

### **Users:**

1. End user
2. Support Line 1
3. Support Line 2
4. Expert
5. Management
6. Admin

### **Epics:**

1. As an end user, I want to log issues so that they can be resolved.
2. As an end user, I want to be notified when there are changes on my issues so I can be up to date.
3. As a Line supporter, I want to view all open issues so that I can action them.
4. As a Line supporter, I want to log issues so that they can be resolved.
5. As a Line supporter, I want to view all issues to locate specific issue or trend.
6. As a Line supporter, I want to receive notifications so that I can action the issues accordingly.
7. As an expert, I want to view all issues assigned to me so that I can action them.
8. As an expert, I want to view all issues to locate a specific issue.
9. As an expert, I want to receive notifications so that I can action the issues accordingly.
10. As a manager, I want to view statistics of logged issues so that I can make future informed decisions.
11. As an Admin, I want to manage roles and fields for issue logging.
12. As an Admin, I want to manage the management's view to support their requirements.

### **User Stories:**

1. As an end user, I want to log an issue through a phone call so that it can be resolved.
2. As an end user, I want to log an issue through email so that it can be resolved.
3. As an end user, I want to log an issue by verbally informing the support team so that it can be resolved.
4. As an end user, I want to log an issue through the system so that it can be resolved.
5. As an end user, I want to be able to view my issue status to know what is going on with it.
6. As an end user, I want to receive a notification upon status change to know what happened to my issue and whether it was resolved.
7. As an end user, I want to be able to respond to any enquiries or comments so that the supporter or expert can resolve the issue successfully.
8. As an end user, I want to type in English and special characters so that the issue is understandable by all users.

9. As an end user, I want to access the system through any web browser so that I do not have a difficulty based on my device.
10. As a line 1 supporter, I want to log a user's issue in the system in order to facilitate tracking and for it to be resolved.
11. As a line 1 supporter, I want to log an issue highlighted through system integration alerts so that issues that might not be noticed by employees are resolved promptly and tracked.
12. As a line 1 supporter, I want to be able to view all open issues so that I can take on any issue.
13. As a line 1 supporter, I want to view all issues of all statuses so that I can refer to them in the future.
14. As a line 1 supporter, I want to be able to search for keywords so that I can view all issues related.
15. As a line 1 supporter, I want to be able to sort and filter the issues so that I can view specific issues.
16. As a line 1 supporter, I want to be able to open an issue ticket so that I can view its details and attachments or add information or comments.
17. As a line 1 supporter, I want to be able to assign a priority to an issue so that it can be highlighted or sorted.
18. As a line 1 supporter, I want to receive a notification once a ticket is logged so that I know when an action needs to be taken.
19. As a line 1 supporter, I want to receive a notification once a ticket nears the deadline so that I do not miss the deadline and breach SLA.
20. As a line 1 supporter, I want to resolve an issue with an identified a root cause upon logging it so that no issues are missed.
21. As a line 1 supporter, I want to be able to request an additional cause to be added to the root causes lists without delaying the ticket closure so that the list is updated properly.
22. As a line 1 supporter, I want to be able to lock an issue I am working on so that no other user can work on it at the same time without my knowledge.
23. As a line 1 supporter, I want to be able to know the expected closure time so that I can manage my work accordingly.
24. As a line 1 supporter, I want to transfer an issue to another user so that s/he can start working on it.
25. As a line 1 supporter, I want to sort all open issues by different methods so that I can easily locate an issue I want to work on.
26. As a line 1 supporter, I want to send an issue summary or link to myself via email so that if I was distracted, I remember to attend to it later.
27. As a line 1 supporter, I want to contact another user through the system to clarify the issue so that all communications are saved for future reference.
28. As a line 1 supporter, I want to type in English and special characters so that my comments are understandable by all users.
29. As a line 1 supporter, I want to access the system through any web browser so that I do not have a difficulty based on my device.
  
30. As a line 2 supporter, I want to view all issues assigned to me so that I can work on them.
31. As a line 2 supporter, I want to view all issues of all statuses so that I can refer to them in the future.

32. As a line 2 supporter, I want to be able to search for keywords so that I can view all issues related.
33. As a line 2 supporter, I want to be able to sort and filter the issues so that I can view specific issues.
34. As a line 2 supporter, I want to be able to open an issue ticket so that I can view its details and attachments or add information or comments.
35. As a line 2 supporter, I want to be able to assign or change a priority given to an issue so that it can be highlighted or sorted.
36. As a line 2 supporter, I want to receive a notification once a ticket is assigned to me so that I do not have to keep checking the system.
37. As a line 2 supporter, I want to receive a notification once a ticket nears the deadline so that I do not miss the deadline and breach SLA.
38. As a line 2 supporter, I want to resolve an issue that is assigned to me with an identified root cause so that the ticket gets closed and user notified.
39. As a line 2 supporter, I want to be able to change the root cause so that the real one is saved for the record.
40. As a line 2 supporter, I want to be able to request an additional cause to be added to the root causes lists without delaying the ticket closure so that the list is updated properly.
41. As a line 2 supporter, I want to be able to lock an issue I am working on so that no other user can work on it at the same time without my knowledge.
42. As a line 2 supporter, I want to send an issue summary or link to myself via email so that if I was distracted, I remember to attend to it later.
43. As a line 2 supporter, I want to park an issue with a deadline, so users know it is pending another party's action.
44. As a line 2 supporter, I want to be notified once a perked ticket's deadline has been reached so that the issue does not take longer than expected to close.
45. As a line 2 supporter, I want to transfer the issue to an expert so s/he can resolve the issue.
46. As a line 2 supporter, I want to I want to sort all assigned issues so that I can easily locate an issue I want to work on.
47. As a line 2 supporter, I want to contact another user through the system to clarify the issue so that all communications are saved for future reference.
48. As a line 2 supporter, I want to type in English and special characters so that my comments are understandable by all users.
49. As a line 2 supporter, I want to access the system through any web browser so that I do not have a difficulty based on my device.
  
50. As an expert, I want to view all issues assigned to me so that I can work on them.
51. As an expert, I want to view all issues of all statuses so that I can refer to them in the future.
52. As an expert, I want to be able to search for keywords so that I can view all issues related.
53. As an expert, I want to be able to sort and filter the issues so that I can view specific issues.
54. As an expert, I want to be able to open an issue ticket so that I can view its details and attachments or add information or comments.
55. As an expert, I want to resolve an issue that is assigned to me with an identified root cause so that the ticket gets closed and user notified.

56. As an expert, I want to be able to change the root cause so that the real one is saved for the record.
  57. As an expert, I want to be able to request an additional cause to be added to the root causes list without delaying the ticket closure so that the list is updated properly.
  58. As an expert, I want to send an issue summary or link to myself via email so that if I was distracted, I remember to attend to it later.
  59. As an expert, I want to receive a notification once a ticket is assigned to me so that I do not have to keep checking the system.
  60. As an expert, I want to receive a notification once a ticket nears the deadline so that I do not miss the deadline and breach SLA.
  61. As an expert, I want to contact another user through the system to clarify the issue so that all communications are saved for future reference.
  62. As an expert, I want to type in English and special characters so that my comments are understandable by all users.
  63. As an expert, I want to access the system through any web browser so that I do not have a difficulty based on my device.
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64. As a manager, I want to view all ticket of issues logged in the system so that I can access them at any time.
  65. As a manager, I want to be able to search for a specific issue so that I can view its details.
  66. As a manager, I want to be able to filter the issues so that I can view a list based on my preference.
  67. As a manager, I want to view statistics about frequent requests in order to make sure if a bigger problem needs to be addressed.
  68. As a manager, I want to view statistics about time-consuming requests so that I can track employee performance and make informed decisions.
  69. As a manager, I want to view statistics about the time needed to close requests so that I can filter and know whether they are related to performance or user and make informed decisions
  70. As a manager, I want to be able to change a statistical list, report or dashboard based on my needs so that I they meet my requirements.
  71. As a manager, I want to be able to request new statistics, reports or dashboard so they meet changing requirements.
  72. As a manager, I want to access the system through any web browser so that I do not have a difficulty based on my device.
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73. As an admin, I want to assign a role to a user so that they have the related privileges accordingly.
  74. I want to be notified if there are no 1<sup>st</sup> line supporters so that I do not assign all users to other roles incorrectly.
  75. As an admin, I want to add, edit or delete items from the list of root causes so the users can select appropriate causes for each issue.
  76. As an admin, I want to add, edit or delete statistics to meet the management requirements.
  77. As an admin, I want to generate reports based on the management's requirements.