**Commitment Sprint 3**  
*Week 42*  
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During this commitment sprint, I will strive to complete the requirements as closely as possible. I will prioritize tasks by creating a priority list to ensure that most requirements are finished. Otherwise, I will tackle the most complex requirements first to allow ample time for adjustments in the final week.

By the end of this demo, I aim to have a ticketing system where users and agents can create, share, and modify tickets, among other functionalities. The system should meet the majority of the requirements, and I hope the customer will be satisfied.

**My sprint goal:**

*Adjustments in*

* R2 – Add support for files/images and support for å,ä,ö characters.
* R4 – Add agent functionality.
* R7 – Display agent's name and comments.
* R8 – Implement knowledgebase search function.

*Start with requirements:*

* R10 – Implement email notifications when tickets update.
* R12 – Classify tickets to the appropriate team.
* R14 – Highlight updated tickets.
* R15 – Add reply to comment functionality.

I will focus on resolving minor issues to increase the number of completed requirements. Additionally, I will begin working on requirements that I have not yet started to ensure they are completed by the deadline.

**User Stories:**

*Tasks:*

* Create a priority list.
* Address customer feedback from the demo, such as enlarging the filter form, ensuring it does not stop at one letter when typing, moving articles to the start page, adding filters to comments, and including a remove button.
* Arrange tickets so that newer ones appear at the top of the page.
* Change the date format to (24/10/14).
* Implement features such as displaying which agent is working on a ticket.
* Conduct thorough testing to ensure functionality and review styling to meet customer expectations.