# MASTERSUPPORT APPLICATION FEATURE PLAN

## PURPOSE OF THE APPLICATION:

- Provide a comprehensive ticketing system for MasterELD's support staff and customers.
- Serve as a central hub for managing customer support queries and resolutions.

## USER REQUIREMENTS:

- Efficient problem resolution for users.
- Intuitive interface for managing and tracking support tickets.

## FUNCTIONAL REQUIREMENTS:

- **Ticket Management:** Creation, updating, categorization, prioritization, and closing of support tickets.
- **User Dashboard:** Real-time overview of ticket statuses.
- **Customer Profiles:** Easy access to customer history and contact information.

## TECHNICAL REQUIREMENTS:

- Web-based application with mobile responsiveness.
- Cross-browser compatibility.

## DESIGN REQUIREMENTS:

- User-friendly interface with a focus on usability.
- Consistent design language that aligns with MasterELD branding.

## SECURITY REQUIREMENTS:

- Secure authentication for users.
- Data encryption and protection of sensitive customer information.

## PERFORMANCE REQUIREMENTS:

- Fast load times and responsive interactions.

- Ability to handle high volumes of tickets without degradation of performance.

## SCALABILITY REQUIREMENTS:

- Architecture that supports scaling for an increasing number of users and tickets.

## COMPLIANCE AND STANDARDS:

- Adherence to industry standards for data protection and privacy.

## MAINTENANCE AND SUPPORT:

- Regular updates and patches for continuous improvement.
- Support channels for users to report issues with the application.

## SPECIFIC FEATURES:

- **Ticket Management:** Detailed ticket tracking with status updates.
- **User Dashboard:** Customizable views for different user roles.
- **Customer Profiles:** Comprehensive profiles with ticketing history.
- **Knowledge Base:** Self-help tools and documentation.
- **Reporting and Analytics:** Metrics and KPIs for support effectiveness.
- **Integration Capabilities:** APIs for integration with other business systems.
- **Mobile Responsiveness:** Full functionality on mobile devices.
- **User Access Control:** Role-based permissions.
- **Automated Responses:** Email notifications and status updates.
- **Feedback Mechanism:** Surveys and feedback forms post-resolution.