**Requirement 1: Use FreshDesk to Create/Submit Request or Concern**

**Customer Persona:**

1. **Log in to FreshDesk**
   * **User Story**: As a **Customer**, I should be able to log into FreshDesk using my credentials, so that I can access the system to submit my requests or concerns.
   * **Why it's important**: This allows customers to interact with the FreshDesk system securely, ensuring their requests can be tracked and resolved efficiently.
   * **Acceptance Criteria**:
     + The system must allow customers to log in using their username and password.
     + If the credentials are incorrect, an error message should be displayed advising the customer to retry.
2. **Create Ticket in FreshDesk**
   * **User Story**: As a **Customer**, I want to create a ticket in FreshDesk, so that I can officially report my issue or concern.
   * **Why it's important**: Creating a ticket ensures that the customer’s issue is logged in the system for the support team to address in an organised manner.
   * **Acceptance Criteria**:
     + The customer must be able to fill in mandatory fields, such as the issue description, category, and urgency level.
     + The system must not allow ticket creation unless all required fields are completed.
3. **Submit Ticket in FreshDesk**
   * **User Story**: As a **Customer**, I want to submit the ticket I created in FreshDesk, so that my issue can be officially recorded and assigned to a support agent for resolution.
   * **Why it's important**: Submitting the ticket ensures that the support team is aware of the issue and can take action.
   * **Acceptance Criteria**:
     + The system should display a confirmation message when the ticket is successfully submitted.
     + A unique ticket number should be generated and assigned to the customer’s request.
4. **Receive Email Notification that the Ticket is Submitted**
   * **User Story**: As a **Customer**, I want to receive an email notification after submitting a ticket in FreshDesk, so that I can confirm my request has been logged.
   * **Why it's important**: The email serves as proof of submission and includes information needed to track the ticket’s status.
   * **Acceptance Criteria**:
     + The email must contain the ticket number, a summary of the request, and a link to track the progress of the ticket.

**Support Agent Persona:**

1. **Receive Email Notification When a New Ticket is Submitted**
   * **User Story**: As a **Support Agent**, I should receive an email notification whenever a new ticket is submitted, so that I am aware of any new requests that need to be addressed.
   * **Why it's important**: The notification helps the support team respond promptly to customer requests.
   * **Acceptance Criteria**:
     + The system must send an email to the assigned support agent with the ticket details as soon as a customer submits a request.
2. **Log in to FreshDesk**
   * **User Story**: As a **Support Agent**, I should be able to log into FreshDesk, so that I can view and respond to the tickets submitted by customers.
   * **Why it's important**: This allows the support team to manage incoming tickets and provide timely assistance.
   * **Acceptance Criteria**:
     + The system should enable the support agent to log in using their credentials and immediately see the new tickets.

**FreshDesk:**

1. **Send Email Notification to Customer After Ticket is Created**
   * **User Story**: As **FreshDesk**, I must send an email notification to the customer after a ticket is created, so that the customer knows their request has been received and is being addressed.
   * **Why it's important**: Confirmation gives customers peace of mind that their issue is being handled.
   * **Acceptance Criteria**:
     + The system automatically sends an email to the customer with the ticket number and summary immediately after submission.
2. **Send Email Notification to Support Agent When a New Ticket is Created**
   * **User Story**: As **FreshDesk**, I must send an email notification to the support agent when a new ticket is submitted by a customer, so that the support team can take immediate action.
   * **Why it's important**: This ensures that tickets are responded to promptly and don’t go unnoticed.
   * **Acceptance Criteria**:
     + The system sends an email to the assigned support agent immediately after the ticket is submitted by the customer.

**Requirement 2: Deliver Reports of the Tickets Raised on a Daily Basis**

**Customer Persona:**

1. **View Daily Summary of Tickets**
   * **User Story**: As a **Customer**, I want to be able to receive a daily summary of all the tickets I have submitted, so that I can monitor the progress of my requests and understand which issues are being addressed and resolved. The summary should be easy to read and concise, listing all tickets raised by the customer, including the ticket number, issue description, status (e.g., open, in-progress, resolved), and key actions taken that day.

**Support Agent Persona:**

1. **Receive Daily Report of Tickets Raised**
   * **User Story**: As a **Support Agent**, I need to receive a detailed daily report of all tickets raised, so that I can prioritise my work effectively and ensure that no issues are missed or delayed. The report should be generated at the same time each day and include a list of all tickets raised, along with their current statuses. It should highlight high priority tickets and those unresolved for a longer period, helping agents manage their workload.
2. **Log in to View Ticket Report**
   * **User Story**: As a **Support Agent**, I need to log into FreshDesk to view the daily report, so that I can access detailed information about each ticket and follow up as necessary. Once logged in, the agent should see all ticket details, including the customer’s contact information, issue description, history of actions, and any internal notes from other agents. This helps the agent resolve issues efficiently.

**FreshDesk Persona:**

1. **Generate Daily Report of Tickets**
   * **User Story**: As **FreshDesk**, I need to automatically generate a daily report summarising all tickets raised in the system, so that both customers and support agents have an up to date view of support requests and their statuses. The report should include key ticket details such as the ticket number, issue description, customer name, priority level, and the current status of each ticket (open, in-progress, resolved), ensuring the information is accurate and delivered on time every day.
2. **Send Daily Report to Support Agents**
   * **User Story**: As **FreshDesk**, I should automatically send the daily report to all support agents at the start of the workday, so that they are aware of the current ticket statuses and can manage their workload accordingly. The report should be accessible via email or system notification, with links to each ticket for quick access, helping agents prioritise tasks effectively.

**Requirement 3: Notify Client Once the Ticket is Resolved**

**Customer Persona:**

1. **Receive Email Notification of Ticket Resolution**
   * **User Story**: As a **Customer**, I want to receive an email notification once my ticket has been resolved, so that I am informed the issue has been addressed and I can check the resolution details. The email should include the ticket number, a brief description of the issue, a summary of the resolution, and a link to the ticket in FreshDesk where I can view more detailed information.
2. **Review Resolution via Email**
   * **User Story**: As a **Customer**, I want to be able to click on a link in the email and review the details of how my ticket was resolved, so that I can confirm the issue has been handled to my satisfaction. The email should contain a direct link to the specific ticket in FreshDesk, where I can see all actions taken by the support team, comments, and the final resolution.

**Support Agent Persona:**

1. **Mark Ticket as Resolved**
   * **User Story**: As a **Support Agent**, I need to mark a ticket as "resolved" once I’ve addressed the customer’s issue, so that the customer receives a notification and knows the problem has been fixed. When the agent marks a ticket as resolved, FreshDesk should automatically trigger an email to the customer, and the agent should be able to add final comments or instructions before closing the ticket.
2. **Receive Confirmation of Ticket Resolution**
   * **User Story**: As a **Support Agent**, I want to receive confirmation that the resolution notification was successfully sent to the customer, so that I know they’ve been informed and I can move on to the next task. After the notification is sent, the system should generate a confirmation log showing the date and time the email was delivered, or alert the agent if the email fails to send.

**FreshDesk Persona:**

1. **Send Notification to Customer Upon Resolution**
   * **User Story**: As **FreshDesk**, I need to automatically send an email notification to the customer as soon as their ticket is marked as "resolved", so that they are immediately informed that their issue has been addressed. The email should be personalised with the customer’s name, ticket number, and a summary of the resolution. The system should retry sending the email if the initial attempt fails.
2. **Log Notification Sent to Customer**
   * **User Story**: As **FreshDesk**, I need to log the date and time the email notification was sent to the customer, so that the support team can track the communication and verify that the customer was informed of the resolution. The log should be accessible in the ticket history, showing the exact time the email was sent and when it was opened.

**Requirement 4: Create a Survey That Will Be Sent to the Clients After the Ticket is Resolved**

**Customer Persona:**

1. **Receive Satisfaction Survey**
   * **User Story**: As a **Customer**, I want to receive a satisfaction survey after my ticket is resolved, so that I can provide feedback on how well my issue was handled. The survey should ask about the quality of service, responsiveness of the support agent, and overall satisfaction, with a clear call to action to encourage me to complete the survey.
2. **Submit Feedback via Survey**
   * **User Story**: As a **Customer**, I want to easily complete and submit the satisfaction survey, so that my feedback can be considered by the support team to improve their service. The survey should be accessible via a link in the email, allowing me to provide both numerical ratings and written comments, with a confirmation that my feedback was successfully submitted.

**Support Agent Persona:**

1. **View Customer Feedback from Survey**
   * **User Story**: As a **Support Agent**, I want to be able to view customer feedback from the satisfaction survey, so that I can see how well I handled the issue and look for opportunities to improve my service. The feedback should be tied to the specific ticket, showing the customer’s satisfaction score and comments, helping agents refine their approach.

**FreshDesk Persona:**

1. **Send Satisfaction Survey After Ticket Resolution**
   * **User Story**: As **FreshDesk**, I need to automatically send a satisfaction survey to the customer after their ticket has been resolved, so that they can provide feedback on the support experience. The survey email should be sent immediately after the ticket is marked as resolved, with a reminder sent if the survey is not completed within a set time.
2. **Log Survey Response**
   * **User Story**: As **FreshDesk**, I need to log the customer’s survey response once they have submitted it, so that the support team can review the feedback and analyse overall customer satisfaction. The log should include the customer’s satisfaction rating, comments, and the date the survey was completed, making the data accessible to agents and managers.

**Requirement 5: Notify Customer Once the Ticket is Closed**

**Customer Persona:**

1. **Receive Notification When Ticket is Closed**
   * **User Story**: As a **Customer**, I want to receive an email notification once my ticket is closed, so that I know the issue has been fully resolved and no further action is required. The closure notification should include the ticket number, a summary of the resolution, and confirmation that no further action is needed unless I want to reopen the ticket.
2. **Reopen Closed Ticket if Necessary**
   * **User Story**: As a **Customer**, I want to be able to reopen a closed ticket if I feel the issue was not fully addressed, so that the support team can continue working on the problem. The email should include a "Reopen Ticket" link, allowing me to reopen the ticket and place it back in the active queue for further action.

**Support Agent Persona:**

1. **Mark Ticket as Closed**
   * **User Story**: As a **Support Agent**, I need to be able to mark a ticket as "closed" once I have confirmed that the issue is fully resolved, so that the customer is notified and the ticket is no longer active. Once the agent is satisfied the issue is resolved, they should have the option to close the ticket in FreshDesk, triggering the closure email to the customer.
2. **Receive Confirmation That the Customer Was Notified of Ticket Closure**
   * **User Story**: As a **Support Agent**, I want to receive confirmation that the customer has been notified when their ticket is closed, so that I know they have been informed of the final status. After marking the ticket as closed, the system should generate a confirmation log showing the date and time the closure notification was sent, or alert the agent if the email fails to send.

**FreshDesk Persona:**

1. **Send Notification to Customer When Ticket is Closed**
   * **User Story**: As **FreshDesk**, I need to automatically send an email notification to the customer once their ticket is closed, so that they are informed that the issue is fully resolved and no further action is required. The closure email should be sent immediately after the agent closes the ticket and should include the ticket number, a summary of the resolution, and instructions on how to reopen the ticket if necessary. This ensures the customer is kept informed of the final status and has the option to follow up if needed.
2. **Log Notification Sent to Customer Upon Ticket Closure**
   * **User Story**: As **FreshDesk**, I need to log the email notification sent to the customer when their ticket is closed, so that the support team has a full record of all communications and actions taken regarding the ticket. This ensures transparency and accountability, allowing the team to refer back to previous communications if any issues arise later. The log should include the exact date and time the closure notification was sent, and it should be easily accessible to support agents and managers for tracking purposes.

This **User Story List** ensures that all personas involved in the FreshDesk ticketing process customers, support agents, and the FreshDesk system have clear, actionable steps. Each user story is designed to address both the functional and communication requirements essential for an efficient ticketing and customer support system.

* **Customer Persona** stories focus on enabling customers to create and submit tickets, receive timely notifications, and give feedback through surveys after their issues are resolved.
* **Support Agent Persona** stories ensure that the support team is kept informed and can manage customer tickets from submission through to closure efficiently.
* **FreshDesk Persona** stories describe the system’s automated processes, such as sending notifications, generating reports, and triggering emails to ensure communication between customers and agents is seamless.

**Log in to FreshDesk and Submit a Ticket**

**Requirement (Where the user story comes from):**

This user story originates from the requirement to allow customers to use FreshDesk to submit requests or report concerns. The goal is to enable customers to log into the system, create a ticket for their issue, and submit it for resolution.

**Feature / Process (Write the high-level story):**

This user story involves the customer logging into FreshDesk, creating a ticket that includes all necessary details (such as issue type and description), submitting the ticket, and receiving a confirmation via email. The ticket is then made available to the support team for resolution.

**Open Items:**

* Are there any specific security measures, such as two-factor authentication (2FA), that need to be implemented for customer logins?
* Will customers be able to attach files (e.g., screenshots, documents) when submitting tickets? If yes, what is the maximum file size allowed?
* What should be the exact format and content of the email notification sent to the customer and the support agent upon ticket submission?

**Deadline**: Responses needed by [Insert Deadline Date].  
**Key Person(s)**: [List the key people responsible for addressing these questions, e.g., security architect, development team].

**Requirement Description:**

* **Objective of the Persona**:
  + As a **Customer**, I should be able to log into FreshDesk, create a ticket, and submit it so that my issue or concern is recorded and forwarded to the support team for resolution.
* **As a Persona**:
  + **As a Customer**, I want to be able to securely log into FreshDesk and submit a ticket that outlines my issue, so that I can ensure my request is officially registered and will be addressed by the appropriate support agent.
* **Expected Action**:
  + The customer successfully logs into FreshDesk, creates a ticket by filling in the necessary fields (e.g., issue description, category, priority), and submits it.
* **Outcome of the Action**:
  + The ticket is created, assigned a unique ticket number, and a confirmation email is sent to the customer with the ticket details. The support team is automatically notified so they can begin working on the issue.

**Preconditions:**

* The customer must have an active FreshDesk account with valid login credentials (username and password).
* FreshDesk must be accessible via the web or mobile application at the time of ticket submission.
* The customer must provide all required information when creating a ticket (e.g., description, priority, category).

**Exceptional Cases:**

* **Incorrect Login Details**: If the customer enters incorrect login credentials, the system should display an error message prompting them to retry or reset their password.
* **Incomplete Ticket Fields**: If mandatory fields in the ticket creation form are not filled out, the system should prevent submission and highlight the missing fields with a message to complete them.
* **System Downtime**: If FreshDesk is temporarily unavailable due to maintenance or system errors, the customer should see a message advising them to try again later, with an estimated time of resolution (if available).
* **Email Delivery Failure**: If the email notification to the customer or support agent fails to send, the system should attempt to resend the email. After a second failure, a log of the issue should be created for review by the technical team.

**Business Rules:**

* **Data**: The system must capture essential customer information (e.g., name, email address, ticket description, priority level).
* **Rules**: A unique ticket number must be generated upon submission. The system must prevent ticket submission if mandatory fields are missing.
* **Requirements**: The customer must receive an email notification immediately after submitting a ticket. The notification should include the ticket number, a summary of the issue, and a link to track the ticket's status.
* **Design**: The ticket creation form should be easy to navigate, with clear labels for mandatory fields. The email templates used for customer and support agent notifications should be pre-approved and aligned with the company’s branding and communication standards.

**Technical Requirements:**

* The system must integrate with a secure authentication method, ensuring that customers can log in safely using their credentials.
* The system must generate a unique ticket number for each new submission and store the ticket in the database for future reference.
* Automatic email notifications must be triggered upon ticket creation, sending one to the customer and another to the assigned support agent.
* Error-handling mechanisms should be in place to manage situations where emails fail to send, or the system encounters unexpected issues.

**Scenario 1 (Happy Path):**

* **Description**: This scenario describes the ideal workflow where everything functions as expected.
  + **Action**: The customer logs into FreshDesk using valid credentials, successfully creates a ticket by completing all required fields, and submits it.
  + **Expected Outcome**: Upon submission, the system generates a unique ticket number and sends an email confirmation to the customer. At the same time, the system notifies the assigned support agent via email about the newly created ticket.
  + **Success Criteria**:
    - The customer receives a confirmation email immediately after the ticket submission.
    - The ticket is logged in the system with all details (e.g., issue description, priority level).
    - The assigned support agent receives an email notification to review and address the ticket.

**Scenario 1.1:**

* **Description**: The customer logs into FreshDesk and submits a ticket with all required fields filled in.
  + **Action**: The customer completes the ticket form correctly and submits it.
  + **Expected Outcome**: The system generates a ticket number and sends a confirmation email to the customer, which includes the ticket details (such as the issue description, ticket number, and tracking link).
  + **Success Criteria**:
    - A unique ticket number is generated.
    - The customer receives a confirmation email immediately after the ticket is submitted.
    - The support agent receives notification of the new ticket.

**Scenario 1.2:**

* **Description**: The customer enters incorrect login credentials.
  + **Action**: The customer attempts to log in but provides invalid credentials (wrong password or username).
  + **Expected Outcome**: The system displays an error message prompting the customer to retry or reset their password.
  + **Success Criteria**:
    - The customer cannot access their FreshDesk account.
    - The system provides a clear error message explaining the login failure.
    - The customer is offered the option to reset their password or reattempt login.

**Scenario 1.3:**

* **Description**: The customer tries to submit a ticket without completing the required fields.
  + **Action**: The customer omits required information (e.g., issue description, category) when attempting to submit a ticket.
  + **Expected Outcome**: The system prevents the ticket submission and highlights the missing fields, prompting the customer to complete the form.
  + **Success Criteria**:
    - The customer is unable to submit the ticket until all required fields are filled.
    - The system clearly indicates which fields are missing, with appropriate error messages.

**Scenario 1.4:**

* **Description**: The FreshDesk system is temporarily unavailable.
  + **Action**: The customer tries to log in or submit a ticket while the system is down (due to maintenance or technical issues).
  + **Expected Outcome**: The system displays a service interruption message, advising the customer to try again later.
  + **Success Criteria**:
    - The system must not allow login or ticket submission during downtime.
    - The customer receives a clear message explaining that the service is temporarily unavailable.
    - The message should include a timeframe for resolution, if known.

**Scenario 1.5:**

* **Description**: The email notification to the customer fails to send.
  + **Action**: After the ticket is submitted, the email system encounters an error and fails to deliver the confirmation to the customer.
  + **Expected Outcome**: The system should automatically retry sending the email. If the retry also fails, the system should log the issue for review by the technical team and notify the relevant support staff.
  + **Success Criteria**:
    - The system attempts to resend the email within 5 minutes.
    - If the resend fails, the system logs the failure, including details such as time, date, and email address.
    - The technical team or support staff are notified of the email failure for further investigation.

**Summarised Version of the Acceptance Criteria**

1. **Scenario 1 (Happy Path)**:
   * Customer logs in, creates a ticket, and receives a confirmation email. The support agent is notified, and the ticket is logged in the system.
2. **Scenario 1.1**:
   * If the customer submits a ticket with all required fields filled in, the system generates a ticket number and sends an email confirmation.
3. **Scenario 1.2**:
   * If the customer enters incorrect login details, an error message is displayed, advising them to retry or reset their password.
4. **Scenario 1.3**:
   * If the customer tries to submit a ticket without completing the required fields, the system prevents submission and prompts them to fill in the missing information.
5. **Scenario 1.4**:
   * If the FreshDesk system is temporarily unavailable, a service interruption message is displayed, advising the customer to try again later.
6. **Scenario 1.5**:
   * If the email notification to the customer fails, the system retries sending the email and logs the failure for review if the retry also fails.

**User Story:**

**Receive Email Notification Once Ticket is Resolved**

**Requirement:**

Notify the customer once the ticket is resolved.

**Feature / Process:**

This user story focuses on ensuring that once a support agent resolves a ticket, the FreshDesk system sends an automated email notification to the customer. The notification provides confirmation of the ticket’s resolution, details of the issue, and a link to a customer satisfaction survey.

**Open Items:**

1. The **Business/Development Team** must confirm the exact content of the email notification, including tone, branding, and specific language.
2. Agreement on the final design for the email template, ensuring it aligns with company branding and user experience guidelines.

**Deadline**: Responses required by [Insert Deadline Date].  
**Key Person(s)**: [Insert Business Analyst, Design Lead, Development Team Lead].

**Requirement Description:**

* **Objective**:  
  As a **Customer**, I should be able to receive an email notification once my ticket is resolved, so that I can verify the solution on my end before confirming the closure of the issue.

**Preconditions:**

1. The customer must have previously submitted a ticket in FreshDesk, and it should be visible in the “Open Ticket” list.
   * Reference: (See User Story #3 – View the Confirmation Page that Ticket is Submitted in FreshDesk).
2. The support agent must mark the ticket as "resolved" in the FreshDesk system.

**Exceptional Cases:**

1. **Delayed Email Notification**:
   * **If** the email notification is delayed due to external factors (e.g., internet service issues), then it may be outside the control of the system.
   * **Action**: The system should log this delay and retry sending the email. If the issue persists, no further action can be taken unless escalated by the customer.

**Business Rules:**

1. **Email Content**:
   * Once the ticket is resolved, the customer must receive an email containing:
     + **Customer’s First Name**: Displayed at the top of the email.
     + **Ticket Number**: The unique number assigned to the request.
     + **Ticket Link**: A clickable link directing the customer to the ticket’s details in FreshDesk.
     + **Survey Link**: A clickable link allowing the customer to rate the service and provide feedback on the resolution.
2. **Email Message Template**:
   * The email should use the following structure:

Hi <First Name>,

This is to inform you that Ticket # XXXXXX has been resolved. For more details about the resolution, click here: <Ticket Link>.

Tell us how we did by completing this short survey: <Survey Link>.

Best regards,

[Your Company Support Team]

1. **Email Design**:
   * The email content must adhere to the company’s branding guidelines, including the use of appropriate fonts, colours, and logos.
   * The design and content must be pre-approved by the business and design teams and finalised in the specification sheet.
2. **Technical Details**:
   * The email should include:
     + **Date and Time**: The exact date and time when the email was sent to the customer.
     + **Sender's Email Address**: Use a designated support email address (e.g., support@company.com).
     + **Recipient’s Email Address**: The customer’s email address as stored in their profile.
     + **Notification Reason**: Clearly state that "Ticket # XXXXXX has been resolved."

**Technical Requirements:**

1. The system must retrieve the customer’s details (e.g., name, email, ticket number) from the FreshDesk database.
2. The system must automatically generate and send the email once the ticket is marked as resolved by the support agent.
3. The email must contain clickable links for the ticket details and the customer satisfaction survey.
4. The system should retry sending the email if it fails on the first attempt and log any failures for the support team to investigate.

**Acceptance Criteria:**

**1. Scenario 1 (Happy Path):**

* **Description**: This scenario describes the ideal flow in which all parts of the process work as expected.
  + **Action**: Once a support agent resolves a customer’s ticket, the system triggers an email notification to the customer.
  + **Expected Outcome**: The email notification is successfully sent and delivered to the customer’s email inbox.
  + **Content of the Email**: The email should contain:
    - The customer’s first name, as retrieved from their profile.
    - The unique ticket number corresponding to the resolved issue.
    - A clickable link to the resolved ticket’s details in FreshDesk, allowing the customer to review the resolution.
    - A clickable link to a customer satisfaction survey, enabling the customer to provide feedback on the service received.
  + **Success Criteria**:
    - The customer receives the email without delay.
    - The email contains accurate information, including the correct ticket number and personalised details.
    - The clickable links within the email (ticket details and survey) work correctly and direct the customer to the intended pages without errors.

**2. Scenario 1.1:**

* **Description**: This scenario details the content that must be included in the email notification when a customer’s ticket is resolved.
  + **Action**: The customer’s ticket is marked as "resolved" by the support agent in FreshDesk, triggering an automated email to the customer.
  + **Expected Outcome**: The system sends an email that includes the following:
    - **Customer’s First Name**: The system should personalise the email with the customer’s first name as stored in their profile.
    - **Ticket Number**: The system must include the unique ticket number associated with the resolved issue.
    - **Ticket Link**: A clickable link that takes the customer to the detailed view of the resolved ticket in FreshDesk.
    - **Survey Link**: A clickable link that directs the customer to a survey where they can provide feedback on the support experience.
  + **Success Criteria**:
    - The customer’s first name is displayed correctly in the email.
    - The email contains the correct ticket number and clickable links for both the ticket details and the survey.
    - Clicking the links should successfully navigate the customer to the appropriate pages.

**3. Scenario 1.2:**

* **Description**: This scenario outlines the system’s behaviour when the email notification is delayed due to network or server issues.
  + **Action**: After the ticket is marked as resolved, the system attempts to send an email notification to the customer, but the email is delayed.
  + **Expected Outcome**:
    - If the email fails to send immediately (due to issues such as server errors or network connectivity problems), the system should log the failure and retry sending the email after a predefined interval (e.g., 5 minutes).
    - The system should continue retrying at regular intervals until the email is successfully sent or a set maximum number of retries is reached (e.g., 3 attempts).
    - The failure to send should be logged for review by the support or technical team.
  + **Success Criteria**:
    - The system logs the delay and retries sending the email notification at regular intervals.
    - If the retries fail, the system logs the failure and notifies the technical team for further investigation.

**4. Scenario 1.3:**

* **Description**: This scenario covers the case where the customer’s email address is invalid or undeliverable.
  + **Action**: The system attempts to send the email notification, but the email address associated with the customer’s profile is invalid or undeliverable.
  + **Expected Outcome**:
    - The system should detect that the email was not delivered (e.g., bounce-back error due to an invalid email address).
    - Upon detecting the undelivered email, the system should log the issue and notify the technical team or support staff to investigate.
    - The system should halt further attempts to resend the email until the customer’s email address is corrected.
    - The customer should be notified (through another method if possible) that their email address needs to be updated to ensure future notifications are delivered.
  + **Success Criteria**:
    - The system logs the undelivered email and notifies the relevant team.
    - No further resend attempts are made until the issue with the email address is resolved.
    - The customer’s email address can be updated via their profile or through support.

**5. Scenario 1.4:**

* **Description**: This scenario describes the expected behaviour when the customer clicks on the links provided in the email (to view ticket details or complete the survey).
  + **Action**: The customer clicks on one of the links in the email to either:
    1. View the details of the resolved ticket in FreshDesk.
    2. Complete the customer satisfaction survey linked in the email.
  + **Expected Outcome**:
    1. Clicking the **Ticket Link**: The system should redirect the customer to the FreshDesk page that displays the details of the resolved ticket. The page should load without errors, displaying all relevant ticket information.
    2. Clicking the **Survey Link**: The system should direct the customer to the customer satisfaction survey, where they can provide feedback on the resolution process. The survey form should load correctly and allow the customer to submit their responses without issues.
  + **Success Criteria**:
    1. Both links (ticket and survey) must function as expected, directing the customer to the appropriate pages.
    2. The pages should load without errors and display the correct information (e.g., ticket details, survey questions).
    3. The customer must be able to interact with the survey and submit their feedback successfully.