

## Homework #5

### Your User Story

Our project will have a customer service representative role which will consist of all the support for the website. They will have access to all user profiles and be able to adequately help users with issues they are having on the website.

We will have a ticket system to allow users to create support tickets for questions or problems that they may have with the website. This feature will be accessible from the help section of the website and for the user to start a support ticket they will be greeted with a title, section option the question falls under, textbox for the problem they're having and allowed to have a few attachments to the support ticket. Once they click support, they'll be emailed a link that they will use to access the support ticket.

Another option a user can use for finding help with our website is the Q/A section that allows the user to first check to see if their question may have been asked before and is posted on the Q/A Section. This section will pull from a database so that questions can be updated or added easily if something needs to be added to the section. If their question isn't here, they can always make a ticket on the problem or use the live chat.

Last if they believe their question is quick, they can always use live chat to see if that can help them out. If the user believe their question isn't something big they can ask someone on live chat, if live chat can't help them because the question is too complex for what they can do they will be asked to create a ticket and the chat log will be attached automatically for them, so that the incoming support can see the past chat logs.