

## Hotline Support System User Stories. Reply code: B.

Generally, using user stories as in: <https://www.mountangoatsoftware.com/agile/user-stories> (Cohn)

Note: the idea is that user stories are incomplete and a placeholder for a conversations, so I deliberately skip some details of the description. In contrast to SRS-style requirements, where I would aim for completeness, detail and clarity. The idea is to leave them open for freedom in implementation.

The non-indents are epics and the indents sub-user stories, roughly.

**1. As an IT user**, I want to be able to report IT problems to and ask questions of the support system, so that I can get help and continue my work.

- As an IT user, I want the system to help me retrieve my password, so I can start my work.
- As an IT user, I want to report printer problems, so that I can print.
- As an IT user, I want to be able to ask questions about the applications I use (e.g., Word), so that I can get my work done faster and effectively.
- As an IT user, I want to be able to order programs I need, so that I can do my work effectively.
- As an IT user, I want the support system to know many of my details without me having to tell them, to save my time and avoid errors.
- As an IT user, I want for a support to be available when I need them all the time, so I don't waste time waiting for someone.
- As an IT user, I want to be able to add additional information to my request, so that I can help the support system resolve it faster.

**2. As an IT user**, I want accessing the support system to be convenient, so that I can save time.

- As an IT user, I want to be able to walk into the room, email the support system, or call them, so I can do whatever is convenient for me at a particular time.

**3. As an IT user**, I want to keep informed about the status of my requests, so that I can plan my work.

- As an IT user, when I make a request I want an estimate of how long it will take for the request to be done, so I can plan my work.
- As an IT user, when a request I have made is complete, I want a notification, so I know that I continue on dependent work.
- As an IT user, I want to be able to look up the status of a request I have made, so I can track its progress in detail and plan my work.

**4. As a hotline supporter,** I want to be able to record a request very easily, so that I don't have to waste time with boring bookkeeping.

- As a hotline supporter, I want to be able to record an in person request very easily, so that I don't have to waste time with boring bookkeeping.
- As a hotline supporter, I want to be able to record a phone request very easily, so that I don't have to waste time with boring bookkeeping.
- As a hotline supporter, I want to be able to record an electronic request very easily, so that I don't have to waste time with boring bookkeeping.

**5. As a first line hotline supporter,** I want to be able to deal with incoming requests, so that they are solved as quickly as possible and people can go on with their work.

- As a first line hotline supporter, I want to be able to pass on request to the second line, so that users can get the help they need faster and more effectively.
- As a first line hotline supporter, I want to be able to give requests a priority, so that important requests get faster service.
- As a hotline supporter, I want to be able to change the priority of requests, so that important requests get faster service.
- As a hotline supporter, I want to be able to provide an estimate for requests, so that the users have an idea how long they will wait.
- As a hotline supporter, I don't want users to be able to set priorities of request, so that we avoid users always marking their request as important.

**6. As a second line hotline supporter,** I want to be able to receive requests, so that I can help solve more complex cases.

- As a second line hotline supporter, I want a notification when a request has been passed on to me, so that I know I have to look at it when I have time.
- As a second line hotline supporter, I need to be able to read the problem description of a problem when it's passed on to me, so that I can understand the problem and do a good job.
- As a second line hotline supporter, I need to be able contact the user reporting a problem when it's passed on to me, so that I can understand the problem and do a good job.
- As a second line hotline supporter, I need to be able contact the first line supporter who recorded details for a problem when it's passed on to me, so that I can understand the problem and do a good job.

**7. As a second line hotline supporter,** I want to be able to solve requests, so that people can get on with their work.

- As a second line hotline supporter, I want to be able to order supplies for a request, so that it can be eventually solved.
- As a second line hotline supporter, I want to be able to request outside expertise for a request, so that it can be eventually solved.

**8. As a hotline supporter,** I want to be able to manage my time well, so that I can work effectively in solving requests.

- As a hotline supporter, I want to know when I need to move from the first to second line, or vice versa, so that I follow a good schedule for the support system.
- As a hotline supporter, I want to be able to see which requests are overdue, so that I can work on them if I have extra time.
- As a hotline supporter, I want to be able to see a prioritized list of the requests I have claimed, in order to prioritize my time.
- As a hotline supporter, I want a warning about requests that are assigned to me when they are overdue, so that I know I should work on those first.

**9. As a hotline supporter,** I want to be able to update attributes of a request, so that it is always up to date for everyone.

- As a hotline supporter, I want to be able to close a request, so I and others know it is complete.
- As a hotline supporter, I want to be able to claim an open request, to show others I am working on the request, to avoid repeat work.
- As a hotline supporter, I want to be able to classify requests, so that myself and others can easily get a sense of what kind so requests these are.
- As a hotline supporter, I want classification of requests to be optional, so that I'm not forced to enter in a value that I'm not sure about.
- As a hotline supporter, I want to be able to set the status of the request, or have the status set automatically based on my actions, so myself and others know what is going on with a particular request.
- As a hotline supporter, I want to be able to add additional information to any request, so that I can help the request be resolved sooner.

**10. As a hotline supporter,** I want a support system interface that is incredibly usable, so that I don't waste my time, get frustrated, or avoid entering data.

**11. As a hotline supporter,** I want notifications from other relevant systems (e.g., servers, equipment) when something bad happens such that we have to do something, order to make sure the whole system works well and avoid many future requests.

**12. As a manager,** I want the support system to work well, so that the users are happy with our survey and can be productive.

- As a manager, I want the support system to always have a person available for the users, so that the users are not angry.
- As a manager, I want to be able to see which requests are overdue, so that I can check on their status and make sure someone will work on them.
- As manager, I want to be able to ask for statistics on request, including their status, average time to solve, and other information, in order to understand how well things are operating and make positive changes.