

3.5 Functional Requirements Specification

The functional requirements for the Maintenance Management System are detailed in the table below. Each requirement is assigned a unique number for reference.

Number	Functional Requirements	Description
Users Requirements		
1	Create account	The user registers their personal information, including name, email, mobile number and selects the account type
2	Role Based Login	<p>The system allows users to log in based on their role (e.g., requester, technician, manager) using their email and password. Each role has his own required login information:</p> <ul style="list-style-type: none"> Requester Login : Requester email, password and Requester ID. Maintenance Staff Login : Maintenance staff personal email, password and phone number. Administrator Login: Admin email, password, employee ID and admin code
3	Logout	Users can log out of their accounts securely to protect their personal information.
4	Edit/Update Profile	Users can update thier information in their profile like phone number, location and efficiency for certain jobs.
5	Go To The Home Page	Users can update thier information in their profile like phone number, location and efficiency for certain jobs.
6	Notifications	Stakeholders should be able to monitor the status of their requests (e.g., received, scheduled, in progress, completed) and receive automated updates.
System Requirements		
7	Role Based Dashboards	<p>Each user sees a customized dashboard depending on their role in the system:</p> <p>Requester:</p> <ul style="list-style-type: none"> List of their submitted tickets, their status and the names of maintenance Staff that assigned to. Profile information including name, email and Requester ID. Pie chart showing the number of tickets by status (e.g., open, in progress, completed). Names and contact information of assigned maintenance staff. <p>Maintenance Staff:</p> <ul style="list-style-type: none"> List of assigned maintenance tasks. Their work history List of their submitted tickets, their status and the names of the Requester and their contact information. Profile information including name, email and phone number. Bonus small tasks that they can do in their free time. Pie chart showing the number of tickets by status (e.g., open, in progress, completed). <p>Administrator:</p> <ul style="list-style-type: none"> Overview of all maintenance requests and their statuses. Insights specifying the location, and multimedia like photos, videos, or other relevant documents.