

Residents

1. Raise Ticket
As a resident I want to create a ticket so that I can report the issue in my apartment.
2. View Ticket Status
As a resident I want to view the status of my ticket so I can monitor the progress.
3. Provide Feedback.
As a resident I want to provide feedback on the resolved issues so that I can ensure my problem is fully resolved.

Lease Office Staff

1. Manage resident's account
As a lease office staff, I want to create and manage resident accounts so that residents can access the system.
2. Assign Task
As a lease office staff, I want to assign tickets to maintenance staff so that issues are resolved efficiently.
3. Reopen Tickets
As a lease office staff, I want to reopen tickets if residents are dissatisfied so that unresolved issues can be addressed.
4. Monitor ticket status
As a lease office staff, I want to view a ticket history log so that I can track recurring issues.

Maintenance Staff

1. View Assigned Tickets
As a maintenance staff member, I want to see all tickets assigned to me so that I can plan my tasks effectively.
2. Update Ticket Status
As a maintenance staff member, I want to update the ticket status as I work on issues so that residents and staff know the progress.
3. Close Tickets
As a maintenance staff member, I want to mark tickets as resolved once the issue is fixed so that resident is notified.

Administrative Features

1. Generate Reports

As lease office staff, I want to generate reports about maintenance requests so that I can analyze trends and improve processes.

2. Access Control

As an administrator, I want to control user permissions so that system security is maintained.