

Team Anamika

Friday, 19 September 2025 9:08 PM

User Persona

Persona 1: The New Joiner / First-Time User

- **Name:** Harsh
- **Role:** Software Engineer Trainee
- **Goal:** Needs quick access to IT systems, project tools, and onboarding help.
- **Pain Points:**
 - Not familiar with ticketing workflows.
 - Unsure how to categorize or prioritize requests.
 - May feel lost without proper guidance.
- **System Needs:**
 - **Simplified UI/UX** with tooltips and onboarding tutorials.
 - **Knowledge base integration** (FAQs, self-help guides).
 - Easy way to **raise tickets** with minimal inputs.
- **Key Quote:** "I just want to get my laptop/software issues solved without worrying about complex processes."

Persona 2: The Experienced Employee / Regular User

- **Name:** Anamika
- **Role:** Scrum Master & Project Manager
- **Goal:** Quickly raise tickets and track their resolution.
- **Pain Points:**
 - Frustrated if tickets are delayed or not updated.
 - Wants transparency in progress.
- **System Needs:**
 - **Fast ticket creation** with saved templates.
 - **Real-time tracking & notifications** for ticket status.
 - **Search and history** to view past requests.
- **Key Quote:** "I need a reliable system where I can log issues quickly and get updates without chasing people."

Persona 3: The IT Operations Team

- **Name:** Anmol
- **Role:** IT Support Specialist
- **Goal:** Efficiently manage, prioritize, and resolve incoming tickets.
- **Pain Points:**
 - Overwhelmed if ticket volume spikes.
 - Difficulty in prioritization without proper categorization.
 - Lacks visibility into recurring issues.
- **System Needs:**
 - **Ticket queue dashboard** with prioritization filters.
 - **SLA tracking & escalations.**
 - **Collaboration tools** (assign/reassign, comments).
- **Key Quote:** "I need a system that helps me triage and resolve tickets fast, not drown me in clutter."

Persona 4: Management / Leadership

- **Name:** Scooby Doo
- **Role:** Delivery Manager / IT Head
- **Goal:** Monitor efficiency, identify bottlenecks, and ensure SLAs are met.
- **Pain Points:**
 - No consolidated visibility on team performance.
 - Difficult to identify trends or recurring problem areas.
- **System Needs:**
 - **Analytics dashboard** for ticket volumes, resolution times, SLA breaches.
 - **Reports** (weekly, monthly, customizable).
 - **Data insights** for decision-making & resource planning.
- **Key Quote:** "I need insights, not raw data. The system should tell me what's working and where we're failing."

Why we are building this & what are we trying to solve / Features

1. Easy and Fast creation & resolution of tickets
2. Avoid human intervention where ever possible - so that human can work on more critical tasks
3. Increase Task Resolution Percentage
4. Reduce time to resolution of tickets
5. Avoid redundant ticket creation by providing a solution to users
6. Only involve IT team for critical issues
7. Provide analytics to see the recurring issues and other things
8. **AI agents - Browser plugin - to take a screenshot and analyze the issue. [FUTURE USE CASE]**
9. Multi Language support while creating tickets
10. **Multi media capabilities - Upload Image [FUTURE USE CASE]**
11. **Create tickets from email directly [FUTURE USE CASE]**
12. **Create tickets on behalf of other users. [FUTURE USE CASE]**
13. Feedback mechanism - Emoji based and text too
14. Create and suggest documents from knowledge base if the solution exists
15. Hierarchy of AI agents - Each agent specializes in certain tasks or domains
16. Real time Notifications (push and email)
17. Search from Pre-defined Questions
18. Avoid creating tickets if not required. - will improve KPIs
19. Auto and Manual Escalation Mechanism

Prompts - v0.app

Prompt 1

create a user ticket management system, it should be able to perform the following actions

1. create a new ticket by the following ways - ask user for basic details and ask them to describe the issue that they are facing. there should be a big text box with an option to select language that they want to write in. default is english. give options like - hindi, english only for now. User can also speak by clicking a button and then we write the same in the text box.

after we get the prompt - we will process the request and show a form with all the relevant information and ask the user to verify the things.

Once the user verifies - we will create a ticket page and show all the information on the page with the option to close ticket, reopen if closed. and escalate.

also show the user a timeline of the things going on. Ticket first will be assigned to an AI agent which will decide what has to be done, and at every step it will give a reason in the comment, this ticket will be assigned a level as well. on critical levels and urgency the user can ask the agent to assign it to a person.