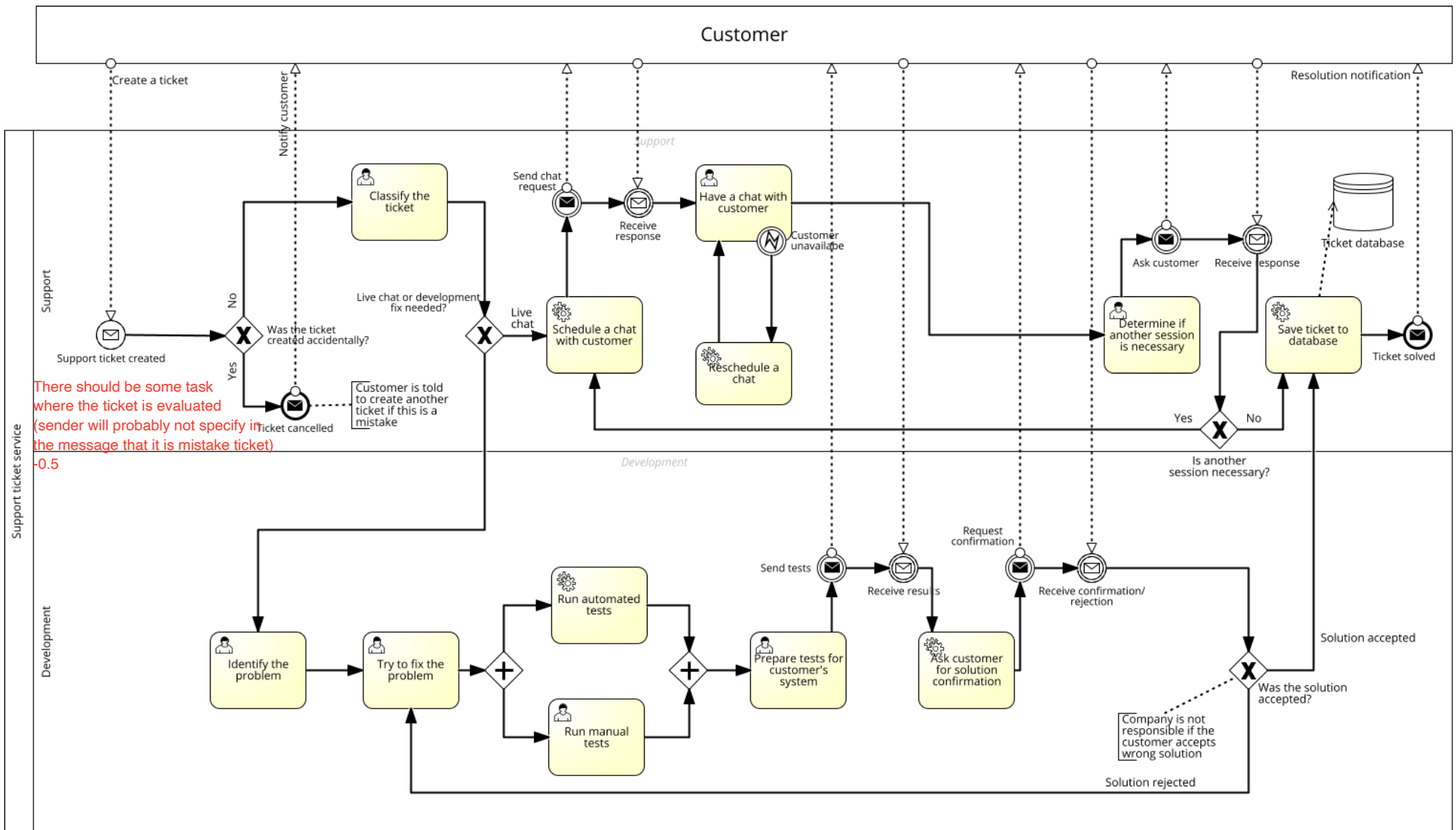# Homework 1

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Process summary: An incident ticket comes from the customer. Customer support must classify it and send it to either development team or do a live support chat. The ticket can be an accident and an automated system decides if that's the case.

Customer

Create a ticket

Notify customer

Resolution notification

Support ticket service

Support

Support

Support ticket created

Was the ticket created accidentally?

No

Yes

Classify the ticket

Live chat or development fix needed?

Live chat

Send chat request

Receive response

Have a chat with customer

Customer unavailable

Reschedule a chat

Schedule a chat with customer

Ask customer

Receive response

Determine if another session is necessary

Save ticket to database

Ticket database

Ticket solved

Is another session necessary?

Yes   No

Ticket cancelled

Customer is told to create another ticket if this is a mistake

There should be some task where the ticket is evaluated (sender will probably not specify in the message that it is mistake ticket) -0.5

Development

Development

Identify the problem

Try to fix the problem

Run automated tests

Run manual tests

Prepare tests for customer's system

Send tests

Receive results

Ask customer for solution confirmation

Request confirmation

Receive confirmation/ rejection

Was the solution accepted?

Solution accepted

Solution rejected

Company is not responsible if the customer accepts wrong solution

Result: 11.5