Project 2

Date: 10/14/2021

Proposal: **Issue tracker tool**

**Key points:**

Record issues customers have experienced with a product

Provide a ticketing system to record issues

What is an issue? Bugs customers encounter or question/inquiry (not all issues are bugs)

Capability to open, follow and close issue.

Capability to receive and send email

Scrum? Research

**Use Cases:**

Team/person open ticket, after report received (phone, email, chat? – input by person? Recorded by system?)

System plan a schedule for follow ups

System prompts to follow up when follow up is due

Team/person records follows up

System able to send updates - via email - to user and/or team working on issue

After closed case, system adds report “type” and resolution to log