There are two Epics, From User perspective and From Supporter perspective. The User are the IT users who will use this system to open a problem ticket and Supporter are the help desk staff that will mange the ticket requests.

1) <mark>**From User perspective (user stories from IT user perspective)**</mark>

    a. Logins:
        i. As a user, I should be able to make an account by providing the user details so that I can use help desk services.
        ii. I sometimes forget my passwords and or logins, so as a user I should have an ability to request my password and or username by providing my credentials like my name and number etc. so that I can recover my account.
        iii. As a user I should be able to change my login credentials any time so that I can keep my account protected.
        iv. As a user I should be able to update my profile information, like name, address, or phone number, any time so that I can keep my account updated.

    b. Platform or operating system related
        i. Web platform
            1. As a user, I should be able to access the help desk services from Web platform (web portal) so that I can use the system from web browser and don't have to call or walk to the help desk.
            2. As a user, I should be able to access the help desk services from Mac so that I can use services from my apple laptop or desktop.
            3. As a user, I should be able to open the help desk portal on safari web browser so that I can use the services from my web browser.
            4. As a user, I should be able to access the help desk services from Windows operating system so that I can use services from my windows laptop or desktop.
            5. As a user, I should be able to open the help desk portal on Google Chrome web browser so that I can use the services from my web browser.
            6. As a user, I should be able to open the help desk portal on Firefox web browser so that I can use the services from my web browser.
            7. As a user, I should be able to open the help desk portal on Internet explorer web browser so that I can use the services from my web browser.
            8. As a user, I should be able to open the help desk portal on Microsoft edge web browser so that I can use the services from my web browser.

        ii. Mobile platform
            1. AS a user, I should be able to access the help desk services from mobile platform (app) so that I can use my phone to use all the services on the go or if there is something wrong with my computer or laptop.

2. As a user, I should be able to access the help desk services from my IOS devices so that I can use my iPhone to request help.
3. As a user, I should be able to access the help desk services from android devices so that I can use my android phone to request help.

   iii. Contact number:
1. As a user, I should be able to call a helpline number so that I can report my problem orally if the internet services are down or not available at the time.

c. Opening a problem ticket:
   i. As a user, I should be able to access the services to open a problem ticket so that I can report a problem using different platforms.
   ii. As a user, I should be able to choose the nature of request in the start so that I can tell the help desk that
      1. if there is a problem, that I need help with
      2. or I am requesting some other services like software installations
      3. or if I am asking a general "how to" question.
   iii. As a user, I should be able to select a category which represents my problem from list of general categories when I am opening a ticket so that I can categorized my problem for faster tracking and resolution.
   iv. As a user, I should be able to write a description of my problem while I am opening the ticket so that I can explain my problem in more detail and may write reproducible steps.
   v. As a user, I should be able to attach screen shots to my problem ticket so that I can more effectively report a problem that is hard to explain in words.
   vi. As a user, I should be able to submit my request so that I can send the details to help desk once I am done writing them.
   vii. As a user, I should receive a conformation that my ticket is successfully generated, so that I know that help desk has received my request.

d. Once the ticket is submitted:
   i. As a user, I should be able to see the ticket Id number that uniquely identifies my ticket so that I can use that number to track my request.
   ii. As a user, I should be able to search for my request by providing the request ID or my information so that I can track it or update it if needed.
   iii. As a user, I should be able to update my request once submitted so that I can report any other information or changes to my original request.
   iv. As a user, I should be able to see the status of my request so that I know at which phase my request is currently in.
   v. As a user, I should be notified of any changes in status so that I can keep track of my request.
   vi. As a user, I should be able to see to whom my request is currently assigned so that I can contact that person in case I need more information.
   vii. As a user, I should be able to see the estimated time it will take to complete my request so that I know when my request will be completed.

       viii.   As a user, I should be able to submit comments on my tickets so that I can communicate with help desk staff.
       ix.   As a user, I should be notified once my request is completed so that I can verify it.
       x.   As a user, I should be able to reopen the ticket so that I can quickly inform the help desk that I am still facing the same issue.

e. General notifications:
   i. As a user, I should be notified if someone has reported a printer issue in my region, so that I do not open a duplicate request.
   ii. As a user, I should be notified if the previously reported printer issue is solved so that I can use the printer if needed.
   iii. As a user, I should be notified if someone has reported a power outage of some kind so that I am aware of the situation and do not open a duplicate ticket.
   iv. As a user, I should be notified of any general problem that concerns me, my work, or my team so that I am aware of the issue.
   v. As a user, I should be notified whenever a general problem that concerns me, my work, or my team so that I can work accordingly.
   vi. As a user, I should be notified of any scheduled work or maintenance that will be happening in near future and may impact my work so that I can plan accordingly.

2) **From Supporter Perspective (user stories form Supporter perspective):**
   a. Logins:
      i. As a Supporter, I should have an account assigned to me so that I can perform my duties.
      ii. As a supporter, I should have a proper admin access so that I can change things and help clients.
      iii. As a Supporter I should have an ability to access my account even if I forgot my login or passwords so that I can recover my account.
      iv. As a Supporter I should be able to change my login credentials any time so that I can keep my account protected.
      v. As a Supporter I should be able to update my profile information, like name, address, or phone number, job role etc. any time so that I can keep my account updated.
   b. Platform or operating system related
      i. Web platform (same user stories as IT user)

      ii. Mobile platform (same user stories as IT user)
      iii. Contact number:
         1. As a Supporter, I should have a phone so that I can receive help request on phone.
   c. Problem ticket:

i. As a supporter, I should be able to open the ticket so that I can put the client request into a proper ticket.
ii. As a supporter, I should have all the abilities to open a ticket as a normal user so that I can add all the details to a request.
iii. As a Supporter, I should be able to see all the submitted tickets in a common repository so that I can read them.
iv. As a supporter, I should have access to all the open tickets so that I can read them.
v. As a supporter, I should have access to all the close tickets so that I can use them for analysis purposes
vi. As a supporter, I should have access to all the parked tickets so that I can see them and escalate them if I can.
vii. As a supporter, I should be able to assign a ticket to myself so that I can help users solve their issue.
viii. As a supporter, I should be able to assign a ticket to someone else in my team so that I can point the user request to right person.
ix. As a supporter, I should be able to see the first-line support team list so that I know who is currently in this team.
x. As a supporter, I should be able to see the second-line support team list so that I know who is currently in this team.
xi. As a supporter, I should be able to assign a ticket to someone in first-line support team so that they can fix it.
xii. As a supporter, I should be able to assign the ticket to someone in second-line support team so that they can fix it.
xiii. As a supporter, I should be able to reassign a ticket to someone other than the original owner so that it can be fix in timely manner.
xiv. As a supporter, I should be able to assign priorities to tickets so that work can be prioritized.
xv. As a supporter, I should be able to assign a status to a ticket so that tickets can be tracked and scheduled.
xvi. As a supporter, I should be able to pull general information about the client from the tickets so that I can communicate with them if needed.
xvii. As a supporter I should be able to provide a completion time frame to ticket, so that user knows when his request will be completed.
xviii. As a supporter I should be able to store the closed tickets in right repository so that I can pull them later for analysis purposes.
xix. As a supporter, I should be able to submit ticket for any request so that all the information is properly stored.

d. Notification related:
i. As a supporter, I should have access to all the user emails so that I can broadcast general notifications.

    ii.   As a supporter, I should have access to specific user group emails so that I can broadcast specific notifications.

   iii.   As a supporter, I should be notified whenever a new ticket is open so that I can look at it in a timely manner.

   iv.   As a supporter, I should be notified whenever a ticket is assigned to me so that I can fix it.

    v.   As a supporter, I should be notified if the user has asked a certain question about a specific ticket.

   vi.   As a supporter, I should be notified if user has submitted a comment on a ticket so that I can look at it.

  vii.   As a supporter, I should be notified if user has made any changes to an existing ticket so that I can look at the new information.

 viii.   As a supporter, I should be notified if the user has reopened a ticket so that I can look at the issue again.

   ix.   As a supporter, I should be notified if my team members move from first line to second line or vice versa so that I know the current team lists.

    x.   As a supporter, I should be able to send general problem notifications to specific groups so that they are aware of changed happening around them.

   xi.   As a supporter, I should be able to send future or current maintenance notifications to specific groups so that they are aware of changed happening around them.

  xii.   As a supporter, I should be able to send a notification if a general problem is solved so that users can resume their normal work.

 xiii.   As a supporter, I should be able to send a notification to users so that I can inform them about their requests.

e.   Location related:
    i.   As a supporter, I should be able to locate user's location so that I can walk to their place to solve an issue.
   ii.   As a supporter I should be able locate equipment location so that I can fix or change something in that equipment.

f.   Approval related:
    i.   As a supporter, I should have access to approve lists so that I can get proper approvals before changing something in clients work area.

g.   Installation related:
    i.   As a supporter, I should have access to installation guidelines for software application, so that I can follow them while installing them.
   ii.   As a supporter, I should have access to software installation keys so that I can install software in client machines.

h.   Placing an order or request:
    i.   As a supporter, I should be able to locate the vendors to order apart from so that I can know from where to order a part.
   ii.   As a supporter, I should be able to order apart from vendors so that I can place an order.

      iii.   As a supporter, I should be able to place a service order so that tickets related to maintenance can be entertained.

      iv.   As a supporter, I should be able to place an installation order so that software can be installed.

i.   Team related:

      i.   As a supporter, I should be able to switch my team from front line to second line and vice versa so that I can assign myself different team.

      ii.   As a supporter, I should have access to current team lists so that I know how many people are in front line and how many in second line.