User story of:

**Account creation:**

Customer with licence and new company

Customer with licence and existing company

Customer without licence and visiting the FAQ

Logging in as a user with account

User editing his account details

**Overview:**

Customer submitting new ticket

Customer editing old ticket

Operator solving a ticket

Customer looking at a solved ticket

Administrator closing a ticket

Operator/Administrator search for old ticket

|  |  |  |
| --- | --- | --- |
| Role: | Username: | Password: |
| User with licence | MG | 123 |
| Administrator | Victor | 123 |
| Operator | Operator | Operator |