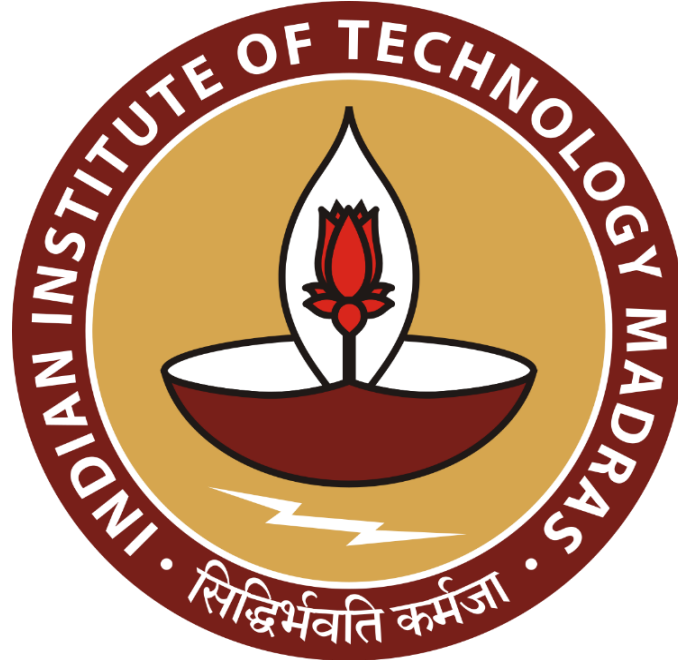


SOFTWARE ENGINEERING

(Course ID: BSCS3001)



Online Ticketing System with Discourse and Gchat Integration

Milestone 1

By

Anupam Kumar Jha (21f1004905)

Kevin Joshua T (22f1001410)

Pranav Wankhedkar (21f1000120)

Sachin Singh (21f1003251)

Ujit Kumar (21f3000786)

Utpal Dutta (21f2000524)

Submission Date: 23 Feb. 2024

❖ **Identifying the various types of Users:**

- **Primary Users:** Students, Support Staff sand Admins
- **Secondary Users:** Managers
- **Tertiary Users:** Software Developers, Internet Service Provider, Hosting Platforms

❖ **User Stories:**

1.

As a student	I want to tag the concern person.
So that	My issues get resolved faster

2.

As a student	I want to keep track of my issue through Message/Mail whenever any updates is there.
So that	So that I can Check them

3.

As a student	I want to create my query on discourse platform
So that	My concern get attention on discourse as well!

4.

As a student	I want to search discussions based on a tag
So that	I can easily go to the discussion I want to refer to

5.

As a student	I want click on the name or id of the commenter
So that	I can look into the profile of the user

6.

As a student	I want to use filters based on category and tags
So that	I can easily navigate to the kind of discussion I want to see or participate

7.

As a Support staff	I want to mark a discourse thread as favourite
So that	I can directly go and visit them

8.

As a Support staff	I want that my replies to tickets should be shown on discourse in particular concern thread
So that	My query gets solved on discourse as well

9.

As a Support staff	I want that when I mark a query as solved or closed, it should reflect on discourse as well
So that	So as student if I visit discourse I can know that my query has been resolved or closed.

10.

As a Support staff	I want to get a message on Gchat when priority measure goes beyond 5.
So that	So that I can stop escalation on the portal.

11.

As a Support staff	I want to click on the name or id of the student
So that	I can view the profile of the student

12.

As a Support staff	I want to submit clickable links for a previous discussion
So that	Student can go and visit them in case of duplicate queries

13.

As a Support Manager	I want to see which Support Staff are not Responding when they are tagged within 24Hrs
So that	Proper action can be taken against them

14.

As a Support Manager	I want to get notified if any user created more than 'x' threads in a day
So that	We can check if the user is Spamming the discourse

15.

As a Support Manager	I want to get message when some posts have flagged
So that	I can check the query immediately and take appropriate action

16.

As a Support Manager	I want to see a pie chart of resolved and pending threads
----------------------	---

So that	I get a hint of the discourse systems efficiency and also data for presenting to management
---------	---

17.

As a Support Manager	I want to see a pie chart of resolved queries within and delayed timeline counts
So that	I can take appropriate steps to ensure least delay in issue resolution

18.

As a Support Manager	I want see support staff wise issue being handled
So that	I can ensure equal workload distribution among all support staff