

## **Epic:** Supporter Tasks

**Feature(s):** Ability to work with a support request, and ability to follow the request through

### **Stories:**

- As a supporter, I need the ability to add comments to the request so to keep track of additional information provided by the requester during the lifecycle of the ticket and to additionally add context and initial investigation steps to the ticket before passing it on to the second line of support.
- As a supporter, I want the ability to duplicate a pre-existing request so I can quickly create and record a request made over the phone.
- As a supporter, I should be able to quickly create a support request from an existing template so I can save time.
- As a supporter, I should be able to place a priority so that it can help me and other support associates solve tickets in the order of priority and urgency.

As a supporter, I should be able to place a request in different states so that other supporters and requesters are aware of the current state.

- As a supporter, I want the ability to tag requests based on their type so to assist in performing metrics on the sort of requests received.

## **Epic:** New System

**Feature(s):** Ability to have automated tasks and support requesters and supporters

### **Stories:**

- As the new system, I should poll the peripheral devices such as the printer for data such as toner and paper information so that when the threshold falls below a certain level (e.g. 15%), an automated support request is created in the system and a supporter is able to resolve the issue beforehand.
- As the new system, I should be able to keep track of inventory against AD as who has checked it out so that when it is not returned in due time, an automatic request is made in the system.
- As the new system, I should be able to run a script every 15 minutes and consume newly added requests to the old system.
- As the new system, using AD, I should be able to assist end users in resetting their passwords by sending reset password links to their primary/secondary e-mails
- As the new system, I should provide a common issues section so requesters can see the solution to common problems before putting in a request
- As the new system, I should be able check the servers for a heartbeat, so I know when one is down.

- As the new system, new requests should be routed to me so transition from the old system can be done smoothly.
- As a system administrator, I should be able to write a migration script to move data from the existing database over the new system and its new schema.

**Epic:** Statistical Analysis

**Feature(s):** Ability to get insights into the support system workflow

**Stories:**

- As a supporter, I should be able to add to the common issues section and provide steps to help requesters self-resolve their issues before putting in a request.
- As a supporter, I should be able to see live statistics on how many tickets are open, closed, in progress so I can get a visual understanding of which area needs work.
- As a supporter, I should be able to see live statistics on the categories of current tickets in the queue so I can get a visual understanding of what are pain points of the system.
- As the requester, I should be able to see what the expected completion time of my request is based on prior statistics of a similar problem.