’s. “Appended”, “Verified” and “Unverified” | Refer the "Editor Queue menu" and "Editor Input fields" wireframes |
| The user is on the “Published Ticket” page | User selects any one of the available “Status” options to Filter | System should display the tickets based on the “Status” option user has selected | Refer the "Editor Queue menu" and "Editor Input fields" wireframes |
| The user is on the “Published Ticket” page | User selects any more than one available “Status” options to Filter | System should display the ticket based on the multiple facets “Filter” status selected by the user | Refer the "Editor Queue menu" and "Editor Input fields" wireframes |

* As an Editor from the automotive support group, I want ALLDATA API services to provide the existing “Header” component for the “Editor Ticket Queue” page. So that Development team can incorporate/Reuse that provided component in the “Editor Ticket Queue” page.

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| **User Story ID** | **EBRS\_US\_68A** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Editor Ticket Queue” page Header |
| **Value Statement** |  |
| **As a… (Role/user)** | Editor from the automotive support group |
| **I want… (Business Case)** | I want ALLDATA API services to provide the existing “Header” component for the “Editor Ticket Queue” page |
| **So that… (Business Value)** | Development team can incorporate/Reuse that provided component in the “Editor Ticket Queue” page. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should submit the form |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Editor Ticket queue” page | User verifies the “Header” of “Editor Ticket Queue” page | “Header” should display the name “ALLDATA” “EBRS Data Team” in the left corner of the “Header” and “Tech Name” with corresponding Icon, Notification Icon and other applications Icon in the right corner of the “Header” in above said sequence | Refer the "Editor Ticket Queue" wireframe |

* As a Tech from the automotive support group, I want functionality for displaying “Declined” status tickets in the Tech-Assist Queue menu. So that a tech can click the “Declined” hyperlink to display all the “Decline status” Tickets and have only “Search” and “Filter” option at this state

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_69** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Declined” ticket functionality in the Tech-Assist queue menu |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality for displaying only the “Declined” status tickets in Tech-Assist queue menu |
| **So that… (Business Value)** | Editor can click the “Declined” hyperlink from Tech-Assist queue menu to display all the “Declined” status tickets |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Tech-Assist archive |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Editor queue” menu | User clicks the “Declined” hyperlink in the Editor menu | 1. System displays all the tickets which is in “Declined” status 2. This display will have only “Search” and “Filter” functionality | Refer the "Queue Menu" wireframe |

* As an Editor from the automotive support group, I want functionality for displaying “Verified” status tickets in Editor Queue menu. So that Editor can click the “Verified” hyperlink to display all the “Verified status” Tickets and have only “Search” and “Filter” option at this state

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_70** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Verified” ticket functionality in the Editor queue menu |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality for displaying only the “Verified” status tickets in Editor queue menu |
| **So that… (Business Value)** | Editor can click the “Verified” hyperlink from Editor menu to display all the “Verified” status tickets |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Editor queue” menu | User clicks the “Verified” hyperlink in the Editor menu | 1. System displays all the tickets which is in “Verified” status 2. This display will have only “Search” and “Filter” functionality | Refer the "Queue Menu" wireframe |

* As an Editor from the automotive support group, I want functionality for displaying only the “Unverified” status tickets in Editor Queue menu. So that Editor can click the “Unverified” hyperlink to display all the “Unverified status” Tickets and have only “Search” and “Filter” option at this state

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| **User Story ID** | **EBRS\_US\_71** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Unverified” ticket functionality in the Editor queue menu |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality for displaying only the “unverified” status tickets in Editor queue menu |
| **So that… (Business Value)** | Editor can click the “unverified” hyperlink from Editor menu to display all the “unverified” status tickets |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Editor queue” menu | User clicks the “unverified” hyperlink in the Editor menu | 1. System displays all the tickets which is in “unverified” status 2. This display will have only “Search” and “Filter” functionality | Refer the "Queue Menu" wireframe |

* As a Tech from the automotive support group, I want functionality for displaying only the “Archived” status tickets in Tech-Assist Queue menu. So that a tech can click the “Archived” hyperlink to display all the “Archived status” status Tickets and have only “Search” and “Filter” option.

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| **User Story ID** | **EBRS\_US\_72** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Archived” ticket functionality in the Tech-Assist queue menu |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality for displaying only the “Archived” status tickets in Tech-Assist queue menu |
| **So that… (Business Value)** | Tech can click the “Archived” hyperlink from Tech-Assist menu to display all the “Archived” status tickets |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Tech-Assist archive |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Editor Ticket queue” menu | User clicks the “Archived” hyperlink in the Editor menu | 1. System displays all the tickets which is in “Archived” status 2. This display will have only “Search” and “Filter” functionality | Refer the "Queue Menu" wireframe |

* As an Editor from the automotive support group, I want search functionality for searching the tickets by various parameters in the Editor Ticket Queue page. So that Editor can have capability to search the tickets based on Ticket Id and by Date range.

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| **User Story ID** | **EBRS\_US\_73** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Search” functionality in the “Editor Ticket queue” page |
| **Value Statement** |  |
| **As a… (Role/user)** | Editor from the automotive support group |
| **I want… (Business Case)** | Functionality for searching the ticket in the “Editor Ticket queue” page by Date and Date Range. Involve searching Archived database also |
| **So that… (Business Value)** | Editor can have capability to search the tickets based on Ticket Id and by Date range. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Editor Ticket Queue” page | User input Ticket Id in the search field and enter | System should display the ticket which matches the Ticket Id criteria | Refer the "Editor Queue" wireframe & “Editor Input Fields” wireframe |
| The user is on the “Editor Ticket Queue” page | User input “Ticket Id” in the search field and enter. System determines there is no match found for the given “Ticket” Id | System should display “No Matches” message to the user |  |
| The user is on the “Editor Ticket Queue” page | User provides a “date range” in the search field and enter | System should display all the Tickets which falls between that date range | Refer the "Editor Queue" wireframe & “Editor Input Fields” wireframe |
| The user is on the “Editor Ticket queue” page | User provides a “date range” in the search field and enter. System determines there is no match found between that date range provided | System should display “No Matches between that date range” message to the user |  |

* As an Editor from the automotive support group, I want “Sort” functionality for sorting the tickets in the Editor Ticket Queue page. So that Editor can sort the tickets based on Timestamp, Ascending and Descending parameters

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| **User Story ID** | **EBRS\_US\_74** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Sort” functionality in the Editor Ticket queue page |
| **Value Statement** |  |
| **As a… (Role/user)** | Editor from the automotive support group |
| **I want… (Business Case)** | * Functionality for sorting the tickets in the Editor Ticket Queue page. So that Editor can sort the tickets based on Timestamp, Ascending and Descending parameters |
| **So that… (Business Value)** | * Editor can perform sorting by Timestamp, Ascending and Descending parameters |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Editor Ticket queue” page | User sort by “Date” | System displays the results as per the sort “Date” criteria |  |
| The user is on the “Editor Ticket queue” page | User sort by “Type” | System displays the results as per the sort “Type” criteria |  |
| The user is on the “Editor Ticket queue” page | User sort by “Pending” parameter | System displays the results as per the sort “Pending” criteria |  |
| The user is on the “Editor Ticket queue” page | User sort by “In Progress” parameter | System displays the results as per the sort “In Progress” criteria |  |
| The user is on the “Editor Queue” page | User provides “Timestamp” details in the “Sort” field and enter | System should display the tickets based on the Timestamp criteria | Refer the "Editor Queue" wireframe & “Editor Input Fields” wireframes |
| The user is on the “Sorted” Display page | User selects the “Ascending” sort order from the drop down | System should display the tickets in Ascending order based on the Timestamp | Refer the "Editor Queue menu" and "Editor Input fields" wireframes |
| The user is on the “Sorted” Display page | User selects the “Descending” sort order from the drop down | System should display the tickets in Descending order based on the Timestamp | Refer the "Editor Queue menu" and "Editor Input fields" wireframes |
| The user is on the “Editor Queue” page | User provides “Timestamp” details in the “Sort” field and enter and system determines there is no ticket to display for that given Timestamp | System should display “No Tickets to Display’ for that timestamp | Refer the "Editor Queue menu" and "Editor Input fields" wireframes |
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* As an Editor or Tech from the automotive support group, I want “Filter By” functionality for filtering the tickets in the Tech-Assist and Editor Ticket Queue page by multiple parameters. So that Editor/Tech can filter the tickets based on Type, Tech, Editor, Group and status parameters filter the tickets based on Type, Tech, Editor, Group and status parameters and also perform multiple parameter filtering also

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| **User Story ID** | **EBRS\_US\_75** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| Title | “Filter” functionality in the Editor Ticket queue page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Filter By” functionality for filtering the tickets in the Editor Ticket Queue page by multiple parameters |
| **So that… (Business Value)** | Editor/Tech can filter the tickets based on Type, Tech, Editor, Group and status parameters filter the tickets based on Type, Tech, Editor, Group and status parameters and also perform multiple parameter filtering also |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Editor Ticket queue” page | User filter by “Type” | System displays the results as per the filter “Type” criteria |  |
| The user is on the “Editor Ticket queue” page | User filter by “Tech” | System displays the results as per the filter “Tech” criteria |  |
| The user is on the “Editor Ticket queue” page | User filter by “Editor” | System displays the results as per the filter “Editor” criteria |  |
| The user is on the “Editor Ticket queue” page | User filter by “Group” criteria | System displays the results as per the filter “Group” criteria |  |
| The user is on the “Editor Ticket queue” page | User filter by “Status” criteria | System displays the results as per the filter “Status” criteria |  |

* As a Tech from the automotive support group, I want vertical scrolling functionality for the listed tickets in the Editor Ticket Queue page. So that Editor will have option to scroll the tickets vertically up and down for viewing.

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| **User Story ID** | **EBRS\_US\_76** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Vertical Scrolling” functionality for displayed tickets in the Editor Ticket queue page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | Vertical scrolling functionality for the displayed tickets in Editor Ticket queue page |
| **So that… (Business Value)** | Editor can scroll the displayed tickets up and down to view |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Editor Ticket queue” page | User scrolls the vertical scrolling slider present in the Ticket displayed area | Displayed tickets move up and down as per user action | Refer the "Editor Queue menu" wireframe |

* As a Tech from the automotive support group, I want functionality to automatically archive tickets that are 60 day’s old (from when initially opened) to Repair database. So that user can manage the ticket load effectively.

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| **User Story ID** | **EBRS\_US\_77** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | Automatic “Archiving” of 60 days old tickets in only TA queue |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality to automatically archive tickets that are 60 days old (from when initially opened) to Repair database |
| **So that… (Business Value)** | user can manage the ticket load effectively |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Ticket should be in the TA queue for 60 days |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| Ticket is queued in the TA ticket queue | TA didn’t claimed the ticket for the period of 60 days | System should automatically archive the tickets to Repair database. |  |

* As an Editor from the automotive support group, I want to display the selected ticket in the right panel of “Editor Queue” page. So that selected ticket in the Editor queue will get displayed in the right panel display area.

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| **User Story ID** | **EBRS\_US\_78** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Editor Display Area’ functionality in the “Editor Ticket queue” page |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | I want to display the selected ticket in the right panel of “Editor Queue” page |
| **So that… (Business Value)** | selected ticket in the Editor queue will get displayed in the right panel display area |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should select the ticket from the queue to work on |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Editor queue” page | Editor selects the ticket from the Editor queue | System should display the selected ticket details in the right panel display area | Refer the "Editor Queue" wireframe |

* As an Editor from the automotive support group, I want the functionality to “claim” the ticket in “Editor Ticket Display” area of “Editor Queue” page. So that EDITOR can assign the submitted ticket to him for working on them further

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| **User Story ID** | **EBRS\_US\_79** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Claim’ functionality in the “Editor” column |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | Functionality to “claim” the ticket in “Editor Ticket Display” area of “Editor Ticket queue” page |
| **So that… (Business Value)** | Editor can assign the submitted ticket to him for working on them further |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should select the ticket from the queue to work on |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Editor Ticket Display” area | User clicks the “Claim” button | Claimed ticket will be assigned to that Editor for further working and the ticket status changed to “Editing” | Refer the "Editor Queue" wireframe |

* As an Editor from the automotive support group, I want the functionality to “Open” the ticket in the “Editor Ticket Display” area. So that Editor can open the claimed ticket to review them

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| **User Story ID** | **EBRS\_US\_80** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| Title | “Open” functionality in the “Editor” column |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | Functionality to “Open” the ticket in the “Editor Ticket Display” area |
| **So that… (Business Value)** | Editor can open the claimed ticket to work on further |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should select the ticket from the queue to work on |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Editor Ticket Display” area | User clicks the “Open” button | System will land the user in “Editor Ticket” page |  |
| The user is on the “Editor Ticket” page | User verifies the “Editor Ticket” page | “Editor Ticket” should have “Tech Assist source” column, Editor column and page header as specified in the “Editor Ticket Header” wireframe | Refer the "Editor Queue", “Editor Ticket Header” and Editor Ticket” wireframes |

* As an Editor from the automotive support group, I want all the data to be pulled out automatically from Tech Assist ticket to the “Ticket TA source column” upon opening the page. So that Editor will be readily informed of the submitted ticket

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| **User Story ID** | **EBRS\_US\_81** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Automatic data pulling” from Tech Assist Ticket to “Ticket TA source column” |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | “Automatic data pulling” from Tech Assist Ticket to “Ticket TA source column” upon page landing |
| **So that… (Business Value)** | Editor will be readily informed of the submitted ticket |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Editor” column | User clicks the “Open” button | System will land the user in “Editor Open Ticket” page with “Ticket TA source column” prefilled from Ticket Assist ticket | Refer “Ticket TA source column” wireframe |

* As an Editor from the automotive support group, I want all the Accordion in the “Ticket TA source column” to be unedited. So that Editor will not be able to edit the data in the “Ticket TA source column” Accordions

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| **User Story ID** | **EBRS\_US\_82** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Unedited” mode for “Ticket TA source column” Accordions |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | All the Accordion in the “Ticket TA source column” to be unedited |
| **So that… (Business Value)** | Editor will not be able to edit the data in the “Ticket TA source column” Accordions |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket TA source column” | User double clicks the Accordions for editing | System should not allow the Editor edit the ““Ticket TA source column” Accordions | Refer “Ticket TA source column” wireframe |

* As an Editor from the automotive support group, I want all the Accordion in the “Ticket TA source column” should allow the Editor to copy its data. So that Editor will be able to copy the data from the Accordions and paste text if required

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| **User Story ID** | **EBRS\_US\_83** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Copy only” mode for “Ticket TA source column” Accordions |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | All the Accordion in the “Ticket TA source column” should allow the Editor to copy its data |
| **So that… (Business Value)** | Editor will be able to copy the data from the Accordions and paste text if required |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket TA source column” | User clicks the Accordions and copy the data | System should allow the Editor to copy the data in the Accordions | Refer “Ticket TA source column” wireframe |

* As an Editor from the automotive support group, I want Editor the capability to open multiple Accordions in the “Ticket TA source column”. So that Editor will be able to open multiple Accordions at a time for better performing better data interpretation

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| **User Story ID** | **EBRS\_US\_84** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | Functionality for opening multiple Accordions in TA source column” |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | Editor the capability to open multiple Accordions in the “Ticket TA source column” |
| **So that… (Business Value)** | Editor will be able to open multiple Accordions at a time for better performing better data interpretation |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket TA source column” | User clicks the multiple Accordions at a time to open | System should allow the Editor to open the multiple Accordion at a time | Refer “Ticket TA source column” wireframe |

* As an Editor from the automotive support group, I want “Ticket TA source column” to display the Primary Tech and secondary tech name (Display only fields). So that Editor will have the information about other technicians who worked on ticket earlier

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| --- | --- | --- | --- |
| **User Story ID** | EBRS\_US\_85 | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Company Information” Accordion in “Ticket TA source column” |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | Ticket TA source column” to display “Company” information Accordion. Default closed and display the company name in closed mode. |
| **So that… (Business Value)** | Editor will have the company information of the ticket |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket TA source column” | User verifies the “Ticket TA source column” | System should display the “Company” information Accordion in default closed state with the title displayed | Refer “Ticket TA source column” wireframe |

* As an Editor from the automotive support group, I want “Ticket TA source column” to display “Company” information Accordion. Default closed and display the company name in closed mode. So that Editor will have the company information of the ticket

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_86** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Company Information” Accordion in “Ticket TA source column” |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | Ticket TA source column” to display “Company” information Accordion. Default closed and display the company name in closed mode. |
| **So that… (Business Value)** | Editor will have the company information of the ticket |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket TA source column” | User verifies the “Ticket TA source column” | System should display the “Company” information Accordion in default closed state with the title displayed | Refer “Ticket TA source column” wireframe |

* As an Editor from the automotive support group, I want “Ticket TA source column” to display “Vehicle” information Accordion. Default closed and display the Vehicle name in closed mode. So that Editor will have the Vehicle information of the ticket

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_87** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Vehicle Information” Accordion in “Ticket TA source column” |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | “Ticket TA source column” to display “Vehicle” information Accordion. Default closed and display the Vehicle name in closed mode |
| **So that… (Business Value)** | Editor will have the vehicle information of the ticket |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket TA source column” | User verifies the “Ticket TA source column” | System should display the “Vehicle” information Accordion in default closed state with the title displayed | Refer “Ticket TA source column” wireframe |

* As an Editor from the automotive support group, I want “Ticket TA source column” to display “Vehicle” problem Accordion. Default opened and display attached images as link. So that Editor will have the Vehicle problem information of the ticket

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_88** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Vehicle Problem” Accordion in “Ticket TA source column” |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | “Ticket TA source column” to display “Vehicle” problem Accordion. Default opened and display attached images as link |
| **So that… (Business Value)** | Editor will have the Vehicle problem information of the ticket |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The Editor is on the “Ticket TA source column” | Editor verifies the “Ticket TA source column” | System should display the “Vehicle” problem Accordion in default open state, title displayed and images displayed as a link | Refer “Ticket TA source column” wireframe |
| The Editor is on the “Vehicle Problem” Accordion | Editor double clicks the images link in the accordion | System should display the images | Refer “Ticket TA source column” wireframe |

* As an Editor from the automotive support group, I want “Ticket TA source column” to display “Tests Performed” Accordion. Default opened and display all tests from Tech Assist ticket. So that Editor will have the tests performed information of the ticket

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_89** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Tests Performed” Accordion in “Ticket TA source column” |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | “Ticket TA source column” to display “Tests Performed” Accordion. Default opened and display all tests from Tech Assist ticket |
| **So that… (Business Value)** | Editor will have the tests performed information of the ticket |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The Editor is on the “Ticket TA source column” | Editor verifies the “Ticket TA source column” | System should display the “Tests Performed” Accordion in default open state, title displayed and all tests from Tech Assist ticket | Refer “Ticket TA source column” wireframe |

* As an Editor from the automotive support group, I want “Ticket TA source column” to display “Repairs” Accordion. Default opened state. So that Editor will have the Repairs information of the ticket

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| **User Story ID** | **EBRS\_US\_90** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Tests Performed” Accordion in “Ticket TA source column” |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | “Ticket TA source column” to display “Repairs” Accordion. Default opened state. |
| **So that… (Business Value)** | Editor will have the Repairs information of the ticket |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The Editor is on the “Ticket TA source column” | Editor verifies the “Ticket TA source column” | System should display the “Repairs” Accordion in default open state with title displayed | Refer “Ticket TA source column” wireframe |

* As an Editor from the automotive support group, I want all the data to be pulled out automatically from Tech Assist ticket to the “Ticket Editor” column upon opening the page. So that Editor will have the data readily for his further interpretation of submitted ticket

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_91** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Automatic data pulling” from Tech Assist Ticket to “Ticket Editor column” |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | All the data to be pulled out automatically from Tech Assist ticket to the “Ticket Editor” column upon opening the page |
| **So that… (Business Value)** | Editor will have the data readily for his further interpretation of submitted ticket |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The Editor is on the “Open Ticket – Editor Ticket V1” page | User verifies the “Ticket Editor” column | “Ticket Editor column” should be prefilled from Ticket Assist ticket | Refer “Ticket Editor column” wireframe |

* As an Editor from the automotive support group, I want status of ticket to be displayed in Ticket Editor Column with the value of In Progress, unverified, verified and declined. So that TA will have an opportunity to change the status manually.

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| **User Story ID** | **EBRS\_US\_92** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Ticket Status” information in Ticket Editor column |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | Status of the ticket to be displayed in Ticket Editor column with the value of In Progress, unverified, verified and declined |
| **So that… (Business Value)** | Editor will have an opportunity to change the status manually |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Editor column” | User verifies the Ticket Editor column | System should display the status field with Pending, In Progress, unverified, verified and declined values in Drop down box | Refer “Ticket Editor column” wireframe |
| The user is on the “Ticket Editor column” | User manually changes the status from the drop down | System should allow the user to change the status manually | Refer the “Ticket Assist column” wireframe |

* As an Editor from the automotive support group, I want Editor Name to be displayed in “Ticket Tech Editor” Column upon landing the “Editor Ticket Queue” page initially and lists other Editors name previously worked on this ticket. So that Editor will be informed and committed to this ticket to work on further.

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| **User Story ID** | **EBRS\_US\_93** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Ticket Status” information in Ticket Editor column |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | Editor Name to be displayed in “Ticket Editor” Column upon landing the “Editor Ticket Queue” page initially and lists other Editors name previously worked on this ticket |
| **So that… (Business Value)** | Editor will be informed and committed to this ticket to work on further |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Editor column” | User verifies the Ticket Editor column | System should display the Editor name | Refer “Ticket Editor column” wireframe |

* As an Editor from the automotive from the support group, I want functionality for matching the current case with existing cases in “Ticket Editor” Column. So that , Editor can leverage the existing matched case solution for providing solutions to the current case

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| **User Story ID** | **EBRS\_US\_94** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Case” matching functionality in Ticket Editor column |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | “Case” matching functionality to be displayed in “Ticket Editor” column. |
| **So that… (Business Value)** | Editor can leverage the existing matched case solution for providing solutions to the current case |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The Editor is on the “Ticket Editor column” | Editor verifies the Ticket Editor column | System should display the “Case Match” button in the “Ticket Editor column” | Refer the “Ticket Editor column” wireframe |

* As an Editor from the automotive support group, I want “Company Information” to be displayed in Ticket Editor Column. Default it should be closed and display the company name when in closed state and should be unedited. So that Editor will have the company information related to this ticket.

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| **User Story ID** | **EBRS\_US\_95** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Company Information” details in Ticket Tech Assist column |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | “Company Information” to be displayed in Ticket Editor column. Default it should be closed and display the company name when in closed state and should be unedited |
| **So that… (Business Value)** | Editor will have the company information related to this ticket. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Editor column” | User verifies the Ticket Editor column | System should display the “Company name” in default closed mode. | Refer the “Ticket Editor column” wireframe |
| The user is on the “Ticket Editor column” | User verifies the “Company Information” Accordion | System should display the “Company name” details in default closed mode. | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Ticket Editor column” | User clicks the “Company Name” closed Accordion | System should display the “Company name” accordion in the open mode | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Company Name” Accordion | User verifies the details of the “Company Name” field | System should display following fields.  Shop, Site or Company Name field. This is a Mandatory and Display only field | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Company Name” Accordion | User verifies the details in the “Primary Phone” Field | System should display following fields.  Primary Phone field. This is a mandatory and Display only field. Field should be text field. Dashes display from UI field formatting. | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Company Name” Accordion | User verifies the details in the “Email” Field | System should display following fields.  Email field. This is a mandatory and Display only field. Field should text field. | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Company Name” Accordion | User verifies the details in the “Contact Name” Field | System should display following fields.  Contact Name field. This is a mandatory and Display only field. Field should be text field. | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Company Name” Accordion | User verifies the details in the “Alternative Phone” Field | System should display following fields.  Alternative Phone field. This is an optional and Display only field but “Mandatory” if not coming through product suite. Field should be text field. Dashes display from UI field formatting. | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Company Name” Accordion | User verifies the details in the “Time Zone” Field | System should display following fields.  Time Zone field. This is a mandatory and Display only field. Field should be drop down box | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Company Name” Accordion | User verifies the details in the “Preferred Language” Field | System should display following fields.  Preferred Language field. This is a mandatory and Display only field. Field should be drop down box | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Company Information” Accordion | User double clicks the Accordion for editing | System should not allow the user to edit | Refer the “Ticket Editor column” wireframe |

* As an Editor from the automotive support group, I want “Vehicle Information” to be displayed in Ticket Editor Column. Default it should be closed and display the Vehicle name when in closed state. So that Editor will have the Vehicle information related to this ticket.

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| **User Story ID** | **EBRS\_US\_96** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Vehicle Information” details in Ticket Editor column |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | “Vehicle Information” to be displayed in Ticket Editor column. Default it should be closed and display the company name when in closed state. |
| **So that… (Business Value)** | Editor will have the company information related to this ticket |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Editor column” | User verifies the Ticket Editor column | System should display the “Vehicle name” Accordion in default closed mode. | Refer the “Ticket Editor column” wireframe |
| The user is on the “Ticket Editor column” | User clicks the “Vehicle Name” accordion | System should display the “Vehicle name” in Open mode. | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Vehicle Name” Accordion” in open mode | User verifies the “Vehicle Name” Accordion fields | System should display YMME (Mandatory), VIN (Optional), Body (Optional), Odometer Range (Mandatory), Transmission Types (Optional), Climate Control/HVAC (Optional) fields | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “YMME” field | User verifies the “YMME” field | System should display based on already built component in a drop down box | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “YMME” field | User tries to skip this field as empty | System should display the mandatory field message to the user | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “VIN” field | User verifies the “VIN” field | System should display an open text field. This is an optional field. Min Character 1 and Max character 17. Should accept only Alphanumeric characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “VIN” field | User didn’t enter anything | System should prompt the user enter minimum 1 character | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “VIN” field | User tries to enter characters more than 17 | System should restrict the user advising him that only 17 characters are allowed | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “VIN” field | User tries to enter only Alpha characters | System should restrict the user advising him that only Alphanumeric characters are allowed | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “VIN” field | User tries to enter only Numeric characters | System should restrict the user advising him that only Alphanumeric characters are allowed | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Body” field | User verifies the “Body” field | System should display a drop down field with values Convertible, Coupe/Compact, Crossover, Diesel, Hatchback, Hybrid/Electric, Luxury, Sedan, SUV, Truck, Van and Wagon. This is an optional field. | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Body” field | User tries to change the field value from the drop down | System should allow the user to change the field value | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Body” field | User tries to skip the field empty | System should allow the user to skip the field | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Odometer Range” field | User verifies the “Odometer Range” field | System should display a drop down field with values 1 – 25k, 25k – 50k, 50k – 75k, 75k – 100k, 100k – 125k, 125k – 150k and 150k+. This is a mandatory field. | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Odometer Range” field | User tries to change the field value from the drop down | System should allow the user to change the field value | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Odometer Range” field | User tries to skip the field empty | System should not allow the user to skip the field empty as it is a mandatory field | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Transmission Types” field | User verifies the “Transmission Types” field | System should display a drop down field with values Auto, Manual, CVT and Automatically shifted manual transmission. This is an optional field. | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Transmission Types” field | User tries to change the field value from the drop down | System should allow the user to change the field value | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Transmission Types” field | User tries to skip the field empty | System should allow the user to skip the field | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Climate Control/HVAC” field | User verifies the “Climate Control/HVAC” field | System should display a drop down field with values Auto and Manual. This is an optional field. | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Climate Control/HVAC” field | User tries to change the field value from the drop down | System should allow the user to change the field value | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Climate Control/HVAC” field | User tries to skip the field empty | System should allow the user to skip the field | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Ticket Editor column” | User double clicks the Accordion for editing | System will display the vehicle information in the editor area | Refer the “Ticket Editor column” wireframe |
| The user is on the “Editor” area | User edits the vehicle information in the editor area | System will dynamically display the edited information in Accordion and enables the “Revert to original” button in the Accordion | Refer the “Ticket Editor column” wireframe |
| The user is on the “Vehicle Information” accordion in the “Ticket Editor column” | User clicks the “Revert to original” button in the Accordion | System will clear all modifications of Accordion and return to what the original submitted form contained | Refer the “Ticket Editor column” wireframe |

* As an Editor from the automotive support group, I want “Vehicle problem” to be displayed in Ticket Editor Column. Default it should be opened and display images as they show published. So that Editor will have the Vehicle problem details related to this ticket.

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| **User Story ID** | **EBRS\_US\_97** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Vehicle Problem” details in Ticket Editor column |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | “Vehicle problem” to be displayed in Ticket Editor Column. Default it should be opened and display images as they show published |
| **So that… (Business Value)** | Editor will have the Vehicle problem details related to this ticket |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Editor column” | User verifies the Ticket Editor column | System should display the “Vehicle problem” Accordion in default open mode. | Refer the “Ticket Editor column” wireframe |
| The user is on the “Vehicle Problem” Accordion | User verifies the ‘Vehicle Problem’ Accordion fields | System should display Systems (Mandatory), Symptoms (Mandatory), DTC Codes (Optional) and Detail description (Mandatory) fields | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the DTC codes field | User verifies the DTC codes field | System should display DTC codes field. This is an optional field. This is open text field. Accepts minimum 1 character and maximum 20 characters. Should accept alphanumeric and all special characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the DTC codes field | User tries to enter less than one character | System should prompt the user to enter minimum 1 character | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the DTC codes field | User tries to enter more than 20 characters | System should restrict the user to enter more than 20 characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the DTC codes field | User tries to enter alphanumeric characters | System should allow the user to enter alphanumeric characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the DTC codes field | User tries to enter special characters | System should allow the user to enter special characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the DTC codes field | User tries to skip the field | System should allow the user to skip the field | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Detailed Description” field | User verifies the “Detailed Description” field | System should display “Detailed Description”. This is a mandatory field. This is open text field. Accepts minimum 10 character and maximum 1000 characters. Should accept alphanumeric and all special characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Detailed Description” field | User tries to enter less than 10 character | System should prompt the user to enter minimum 10 character | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Detailed Description” field | User tries to enter more than 1000 characters | System should restrict the user to enter more than 1000 characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Detailed Description” codes field | User tries to enter alphanumeric characters | System should allow the user to enter alphanumeric characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Detailed Description” codes field | User tries to enter special characters | System should allow the user to enter special characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Detailed Description” codes field | User tries to skip the field | System should not allow the user to skip the field as it is a mandatory field | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Vehicle Problem” Accordion | User double clicks the Accordion for editing | System will display the vehicle problem details in the editor area | Refer the “Ticket Editor column” wireframe |
| The user is on the “Editor” area | User edits the vehicle problem in the editor area | System will dynamically display the edited information in Accordion and enables the “Revert to original” button in the Accordion | Refer the “Ticket Editor column” wireframe |
| The user is on the “Vehicle problem” Accordion in the “Ticket Editor column” | User clicks the “Revert to original” button in the Accordion | System will clear all modifications of Accordion and return to what the original submitted form contained | Refer the “Ticket Editor column” wireframe |
| The user is on the “Vehicle Problem” Accordion | User clicks the image links in the Accordion | System should display the image to the user | Refer the “Ticket Editor column” wireframe |

* As an Editor from the automotive support group, I want “Tests performed” to be displayed in Ticket Editor. Default it should be opened. So that Editor will have the “Tests performed” details related to this ticket.

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| **User Story ID** | **EBRS\_US\_98** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Tests performed” details in Ticket Editor column |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | “Tests performed” to be displayed in Ticket Editor. Default it should be opened |
| **So that… (Business Value)** | Editor will have the “Tests performed” details related to this ticket. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Editor column” | User verifies the Ticket Editor column | System should display the “Tests performed” Accordion in default open mode. | Refer the “Ticket Editor column” wireframe |
| The user is on the “Tests Performed” field | User verifies the “Tests Performed” field | 1. System should display the “Tests Performed” field. This is an optional field. This is open text field. Accepts minimum 4 character and maximum 100 characters. Should accept alphanumeric and all special characters 2. System should display the “Tests Results” field. This is a mandatory field if “Test Performed” field is completed. This is open text field. Accepts minimum 4 character and maximum 100 characters. Should accept alphanumeric and all special characters   System should display the “Shortcut Tests” field. This is a mandatory radio button field | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Tests Performed” field | User tries to enter less than 4 characters | System should advice the user to enter minimum 4 characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Tests Performed” field | User tries to enter more than 100 characters | System should restrict the user to enter only 100 characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Tests Performed” codes field | User tries to enter alphanumeric characters | System should allow the user to enter alphanumeric characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Tests Performed” codes field | User tries to enter special characters | System should allow the user to enter special characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Tests Performed” field | User tries to skip the field | System should not allow the user to skip the field as it is a mandatory field | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Tests Results” field | User tries to enter less than 4 characters | System should advice the user to enter minimum 4 characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Tests Results” field | User tries to enter more than 100 characters | System should restrict the user to enter only 100 characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Tests Results” codes field | User tries to enter alphanumeric characters | System should allow the user to enter alphanumeric characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Tests Results” codes field | User tries to enter special characters | System should allow the user to enter special characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Tests Results” field | User tries to skip the field | System should not allow the user to skip the field as it is a mandatory field if “Tests Performed” field is completed | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Shortcut Tests” field | User tries to skip the field | System should not allow the user to skip this radio button field | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Test Performed” Accordion | User double clicks the Accordion for editing | System should display the Tests performed details in the editor area | Refer the “Ticket Editor column” wireframe |
| The user is on the “Editor” area | User edits the “Tests performed” in the editor area | System will dynamically display the edited information in Accordion and enables the “Revert to original” button in the Accordion | Refer the “Ticket Editor column” wireframe |
| The user is on the “Tests performed” Accordion in the “Ticket Editor column” | User clicks the “Revert to original” button in the Accordion | System will clear all modifications of Accordion and return to what the original submitted form contained | Refer the “Ticket Editor column” wireframe |

* As an Editor from the automotive support group, I want “Probable causes” details to be displayed in Ticket Tech Assist column. Default it should be closed. So that TA will have the “Probable cause” details related to this ticket.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_99** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Probable causes” details in Ticket Editor column |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | “Probable causes” to be displayed in Ticket Editor column. Default it should be closed |
| **So that… (Business Value)** | Editor will have the “Probable causes” details related to this ticket |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
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| The user is on the “Ticket Editor column” | User verifies the Ticket Editor column | System should display the “probable causes” only if information is available in default closed mode.  The field details should be pulled from community | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Probable Causes” Accordion in the “Ticket Editor column” | User clicks the Accordion | System opens the Accordion in unedited mode | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
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* As an Editor from the automotive support group, I want “Repairs” details to be displayed in Ticket Editor Column. Default it should be opened and should include both verified and suggested repairs details. So that Editor will have the “Repairs” details related to this ticket.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_100** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Repairs” details in Ticket Editor column |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | “Repairs” to be displayed in Ticket Editor column. Default it should be opened and should include both verified and suggested repairs details |
| **So that… (Business Value)** | Editor will have the “Repairs” information related to this ticket |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Editor column” | User verifies the Ticket Editor column | System should display the “Repairs” verified and suggested repairs details in default open mode Accordion. | Refer the “Ticket Editor column” wireframe |
| The user is on the “Repairs” Accordion | User verifies the “Repairs” field | System should display “Repairs” field. This is a mandatory field. This is open text field with Rich Text editor. Accepts unlimited characters. Should accept alphanumeric and all special characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Repairs” field | User tries to enter unlimited characters | System should allow the user to enter unlimited characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Repairs” field | User tries to enter alphanumeric characters | System should allow the user to enter alphanumeric characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Repairs” field | User tries to enter special characters | System should allow the user to enter special characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Repairs” field | User tries to skip the field | System should not allow the user to skip the field as it is a mandatory field | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Repair” Accordion | User double clicks the Accordion for editing | System will display the Tests performed details in the editor area | Refer the “Ticket Editor column” wireframe |
| The user is on the “Editor” area | User edits the “Repairs” details in the editor area | System will dynamically display the edited information in Accordion and enables the “Revert to original” button in the Accordion | Refer the “Ticket Editor column” wireframe |
| The user is on the “Repairs” Accordion in the “Ticket Tech Assist column” | User clicks the “Revert to original” button in the Accordion | System will clear all modifications of Accordion and return to what the original submitted form contained | Refer the “Ticket Editor column” wireframe |

* As an Editor from the automotive support group, I want “Case Notes” details to be displayed in Ticket Editor Column. Default it should be closed and empty. So that Editor will be able to provide his case notes.

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| **User Story ID** | **EBRS\_US\_101** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Case Notes” details in Ticket Editor column |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | “Case Notes” to be displayed in Ticket Editor column. Default it should be closed and empty |
| **So that… (Business Value)** | Editor will be able to provide his case notes. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Editor column” | User verifies the Ticket Editor column | System should display the “Case Notes” Accordion in default closed mode. | Refer the “Ticket Editor column” wireframe |
| The user is on the “Case Notes” Accordion | User clicks the “Case Notes” Accordion | System should open the “Case Notes” Accordion. | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Case Notes” Accordion | User verifies the “Case Notes” field | System should display “Case Notes” field. This is a mandatory field. This is open text field with Rich Text editor. Accepts unlimited characters. Should accept alphanumeric and all special characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Case Notes” field | User tries to enter unlimited characters | System should allow the user to enter unlimited characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Case Notes” field | User tries to enter alphanumeric characters | System should allow the user to enter alphanumeric characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Case Notes” field | User tries to enter special characters | System should allow the user to enter special characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Case Notes” field | User tries to skip the field | System should not allow the user to skip the field as it is a mandatory field | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Case Notes” Accordion | User double clicks the Accordion for editing | System will open up the editor for the user provide his case notes | Refer the “Ticket Editor column” wireframe |

* As an Editor from the automotive support group, I want “Comments” to be displayed in Ticket Editor Column. Default it should be closed and displayed only if it is community ticket. So that Editor will be able to provide his comments.

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| **User Story ID** | **EBRS\_US\_101A** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Comments” details in Ticket Editor column |
| **Value Statement** |  |
| **As a… (Role/user)** | Editor from the automotive support group |
| **I want… (Business Case)** | “Comments” to be displayed in Ticket Editor Column. Default it should be closed and displayed only if it is community ticket |
| **So that… (Business Value)** | Editor will be able to provide his comments. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Editor column” | User verifies the Ticket Editor column | 1. System should display the “Comments” in default closed. 2. Mandatory and display only if it is a Community ticket 3. System should pull the details from community | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Ticket Editor column” | User clicks the “Comments” Accordion | System should open the “Comments” Accordion | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Comments” field | User verifies the “Detailed Description” field | This is a mandatory field. This is open text field. Accepts minimum 4 character and maximum 500 characters. Should accept alphanumeric and all special characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Comments” field | User tries to enter less than 4 character | System should prompt the user to enter minimum 4 character | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Comments” field | User tries to enter more than 500 characters | System should restrict the user to enter more than 500 characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Comments” field | User tries to enter alphanumeric characters | System should allow the user to enter alphanumeric characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Comments” field | User tries to enter special characters | System should allow the user to enter special characters | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Comments” field | User tries to skip the field | System should not allow the user to skip the field as it is a mandatory field | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Ticket Editor column” | User double clicks the Accordion for editing | System will display the editor | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Editor” area | User provides his comment | System will dynamically display the edited information in Accordion and enables the “Revert to original” button in the Accordion | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |
| The user is on the “Comments” Accordion in the “Ticket Editor column” | User clicks the “Revert to original” button in the Accordion | System will clear all modifications of Accordion and return to what the original submitted form contained | Refer the “Ticket Editor column” and “Editor Input Fields” wireframes |

* As an Editor from the automotive support group, I want “Ticket Header – Editor Ticket” to display Ticket ID, submitted timestamp, Re submitted timestamp, last modified timestamp (verify wireframe for the format) for the selected ticket. So that Editor can view above mentioned information for better tracking.

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| **User Story ID** | **EBRS\_US\_102** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | Displaying the Ticket ID, submitted timestamp, Re submitted timestamp and last modified timestamp in the header of “Open ticket – Editor Ticket V1” page |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | want “Ticket Header – Editor Ticket” to display Ticket ID, submitted timestamp, Re submitted timestamp, last modified timestamp (verify wireframe for the format) for the selected ticket |
| **So that… (Business Value)** | Editor can view above mentioned information for better tracking. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Editor Ticket Queue” page | User clicks the “open” button in selected ticket display column | System should display “open ticket” page with Ticket ID, submitted timestamp - from when initially opened as a new ticket, Re submitted timestamp with Agent info and last modified timestamp with agent info in the header of “Tech Assist ticket queue” page | Refer the "Open Ticket – Editor Ticket V1" wireframe AND “Ticket Header – Editor Ticket” wireframe |

* As an Editor from the automotive support group, I want “Decline” functionality in the header of Open Ticket – Editor Ticket V1 page. So that Editor can return the ticket to Tech-Assist agent to gather more information needed to publish the ticket.

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| **User Story ID** | **EBRS\_US\_103** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Decline’ functionality in the “Tech Assist ticket queue” header |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | Decline” functionality in the header of the Open Ticket – Editor Ticket V1 page |
| **So that… (Business Value)** | Editor can return the ticket to Tech-Assist agent to gather more information needed to publish the ticket |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Open Ticket – Editor Ticket V1” page | User clicks the “Decline” icon from the header of “Open Ticket – Editor Ticket V1” page | 1. System will return the ticket to Tech-Assist agent to gather more information needed to publish the ticket. 2. Send an Email to TA and confirmation notification as shown in the “ Editor Message type and specifics” wireframe | 1. Refer the “Open Ticket – Editor Ticket V1” page wireframe  2. “Ticket Header – Editor Ticket” wireframe  3. “ Editor Message type and specifics” wireframe |

* As an Editor from the automotive support group, I want “Preview” in the header of the “Open Ticket – Editor Ticket V1” page. So that Editor can view ticket in the publish mode without having to publish the ticket.

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| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_104** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Preview’ functionality in the “Open Ticket – Editor Ticket V1” page Header |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | “Preview” functionality in the header of “Open Ticket – Editor Ticket V1” page |
| **So that… (Business Value)** | Editor can view ticket in publish mode without having to publish the ticket. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Open Ticket – Editor Ticket V1” page | User clicks the “Preview” icon from the header of “Open Ticket – Editor Ticket V1” page | Editor can view ticket in publish mode without having to publish the ticket | Refer the “Open Ticket – Editor Ticket V1” page wireframe and “Ticket Header – Editor Ticket” wireframe |

* As an Editor from the automotive support group, I want “Publish” functionality in the header of the “Open Ticket – Editor Ticket V1” page. So that Editor can publish and archives the ticket.

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| **User Story ID** | **EBRS\_US\_105** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| Title | “Publish’ functionality in the “Open Ticket – Editor Ticket V1” page header |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | “Publish” functionality in the header of “Open Ticket – Editor Ticket V1” page |
| **So that… (Business Value)** | Editor can publish and archives the ticket. |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Open Ticket – Editor Ticket V1” page | User clicks the “Publish” icon from the header of “Open Ticket – Editor Ticket V1” page | 1. System publishes and archives the ticket. 2. Send an Email to intended people and display confirmation notification as shown in the “ Editor Message type and specifics” wireframe | 1. Refer the “Open Ticket – Editor Ticket V1” page wireframe  2. “Ticket Header – Editor Ticket” wireframe  3. “ Editor Message type and specifics” wireframe |

* As an Editor from the automotive support group, I want “Close” functionality in the header of “Open Ticket – Editor Ticket V1” page. So, that Editor can close the ticket outlay and return the editor to the editor queue

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| **User Story ID** | **EBRS\_US\_106** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Close’ functionality “Open Ticket – Editor Ticket V1” page Header |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | “Close” functionality in the header of “Open Ticket – Editor Ticket V1” page Header |
| **So that… (Business Value)** | Editor can close the ticket outlay and return the editor to the editor queue |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Open Ticket – Editor Ticket V1” page Header | User clicks the “Close” icon in the header of “Open Ticket – Editor Ticket V1” page | System close the ticket and returns the editor to the editor queue | Refer the “Open Ticket – Editor Ticket V1” page wireframe and “Ticket Header – Editor Ticket” wireframe |

* As an Editor from the automotive support group, I want “Ticket editor” functionality in the “Ticket Editor” Column of “Open Ticket – Editor Ticket V1” page. So that Editor will be able to edit the details if he double clicks the Accordions

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| **User Story ID** | **EBRS\_US\_107** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Ticket Editor” functionality in “Open Ticket – Editor Ticket V1” page |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | Ticket editor” functionality in the “Ticket Editor” Column of “Open Ticket – Editor Ticket V1” page |
| **So that… (Business Value)** | Editor will be able to edit the details if he double clicks the Accordions |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Ticket Editor column” | User double clicks the Accordion for editing | System will open up the editor with following functionality for the user to edit the details.   * Will display both form fields and rich text editor depending on content of Accordion * Will display information from the editor column Accordions when double clicked * Header will display with Accordion title when being edited. * Automatic save and save statuses (Saved, Saving changes & Changes not saved) * Fields that cannot be edited will be greyed out * Will have the ability to go full screen if needed.   - If no Accordions are selected will show only grey area (empty state) | Refer the “Ticket Editor Area – Editor Ticket” wireframe |
| The user is on the “Ticket Tech Assist column” | User double clicks the Accordion for editing | System will open up the Rich text editor with following attributes.  Rich Text Editor  - Will include  - Font Color  - Font Size  - Bold  - Italic  - Underline  - Number List  - Bullet List  - Left Indent  - Right Indent  - Left Align  - Center Align  - Right Align  - Format Clear  - Link  - Insert Image  - Full Screen  - Will have the ability to drag and drop images within editor | Refer the “Ticket Editor Area – Editor Ticket” wireframe |

* As an Editor from the automotive support group, I want functionality in Ticket Editor Column for matching the current case with existing cases. So that, Editor Can go ahead and publish this case.

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| **User Story ID** | **EBRS\_US\_108** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| Title | “Case” matching functionality in Ticket Editor Column |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | “Case” matching functionality to be displayed in Ticket Editor Column |
| **So that… (Business Value)** | Editor will have the opportunity to match the current case with the existing case and based on the result publishes the ticket |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the Ticket Editor Column | User verifies the Ticket Editor Column | System should display the “Case Match” button in the Ticket Editor Column | Refer the “Ticket Editor column – Editor Ticket” wireframe |
| The user is on the Ticket Editor Column | User clicks the “Case Match” button in the Ticket Editor Column | System performs Exact match algorithm (Checks for System, Sub system, YMME, Symptom(s) and DTC (S)) and display the case match | Refer the “Editor Ticket case match” wireframe |
| The user is on the Ticket Editor Column | User clicks the “Case Match” button in the Ticket Editor Column | If cases are found they will display as links (side by side comparison of matching information within articles). | Refer the “Editor Ticket case match” wireframe |
| The user is on the Ticket case match page | User verifies the layout of the matched cases | Matched case should have same layout as current ticket | Refer the “Editor Ticket case match” wireframe |
| The user is on the Ticket case match page | User verifies the matched cases | Matched cases will be displayed as non-editable (Greyed out) | Refer the “Editor Ticket case match” wireframe |
| The user is on the Ticket case match page | User verifies the matched cases | Matched cases will have an action header. It should have Edit, Verify and close option | Refer the “Editor Ticket case match” wireframe |
| The user is on the Ticket case match page | User verifies the matched cases | Matched cases count will appear at the top left of case match area | Refer the “Editor Ticket case match” wireframe |
| The user is on the Ticket case match page | User verifies the matched cases | Matched cases count is more than 1, then it should state x amount of  total amount being shown | Refer the “Editor Ticket case match” wireframe |
| The user is on the Ticket case match page | User Close an individual case that is showing in the case match area from the  case action header | the selected case will no longer display and all cases will move to the left allowing the next case to display | Refer the “Editor Ticket case match” wireframe |
| The user is on the Ticket case match page | User Click the arrow next to the number display at the top left of case match area | Cases will move to the left allowing the next case to display. Arrow to the right will show to the left of the number display to allow user to navigate back to the first case if needed. | Refer the “Editor Ticket case match” wireframe |
| The user is on the Ticket case match page | User click the Edit icon from the action header | 1. Current ticket will grey out and move to the left as the source ticket and the case being edit will display on the right with the editor in the middle 2. An automatic note will display in Case Notes stating that Ticket# has merged with current case and state what changes were added/made. | Refer the “Editor Ticket case match” wireframe |
| The user is on the Editor area | User finished editing the case | System allows the Editor to re-publish case when finished and current ticket will be archived. | Refer the “Editor Ticket case match” wireframe |
| The user is on the “Open Ticket – Editor Ticket V1) | User clicks the “publish” button in the Header to Re publish the case | 1. Status of current ticket will change to merged. 2. Current ticket will also have an automatic note stating which case was updated | Refer the “Editor Ticket case match” wireframe |
| The user is on the Ticket case match page | Case matches | editors can just verify the already published case and make sure it is not a duplicate case and the click "Verify" Button in the action Header | Refer the “Editor Ticket case match” wireframe |
| The user is on the Ticket case match page | User clicks the “Verify” Button in the action Header | System will add a number next to verified repair on published case and Automatic note will display in case notes | Refer the “Editor Ticket case match” wireframe |
| The user is on the Ticket case match page | User closes the Individual matched cases from the action header | closed cases move to the left and allow other cases to display if there are other cases | Refer the “Editor Ticket case match” wireframe |
| The user is on the Ticket case match page | Not everything matches in Case matching | Editor selects Edit Icon and ticket record combines with case record | Refer the “Editor Ticket case match” wireframe |
| The user is on the Ticket case match page | User completes editing | User click the “Publish” button in the header | Refer the “Editor Ticket case match” wireframe |
| The user is on the Ticket case match page | User clicks the publish button | Tickets get published and closed | Refer the “Editor Ticket case match” wireframe |

* As an Editor from the automotive support group, I want Editor to do edit manually if the “Editor Ticket case” results doesn’t matches. So that, Editor Can go ahead and publish this case or ask further clarification from tech assist agent

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| **User Story ID** | **EBRS\_US\_109** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| Title | Case editing functionality in “Editor Ticket case match” page |
| **Value Statement** |  |
| **As a… (Role/user)** | an Editor from the automotive support group |
| **I want… (Business Case)** | I want Editor to do edit manually if the Editor Ticket case result doesn’t matches |
| **So that… (Business Value)** | Editor Can go ahead and publish this case or ask further clarification from tech assist agent |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| Editor Ticket case match result doesn’t matches | Editor selects the “Edit” icon for editing | System should allow the Editor to edit | Refer the “Editor Ticket case match” wireframe |
| Editor Ticket case match result doesn’t matches | User feels to get additional clarification from TA agent | Editor selects “Decline” button to return the ticket to top Tech Assist agent queue | Refer the “Editor Ticket case match” wireframe |

* As a Tech from the automotive support group, I want TA agent to select the “Decline” button if he doesn’t want to accept the ticket. So that, TA can provide notes and have the option to send an email to CSI

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| **User Story ID** | **EBRS\_US\_110** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| Title | TA agent “Decline” functionality |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | TA agent to select the “Decline” button if he doesn’t want to accept the ticket |
| **So that… (Business Value)** | TA can provide notes and have the option to send an email to CSI |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| TA is on the “Open ticket - Tech Assist Ticket” queue | TA don’t want to accept the ticket and clicks the “Decline button | 1. TA input notes and an message will appear asking the tech if they want to generate an email to CSI. If yes, an email will be generated with the user information and sent to CSI notifying them of the activity 2. Confirmation notification of this activity will be displayed to Tech Assist agent  * Include ticket information and any notes on ticket * Automatically add note to case note section that ticket was forwarded to CSI and Declined  1. Ticket will be closed and Archived | Refer the “Open ticket - Tech Assist Ticket” queue wireframe |

* As a Tech from the automotive support group, I want a functionality in the “Declined Ticket Actions” Accordion to delete the “Declined” tickets. So that, TA Agent will have the ability to delete the “Declined” tickets

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| **User Story ID** | **EBRS\_US\_111** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| --- | --- |
| Title | “Delete” functionality for TA in “Declined Ticket Actions” Accordion |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | Functionality in the “Declined Ticket Actions” Accordion to delete the “Declined” tickets |
| **So that… (Business Value)** | TA Agent will have the ability to delete the “Declined” tickets |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form 2. Customer should submit the form 3. TA should claim the ticket 4. TA should “Open” the ticket |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| TA is on the “Open ticket - Tech Assist Ticket” queue | User clicks the “Delete” button in the “Declined Ticket Actions” Accordion for the declined ticket | Deleted declined Ticket will be closed and Archived | Refer the “Open ticket - Tech Assist Ticket” & “Tech Assist messages” wireframes |
| TA is on the “Declined Ticket Actions” Accordion | User verifies the “Declined Ticket Actions” Accordion for “Delete” option | 1. System should not display “Delete” options for Community tickets 2. System should display “Delete” options for other ticket types | Refer the “Open ticket - Tech Assist Ticket” & “Tech Assist messages” wireframes |

* As a Tech from the automotive support group, I want API services to send the Boolean value “Y” or “N” along with the response codes to EBRS for validation. So, that the value will be validated accordingly in the EBRS to provide the “Diagnostic/Request’ form to customer

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| **User Story ID** | **EBRS\_US\_112** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

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| Title | Ticket validation workaround |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | API services to send the Boolean value “Y” or “N” along with response code to EBRS for Ticket validation |
| **So that… (Business Value)** | the value will be validated accordingly in the EBRS to provide the “Diagnostic/Request’ form |
| **Entry Criterion** | Customer should be the existing ALLDATA customer |

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| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| API services send the Boolean “Y” or “N” with response codes for Ticket validation | User receives the value as “Y” | Customer will be provided with the “Request” form | Refer the “Diagnostic Request form” wireframes |
| API services send the Boolean “Y” or “N” with response codes for Ticket validation | User receives the value as “N” | Customer will be denied to provide “Request” form | Refer the “Diagnostic Request form” wireframes messages” wireframes |

1. User Stories Mapping Document and Wireframes

The attached Mapping document will link the EBRS User Stories to Impacted EBRS Workflow, Impacted EBRS Workflow to Impacted corresponding Wireframes, Impacted Wireframe to Impacted Wireframe sub area and then to Category & to Sub product category area. This provides reader to perform easy traceability to understand the requirements better.



Please refer the Appendix section for the Wireframes

1. Approvals

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| --- | --- | --- |
|  | **ALLDATA LLC** | **Mphasis** |
| Role / Designation 1 |  |  |
| Name |  |  |
| Approval Date |  |  |
| Role / Designation 2 |  |  |
| Name |  |  |
| Approval Date |  |  |
| Role / Designation 3 |  |  |
| Name |  |  |
| Approval Date |  |  |

1. Appendix

