Initiative:
Uplift Helpdesk System
Reply code G

Epic: Notifications

1. Story: As an employee, I want to know when a ticket is updated or closed via email so I can know the status of my ticket without having to look it up.

2. Story: As a supporter, I want to know when a ticket is assigned to me by another supporter via email so that tickets assigned to me don't slip through the cracks.

3. Story: As a supporter, I want to know when a ticket assigned to me is approaching it's deadline via email so that I may finish it before the deadline.

Epic: i18n

4. Story: As a supporter, I want the helpdesk system to support unicode characters so that I can use Dutch characters.

5. Story: As a supporter, I want the helpdesk system to support other languages so that I can choose my native language.

6. Story: As a supporter, I want the helpdesk system translated into Dutch so I can read the UI.

Epic: Features

7. Story: Implement status state changes. As a supporter, I want to be able to change the status of a ticket between *first line*, *second line*, *taken*, *parked*, *reminder*, and *closed* so that I can properly track the status of a ticket.

8. Story: As a manager, I want a work queue for first and second line supporters so I can see how many technicians are available in each queue so they can assign themselves to a queue accordingly.

9. Story: As a manager, I don't want supporters to be able to pick up first or second line tickets unless they are in the corresponding queue so that both queues are addressed.

10. Story: As a manager, I don't want supporters to be able to switch queues if it would leave the current queue they are in empty so no queue is left without support.

11. Story: As a supporter, I don't want to have to give the cause of the problem on a ticket until I am closing the ticket so that I don't have to give a cause of the problem without knowing what the cause is yet.
12. Story: As a supporter, I want it to be easier to record additional information on a ticket so that if another supporter is assigned to the ticket it will be easier for them to solve the issue.

Epic: UI Uplift

13. Story: As a supporter, I want to be able to filter tickets by their priority and whether they are assigned to me so that I can work on the most important tickets first.

14. Story: As a supporter, I want the ticket creation process to be less cumbersome so I am more likely to log tickets that I resolve quickly.

15. Story: Make Mac UI less cumbersome. As a supporter, I want the Mac UI to be less cumbersome so I can use the system on my device of choice.

16. Story: As a supporter, I want the mobile UI to be less cumbersome so I can use the system on my device of choice.

Epic: Back End

17. Story: As a manager, I want there to be a table that records the status change timestamps so that it can be used for our data analysis.

18. Story: Use Microsoft Active Directory to poll user data. As a manager, I want our system to use Microsoft Active Directory to poll user data so that it will more accurately depict users for our data analysis.