

## **WORK TASK**

**Duration: 10 days**

Once the Deliverables Sign-off template is completed, please prepare the User Stories and send it to us once finished.

For the User Stories here are the Requirements gathered based on our meetings:

1. Use FreshDesk to create/submit requests or concerns.
2. Deliver reports of the ticket raised on a daily basis.
3. Notify the client once the ticket is resolved.
4. Create a survey that will be sent to the clients after the ticket was resolved.
5. Notify customers once the ticket is closed.

Every Requirement should have a High-Level Story and a different Persona. Our Project will be having 3 Persona which are the following:

1. Customer
2. Support Agent
3. Ticketing System which is the FreshDesk