**EBRS Tool - User Stories**

**Ticket Validation Workflow - User Stories:**

1. As a Tech from the automotive support group, I want “Customer Validation” page to be presented to the customer who enters through ALLDATA.COM. So that, customers will be validated accordingly.

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

|  |  |
| --- | --- |
| Title | “Customer Validation” page for ALLDATA.COM customers |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Customer Validation” page to be presented to the customer who enters thru ALLDATA.COM |
| **So that… (Business Value)** | Customers will be validated accordingly. |
| **Entry Criterion** | 1. Customer should access the ALLDATA.COM to access the Tech Assist services |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the ALLDATA.COM | User access the ALLDATA.COM for Tech Assist services | System displays the “Customer Validation” page to the customer to provide inputs |  |

1. As a Tech from the automotive support group, I want a functionality in customer validation page to choose to continue as “ALLDATA customer” or as “Guest” for using Tech Assist services. So that, customers who enter thru ALLDATA.COM can choose the option either as “Guest” or “ALLDATA customer” to use the Tech Assist services

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

|  |  |
| --- | --- |
| Title | “ALLDATA customer “ & “Guest” functionality in customer validation page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | Functionality in customer validation page either to choose to continue as “ALLDATA customer” or as “Guest” for using Tech Assist services |
| **So that… (Business Value)** | Customers who enter thru ALLDATA.COM can choose the option either as “Guest” or “ALLDATA customer” to use the Tech Assist services |
| **Entry Criterion** | 1. Customer should access the ALLDATA.COM to access the Tech Assist services |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the customer validation page | User access the customer validation page | System prompts the customer with the option to continue as a “ALLDATA Customer” or as a “Guest” |  |
| The user is on the customer validation page | User selects to continue as “Guest” | System should allow the user to continue as “Guest” |  |
| The user is on the customer validation page | User selects to continue as “ALLDATA Customer” | System should allow the user to continue as “ALLDATA Customer” |  |

1. As a Tech from the automotive support group, I want “Customer Validation” page to prompt the Guest whether he is a “Tech Assist” subscriber or not with “Yes” or “No” option. So that, Guest will be validated accordingly.

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

|  |  |
| --- | --- |
| Title | “Tech Assist” subscriber validation in customer validation page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Customer Validation” page to prompt the Guest, whether he is a Tech Assist subscriber or not with “Yes” or “No” option |
| **So that… (Business Value)** | Guest customers will be validated accordingly |
| **Entry Criterion** | 1. Customer should access the ALLDATA.COM to access the Tech Assist services |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the customer validation page | User access the customer validation page | System prompts the Guest, whether he is a Tech Assist subscriber or not with “Yes” or “No” option |  |
| The user is on the “Tech Assist subscriber” Dialog box | User selects “No” in the Dialog box | System will prompt the Guest whether he has used the courtesy cases with “Yes” or “No” option dialog box |  |
| The user is on the “Tech Assist subscriber” Dialog box | User selects “Yes” in the dialog box | system check the monthly open cases for Tech Assist subscribers and display Informational messages to him accordingly |  |

1. As a Tech from the automotive support group, I want system to check the monthly open cases for Tech Assist subscribers and display an Information message "stating that customer have open cases that need attention" and "how many cases have been used and how many are left" to the customer accordingly. So that, Guest will be informed of next steps to use the service.

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

|  |  |
| --- | --- |
| Title | “monthly open cases“ validation in customer validation page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | system to check the monthly open cases for Tech Assist subscribers and display Information message "stating that customer have open cases that need attention" and "how many cases have been used and how many are left" to the customer accordingly |
| **So that… (Business Value)** | Guest will be informed of next steps to use the service effectively. |
| **Entry Criterion** | 1. Customer should access the ALLDATA.COM to access the Tech Assist services |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the customer validation page | User declares he is a Tech Assist subscriber | System checks whether the user has any monthly open cases. If user has 4 or more cases then it display an Information message “stating that he has open cases that need attention" |  |
| The user is on the Information message “stating that he has open cases that need attention" | User closes the IM box | System will display the Request form |  |
| The user is on the “Request form” | User completes the Request form and submits | System will display the Payment info page |  |
| The user is on the “Payment Info” page | User inputs the credit details | System will verify the payment. If approved will send a success message to user |  |
| Payment approved | User create the ticket and submit | Place the ticket in the top of the Tech Assist queue |  |
| The user is on the “Payment Info” page | User inputs the credit details | System will verify the payment. If not approved will send a failure message to user |  |
| Payment not approved | User closes the failure message box | System will prompt the user to use different credit card with “Yes” or “No” option in a dialog box |  |
| User is on the “Different Credit Card” dialog box | User selects “Yes” in the Dialog box | System will put user on the “Payment Info” page to provide credit details |  |
| User is on the “Different Credit Card” dialog box | User selects “No” in the Dialog box | Ticket validation process fails for the user and he is not allowed to Tech Assist services |  |
| The user is on the customer validation page | User declares he is a Tech Assist subscriber | System checks whether the user has any monthly open cases. If user has used 3 courtesy cases then it display an Information message stating “how many cases have been used and how many are left” |  |
| The user is on the Information message “stating that he has open cases that need attention" | User closes the IM box | System will display the Request form to the user |  |

1. As a Tech from the automotive support group, I want “Customer Validation” page to prompt the Guest user whether he has used courtesy cases or not with “Yes” or “No” option. So that, Guest customers will be validated accordingly

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

|  |  |
| --- | --- |
| Title | “Courtesy case“ validation in customer validation page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Customer Validation” page to prompt the Guest user whether he has used courtesy cases or not with “Yes” or “No” option |
| **So that… (Business Value)** | Guest customers will be validated accordingly further |
| **Entry Criterion** | 1. Customer should access the ALLDATA.COM to access the Tech Assist services |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Tech Assist subscriber” Dialog box | User selects “No” in the Dialog box | System will prompt the Guest whether he has used the courtesy cases with “Yes” or “No” option dialog box |  |
| The user is on the “Courtesy case” Dialog box | User selects “Yes” in the Dialog box | System will prompt the Guest how many case he has used and gives “number options” to select |  |
| The user is on the “Number options” selection page | User selects options as 3 or more | system displays a message to the user advising him to Add Tech-Assist Subscription |  |
| The user is on the “Number options” selection page | User selects options as “0” | System allows user to create ticket and submit to Tech Assist queue |  |
| The user is on the “Number options” selection page | User selects options as “2” | System allows user to create ticket and submit to Tech Assist queue |  |

1. As a Tech from the automotive support group, I want “Customer Validation” page to present the “Subscription Request form” for willing Guest. So that, Guest will be able to subscribe for Tech Assist services

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

|  |  |
| --- | --- |
| Title | “Subscription Request form“ validation in customer validation page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Customer Validation” page to present the “Subscription Request form” for willing Guests |
| **So that… (Business Value)** | Guests will be able to subscribe for Tech Assist services |
| **Entry Criterion** | 1. Customer should access the ALLDATA.COM to access the Tech Assist services |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Customer validation“ page | User willing to subscribe for the Tech Assist service | System will display the subscription request form to the user |  |

1. As a Tech from the automotive support group, I want functionality to submit the “Subscription Request form” by the Guest. So that, Guest will be able to submit the “Subscription Request form”

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

|  |  |
| --- | --- |
| Title | “Subscription Request form“ submit functionality in customer validation page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality to submit the “Subscription Request form” by the Guest customers |
| **So that… (Business Value)** | Guest customers will be able to submit the “Subscription Request form |
| **Entry Criterion** | 1. Customer should access the ALLDATA.COM to access the Tech Assist services |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “subscription request form “ | User clicks the “Submit” button in the subscription request form | System will display the payment Information page to the “Pay per Use” customers, Non Tech Assist customers and ALLDATA customers who exceeded 3 courtesy cases. |  |

1. As a Tech from the automotive support group, I want functionality to display the payment information page to Guests after submitting the request form. So that, Guests will be able to know the payment amount and input credit details accordingly.

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

|  |  |
| --- | --- |
| Title | “payment Information page” in customer validation page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality to display the payment information page to Guests after submitting the request form |
| **So that… (Business Value)** | Guest customers will be able to know the payment amount and input credit details accordingly |
| **Entry Criterion** | 1. Customer should access the ALLDATA.COM to access the Tech Assist services |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “payment Information page” | User inputs the credit details and submits | System will verify the payment. If approved system display success message to the user or send a failure message to user |  |

1. As a Tech from the automotive support group, I want functionality to display and submit the “Diagnostic/Repair Assistance Request” form for all credit approved customers. So that, Credit approved Guest customers will be able to create the ticket and submit it to the Tech Assist queue.

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

|  |  |
| --- | --- |
| Title | Availability of “Diagnostic/Repair Assistance Request” form to credit approved customers |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | Functionality to display and submit the “Diagnostic/Repair Assistance Request” form for all credit approved customers |
| **So that… (Business Value)** | Credit approved Guest customers will be able to create the ticket and submit it to Tech Assist queue |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the customer validation page | Customer credit transaction for using the Tech Assist services got approved | System should display the “Diagnostic/Repair Assistance Request” form to the customer |  |

1. As a Tech from the automotive support group, I want functionality to check whether ALLDATA customers is on “Credit Hold” and if positive display Information message “"Request could not be processed and you will need to contact (XXX) XXX-XXXX and you are provided a choice for Pay-Per-Use". So that, ALLDATA customers will be informed about the “Credit Hold” details and next steps.

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

|  |  |
| --- | --- |
| Title | Information message for “credit hold” customers |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | Functionality to check whether ALLDATA customers is on “Credit Hold” and if positive display Information message “"Request could not be processed and will need to contact (XXX) XXX-XXXX and you are provided a choice for Pay-Per-Use" |
| **So that… (Business Value)** | ALLDATA customers will be informed about the “Credit Hold” details and next steps. |
| **Entry Criterion** | 1. Customer should access the ALLDATA.COM to access the Tech Assist services |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the customer validation page | User is on “Credit Hold” status | System should display the “"Request could not be processed and will need to contact (XXX) XXX-XXXX and you are provided a choice for Pay-Per-Use" |  |

1. As a Tech from the automotive support group, I want functionality to check whether user is willing to use “Pay per use” services or not. So that, ALLDATA customer will be given an alternate opportunity to use the Tech Assist services

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

|  |  |
| --- | --- |
| Title | “Pay Per Use” validation for “credit hold” ALLDATA customers |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | I want functionality to check whether user is willing to use “Pay per use” services or not |
| **So that… (Business Value)** | ALLDATA customer will be given an alternate opportunity to use the Tech Assist services |
| **Entry Criterion** | 1. Customer should access the ALLDATA.COM to access the Tech Assist services |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The ALLDATA customer is on the customer validation page | ALLDATA customer on “Credit Hold” status | System should prompt the user, whether customer is willing to use “Pay per use” services or not with “Yes” or “No” option Dialog box |  |
| The customer is on the “Pay Per Use” Dialog box | Customer selects “Yes” to use PPU | Customer receives message of cost with “yes” or “No” option Dialog box |  |
| The user is on the message of cost dialog box | User selects “Yes” and willing to continue | System will display the Request form |  |
| The user is on the “Request form” | User completes the Request form and submits | System will display the Payment info page |  |
| The user is on the “Payment Info” page | User inputs the credit details | System will verify the payment. If approved will send a success message to user |  |
| Payment approved | User create the ticket and submit | Place the ticket in the top of the Tech Assist queue |  |
| The user is on the “Payment Info” page | User inputs the credit details | System will verify the payment. If not approved will send a failure message to user |  |
| Payment not approved | User closes the failure message box | System will prompt the user to use different credit card with “Yes” or “No” option in a dialog box |  |
| User is on the “Different Credit Card” dialog box | User selects “Yes” in the Dialog box | System will put user on the “Payment Info” page to provide credit details (Step 5 of this Acceptance criteria) |  |
| User is on the “Different Credit Card” dialog box | User selects “No” in the Dialog box | Ticket validation process fails for the user and he is not allowed to Tech Assist services |  |
| The customer is on the “Pay Per Use” Dialog box | Customer selects “No” to use PPU | Customer contact CSI and clear the issue. If issue cleared the customer will be directed to “Tech Assist” subscriber process. If issue not cleared validation fails and not allowed to use the Tech Assist services |  |

**Diagnostic/Repair Assistance Request Form – User Stories:**

1. As a Tech from the automotive support group, I want “Diagnostic/Repair Assistance Request Form” to be presented to all Tech Assist eligible customers and all credit approved customers “. So that, eligible and credit customers can access and submit tickets to TA ticket queue.

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

|  |  |
| --- | --- |
| Title | “Diagnostic/Repair Assistance Request Form” to be presented to all Tech Assist eligible customers and all credit approved customers |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | “Diagnostic/Repair Assistance Request Form” to be presented to all Tech Assist eligible customers and all credit approved customers |
| **So that… (Business Value)** | Eligible and credit customers can access and submit tickets to TA ticket queue |
| **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** |
| The user is in the process of “Ticket validation” | User got credit approved for using Tech assist services and other eligible customers who have balance courtesy cases | System should display the “Diagnostic/Repair Assistance Request Form” to the users |  |

1. 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_13** | | |
| **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. 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 in the “Diagnostic/Repair Assistance Request” form | User verifies the page | System should display the “Diagnostic/Repair Assistance Request Form” with following sections, sub sections; Fields and Buttons.  **Section** - What vehicle are we helping diagnose?  **Fields** - Selected vehicle (Mandatory), VIN, Transmission (Mandatory), HVAC Type, Odometer (Mandatory), Miles and Kilometers  **Section** - What can you tell us about the problem(s) with the Vehicle?  **Fields** - Which system is effected (Mandatory), which sub system, what are the symptoms (Mandatory), What DTC are present  **Section** - How would you describe the issue (Including all observations and conditions)? \*  **Fields** - Freeform Text box field  **Section** - What tests have you performed? What were the results?  **Fields** - Open text boxes for input  **Section** - What is your Contact Information?  **Sub Section - Shop contact information**  Section - Shop, Site, or Company Name (Mandatory), Shop Phone Number (Mandatory**),**  **Sub section - Technician’s Contact Information**  **Fields -** Contact Name (Mandatory), Primary Phone Number (Mandatory), Email, Alternative phone number, Time zone (Mandatory) and preferred Language  **“Back” and “Submit” Buttons** |  |

1. As a Tech from the automotive support group, I want 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, 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\_14** | | |
| **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 have unused courtesy cases in hand 2. Customer should have approved credit transaction for this service 3. Customer should be the existing customer |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech from the automotive support group, I want functionality to automatically carry over the “Contact Information” of the new customers who access through the ALLDATA.COM to the “Diagnostic” 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\_15** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | Auto populate functionality for “Contact Information” field in “Diagnostic/Repair Assistance Request” form for the new customers |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | Functionality to automatically carry over the “Contact Information” of the new customers who access through the ALLDATA.COM to the “Diagnostic” 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 have unused courtesy cases in hand 2. Customer should have approved credit transaction for this service 3. Customer should be the existing customer |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| User is on the “Diagnostic/Repair Assistance Request” form | User verifies the “Contact Information” fields in the “Diagnostic/Repair Assistance Request” form | System should auto populate the “Contact Information” details to the “Contact Information” fields in the “Diagnostic/Repair Assistance Request” form for the new customers | Refer the “Diagnostic/Repair assistance request” form wireframe |

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

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

|  |  |
| --- | --- |
| Title | Dynamic Auto populate functionality for Sub System 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 “Sub System” 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 sub system values based on the system value user has chosen | Refer the “Diagnostic/Repair assistance request” form wireframe |

1. 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.

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

|  |  |
| --- | --- |
| 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. |
| **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 in the top of the TA ticket queue for the solution. | Refer the “Diagnostic/Repair assistance request” form wireframe & “TA Ticket queue” page |

**Tech Assist Flow - User Stories:**

1. As a Tech from the automotive support group, I want functionality for submitting the ticket in diagnostic request form, so that I can place my ticket to Tech Assist queue.

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

|  |  |
| --- | --- |
| **Title** | Submitting the ticket to Tech Assist queue |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality for submitting the ticket in diagnostic request form |
| **So that… (Business Value)** | TA can place the ticket to Tech Assist queue |
| **Entry Criterion** | 1. Customer should fill out the “Request Diagnostic” / ”Repair assistance” form |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Request Diagnostic” / ”Repair assistance” form | User clicks the “Submit” button | Ticket will be assigned auto generated number. The format is 7 digit numeric number | Refer the “Request Diagnostic” form wireframe |
| The user is on the “Request Diagnostic” / ”Repair assistance | User clicks the “Submit” button | 1. Tech assist queue page will be displayed to the customer as specified in the attached wireframe 2. Submitted ticket will be placed at top of the Tech Assist queue 3. Submitted ticket should show the status as “Pending” | Refer the “Tech Assist queue “ page wireframe |
| The user is on the “Request Diagnostic” / ”Repair assistance” form | User clicks the “Submit” button | An email will be sent to customer confirming their Ticket submission | Refer the “Request Diagnostic” form wireframe |

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

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

|  |  |
| --- | --- |
| Title | “Dashboard” 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 “Dashboard” from Tech assist Ticket queue menu |
| **So that… (Business Value)** | TA can click the “Dashboard” hyperlink from TA menu to display the dashboard for viewing the Results and Key performance indicators for tickets and techs |
| **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 “Dashboard” button from the TA menu | System displays the Dashboard | Refer the "Tech-Assist Ticket Queue" and "Queue Menu" wireframe |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

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

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

|  |  |
| --- | --- |
| Title | “TA 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 |

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

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_23** | | |
| **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" and "Queue Menu" wireframe |

1. 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

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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.

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

|  |  |
| --- | --- |
| 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 | Refer the "Tech-Assist Ticket Queue" and "Queue Menu" wireframe |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 the tickets which is in “Published” status 2. This display will have only “Search” and “Filter” functionality | Refer the "Tech-Assist Ticket Queue" and "Queue Menu" wireframe |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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.

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

|  |  |
| --- | --- |
| 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 |
| **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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech from the automotive support group, I want search functionality for searching the tickets by various parameters in the Tech assist queue page. So that TA can search the tickets as per his wish.

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

|  |  |
| --- | --- |
| 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 ticket in the “Tech assist Ticket queue” page. Involve searching Archived database also. |
| **So that… (Business Value)** | TA can perform search on the 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 provide search parameter in the search field and enter | System displays the results as per the search criteria | Refer the "Tech-Assist Ticket Queue" wireframe |

1. 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

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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" |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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.

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 | | | |
| **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 | |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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.

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

|  |  |
| --- | --- |
| Title | Displaying the Ticket ID, submitted timestamp, Re submitted timestamp and last modified timestamp in the header of “Tech Assist ticket queue” 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 “Tech Assist ticket queue” 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 “Tech Assist ticket queue” page | Refer the "Tech-Assist Ticket Header" wireframe |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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 and archives the ticket.

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

|  |  |
| --- | --- |
| 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 and archives the ticket. |
| **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 “Publish” icon from the header of “Tech Assist Ticket queue” | TA can publish and archives 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 “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” | Disable/ Grey out the “Publish” icon in the header | Refer the "Tech-Assist Ticket Header" wireframe |

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

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 Tech editor queue with status of “Waiting for Editing” | Refer the "Tech-Assist Ticket Header" wireframe |

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

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

|  |  |
| --- | --- |
| 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 Editor can close the ticket outlay and returns the editor to the TA ticket queue |
| **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 “Close” icon from the header of “Tech Assist Ticket queue” | closes the ticket outlay and returns the Tech editor to the TA ticket queue | Refer the "Tech-Assist Ticket Header" wireframe |

1. 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

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |  |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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 courtesy cases the customer if holding still.

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

|  |  |
| --- | --- |
| 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 the available courtesy cases information |
| **So that… (Business Value)** | TA will be informed about the number of 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. TA should claim the ticket 4. TA should “Open” the ticket |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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 and Pay per use courtesy case. So that TA will be informed about the Ticket type

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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. | Refer the “Ticket Customer History column” wireframe |

1. 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”

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 | Refer the “Ticket Tech Assist column” wireframe |

1. 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 Pending, In Progress, unverified, verified and declined. So that TA will have an opportunity to change the status manually.

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

|  |  |
| --- | --- |
| 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 Pending, 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 Pending, 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 |

1. As a Tech from the automotive support group, I want “Tech Assist” name to be displayed in Ticket Tech Assist column. So that TA knows that ticket has been tied to his name.

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

|  |  |
| --- | --- |
| 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)** | TA name who owns the ticket should be displayed in Ticket Tech Assist column |
| **So that… (Business Value)** | TA knows that ticket has been tied to his name. |
| **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 TA name who owns the displayed ticket | Refer the “Ticket Tech Assist column” wireframe |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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” in default closed mode. | Refer the “Ticket Tech Assist column” wireframe |
| 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 |

1. 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **UBRS\_US\_66** | | |
| **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” in default closed mode. | Refer the “Ticket Tech Assist column” wireframe |
| 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 |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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” in default open mode. | Refer the “Ticket Tech Assist column” wireframe |
| 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 |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 “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 |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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” in default closed mode. | Refer the “Ticket Tech Assist column” wireframe |
| The user is on the “Tests performed” accordion in the “Ticket Tech Assist column” | User clicks the Accordion | System opens the Accordion in unedited mode | Refer the “Ticket Tech Assist column” wireframe |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 “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 |

1. 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **UBRS\_US\_71** | | |
| **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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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” in default closed mode. | Refer the “Ticket Tech Assist column” wireframe |
| 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 |

1. 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **UBRS\_US\_72** | | |
| **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 displayed 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. Displayed only if it is a Community ticket | Refer the “Ticket Tech Assist column” wireframe |
| 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 |

1. 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** | **UBRS\_US\_73** | | |
| **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 |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **UBRS\_US\_74** | | |
| **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 existing case 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). | 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 | 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 |

1. 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

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **UBRS\_US\_75** | | |
| **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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **UBRS\_US\_76** | | |
| **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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **UBRS\_US\_77** | | |
| **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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. 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

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **UBRS\_US\_78** | | |
| **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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

**Editor Workflow – User Stories:**

1. As a Tech from the automotive support group, I want functionality for displaying the “Dashboard” from Editor Queue menu. So that editor can click the “Dashboard” hyperlink to view the high level overview of user’s performance.

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

|  |  |
| --- | --- |
| Title | “Dashboard” 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 “Dashboard” from Editor queue menu |
| **So that… (Business Value)** | Editor can click the “Dashboard” hyperlink from Editor queue menu to display the dashboard for viewing the Results and Key performance indicators for tickets and techs |
| **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 Ticket queue” page | User clicks the “Dashboard” button from the Editor menu | System displays the Dashboard | Refer the "Queue Menu" wireframe |

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

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Title | “Ticket Backlog” 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 “Ticket Backlog” in Editor queue menu | | | |
| **So that… (Business Value)** | Editor can click the “Ticket Backlog” hyperlink from Editor menu to display the Backlog 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 Ticket queue” page | | User clicks the “Ticket Backlog” button from the Editor menu | System displays the Ticket Backlog | Refer the "Queue Menu" wireframe | |

1. As a Tech 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_81** | | |
| **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 2. This display will have “Search”, “Sort” and “Filter” functionality | Refer the "Queue Menu" wireframe |

1. As a Tech 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\_82** | | |
| **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” | Editor clicks the “All Ticket” hyperlink from the Editor queue menu | 1. System displays all the tickets except the “Archived” ones 2. This display will have “Search”, “Sort” and “Filter” functionality | Refer the "Queue Menu" wireframe |

1. As a Tech 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\_83** | | |
| **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 |

1. As a Tech 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\_84** | | |
| **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 |

1. As a Tech 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_85** | | |
| **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 | Editor clicks the “Published” hyperlink in the Editor queue menu | 1. System displays all the tickets which is in “Published” status 2. This display will have only “Search” and “Filter” functionality | Refer the "Queue Menu" wireframe |

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

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

|  |  |
| --- | --- |
| Title | “Declined” 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 “Declined” status tickets in Editor queue menu |
| **So that… (Business Value)** | Editor can click the “Declined” hyperlink from Editor 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 Editor Ticket queue |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech 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

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech 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

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

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

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

|  |  |
| --- | --- |
| Title | “Archived” 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 “Archived” status tickets in Editor queue menu |
| **So that… (Business Value)** | Editor can click the “Archived” hyperlink from Editor 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 Editor Ticket queue |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech 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 search the tickets as per his wish.

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

|  |  |
| --- | --- |
| Title | “Search” functionality in the “Editor Ticket queue” page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | Functionality for searching the ticket in the “Editor Ticket queue” page. Involve searching Archived database also |
| **So that… (Business Value)** | Editor can perform search on the 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 Ticket queue” page | User provide search parameter in the search field and enter | System displays the results as per the search criteria |  |

1. As a Tech 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 Date, Type, Pending and IN progress parameters

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

|  |  |
| --- | --- |
| Title | “Sort” functionality in the Editor 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 in the “Editor Ticket queue” page |
| **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. 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 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 |  |

1. As a Tech from the automotive support group, I want “Filter By” functionality for filtering the tickets in the Editor Ticket Queue page by multiple parameters. So that Editor 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

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

|  |  |
| --- | --- |
| 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 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |  |

1. 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.

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

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |  |

1. As a Tech from the automotive support group, I want functionality to automatically archive the 60 day’s old unclaimed tickets to Repair database. So that user can manage the ticket load effectively.

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

|  |  |
| --- | --- |
| Title | Automatic “Archiving” of 60 days old unclaimed tickets in both Editor and TA queue |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | functionality to automatically archive the 60 days old unclaimed tickets 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 or Editor queue for 60 days unclaimed |

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

1. As a Tech from the automotive support group, I want to display the selected ticket in the right panel of “Editor Ticket Queue” page. So that selected ticket in the Editor queue will get displayed in the right panel display area with same layout and feature as TA Display area

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

|  |  |
| --- | --- |
| Title | “Editor Display Area’ functionality in the “Editor Ticket queue” page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech from the automotive support group |
| **I want… (Business Case)** | I want to display the selected ticket in the right panel of “Editor Ticket Queue” page |
| **So that… (Business Value)** | selected ticket in the Editor queue will get displayed in the right panel display area with same layout and feature as TA 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acceptance Criteria (Testable)** | | |  |
| **Given** | **When** | **Then** | **Wireframe** |
| The user is on the “Editor Ticket queue” page | Editor selects the ticket from the Editor ticket queue | System should display the selected ticket details in the right panel display area | This wireframe needs to be created. It should be have the same layout and features as “Tech Assist Ticket queue” page except TA Header and Editor menu functionalities. |

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

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

|  |  |
| --- | --- |
| Title | “Claim’ functionality in the “Editor” column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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” |  |

1. As a Tech 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

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

|  |  |
| --- | --- |
| Title | “Open” functionality in the “Editor” column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 Open Ticket” page |  |
| The user is on the “Editor Open Ticket” page | User verifies the “Editor Open Ticket” page | “Editor open Ticket” should have “Tech Assist source” column, Editor column and page header as specified in the Open Ticket – Editor ticket v1 wireframe | Refer “Open Ticket – Editor V1” wireframe, “Ticket Header – Editor ticket” wireframe, “Ticket TA source column” wireframe, “Ticket Editor” column wireframe, “Ticket Editor area – Editor ticket” wireframe |

1. As a Tech 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

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

|  |  |
| --- | --- |
| Title | “Automatic data pulling” from Tech Assist Ticket to “Ticket TA source column” |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech 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

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

|  |  |
| --- | --- |
| Title | “Unedited” mode for “Ticket TA source column” Accordions |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech 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

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

|  |  |
| --- | --- |
| Title | “Copy only” mode for “Ticket TA source column” Accordions |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech 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

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

|  |  |
| --- | --- |
| Title | Functionality for opening multiple Accordions in TA source column” |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech 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

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

|  |  |
| --- | --- |
| Title | “Company Information” Accordion in “Ticket TA source column” |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech 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

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

|  |  |
| --- | --- |
| Title | “Company Information” Accordion in “Ticket TA source column” |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech 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

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

|  |  |
| --- | --- |
| Title | “Vehicle Information” Accordion in “Ticket TA source column” |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech 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

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

|  |  |
| --- | --- |
| Title | “Vehicle Problem” Accordion in “Ticket TA source column” |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech 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

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

|  |  |
| --- | --- |
| Title | “Tests Performed” Accordion in “Ticket TA source column” |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech 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

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

|  |  |
| --- | --- |
| Title | “Tests Performed” Accordion in “Ticket TA source column” |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech 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

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

|  |  |
| --- | --- |
| Title | “Automatic data pulling” from Tech Assist Ticket to “Ticket Editor column” |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

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

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

|  |  |
| --- | --- |
| Title | “Ticket Status” information in Ticket Editor 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 Editor column with the value of Pending, 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. TA should submit the form from his queue to Editor Ticket queue 3. Editor should claim and open the submitted ticket |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 | 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 |

1. As a Tech 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. So that Editor will be informed and committed to this ticket to work on further.

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

|  |  |
| --- | --- |
| Title | “Ticket Status” information in Ticket Editor column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |
| **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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech 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

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

|  |  |
| --- | --- |
| Title | “Case” matching functionality in Ticket Editor 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 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech 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.

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

|  |  |
| --- | --- |
| 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 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 “Company Information” Accordion | User double clicks the Accordion for editing | System should not allow the user to edit | Refer the “Ticket Editor column” wireframe |

1. As a Tech 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_113** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “Vehicle Information” details in Ticket Editor column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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” in default closed mode. | Refer the “Ticket Editor column” wireframe |
| 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 Tech Editor column” wireframe |

1. As a Tech 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_114** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “Vehicle Problem” details in Ticket Editor column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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” in default open mode. | Refer the “Ticket Editor column” wireframe |
| 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 |

1. As a Tech 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_115** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “Tests performed” details in Ticket Editor column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 “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 |

1. 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. So that TA will have the “Probable cause” details related to this ticket.

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_116** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “Probable causes” details in Ticket Editor column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 “probable causes” in default closed mode. | Refer the “Ticket Editor column” wireframe |
| The user is on the “Probable causes” 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 “Probable causes” 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 |

1. As a Tech 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_117** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “Repairs” details in Ticket Editor column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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. | Refer the “Ticket Editor column” wireframe |
| 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 |

1. As a Tech 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_118** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “Case Notes” details in Ticket Editor column |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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” in default closed mode. | Refer the “Ticket Editor column” wireframe |
| 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 |

1. As a Tech 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_119** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| 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)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_120** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “Decline’ functionality in the “Tech Assist ticket queue” header |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_121** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “Preview’ functionality in the “Open Ticket – Editor Ticket V1” page Header |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_122** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “Publish’ functionality in the “Open Ticket – Editor Ticket V1” page header |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech 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

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_123** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “Close’ functionality “Open Ticket – Editor Ticket V1” page Header |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech 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

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_124** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “Ticket Editor” functionality in “Open Ticket – Editor Ticket V1” page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_125** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | “Case” matching functionality in Ticket Editor 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 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

1. As a Tech 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

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_126** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| Title | Case editing functionality in “Editor Ticket case match” page |
| **Value Statement** |  |
| **As a… (Role/user)** | Tech 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_127** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| 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 don’t want to accept the ticket |
| **So that… (Business Value)** | TA can provide notes and 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 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 |

1. 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

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story ID** | **EBRS\_US\_128** | | |
| **Business Priority (High, Medium, Low)** |  | **Status (Proposed, Planned, Delivered)** |  |
| **US Points** |  | **Estimation (Hrs)** |  |

|  |  |
| --- | --- |
| 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 |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |