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| Initial selection | Admin/User | As Admin/User I want allow the users to choose Admin/User ors Login/Registration | 1-Screen should display the option for Admin login / Registration and User login / Registration | Critical |
| User Registration | User | As User I want the system to procure the fundamental details of the user | 1-When the user clicks on the registration link, it should re-direct to registration form. 2-User needs to fill some of the basic attributes/fields as mentioned below in requirement: First Name, Last Name, designation, emp id,seat no, PC number, Ip address, Contact Number, Password. Employee id - should be auto generated. password- min length of 6 with special characters should be incorporated. Contact number - 10 digits Note - Trainees can add appropriate fields and validations incorporated for those fields 3-Before entering the next field, each field should be validated and appropriate error message should be displayed near the corresponding text box 4-User failing to provide information on the mandatory fields be provided with an alert message – ‘Please update the highlighted mandatory field(s).’ Also, highlight the missed out field in red 5-Post-successful field level validation, save the information in the database 6-Upon saving the information in the database, display the message ‘Your details are submitted successfully’. | Critical |
| User Authentication | User | As User I want the system to authenticate the user credentials of the registered user | 1-A registered user – is able click ‘Login’ link, after keying in ‘User ID’ & ‘Password’ field and get his credentials authenticated with the existing database entry. | Critical |
| Admin Registration | Admin | As Admin I want the system to procure the fundamental details of the admin | 1- Admin User id and password can be preloaded in the database and use it to login into the system. 2- There can be maximum of 5 admin. | Critical |
| Admin Authentication | Admin | As Admin I want the system to authenticate the user credentials of the registered Admin | 1-A registered user – is able click ‘Login’ link, after keying in ‘Admin ID’ & ‘Password’ field and get his credentials authenticated with the existing database entry. | Critical |
| Admin login | Admin | As Admin I want the system to allow login of Admin | 1-Admin should be able to login using the admin id and password  2-Prompt should be displayed if ‘Caps lock is on” 3-Prompt should be displayed if password typed in is wrong on clicking the enter button  4-On successful login, Admin should be directed to remedy list | Critical |
| Password Recovery page | Admin/User | As user/admin I want to recover password in case of forget password | 1-Option should be given as “admin” or User for password recovery 2-Secret question option can be given for recovering the password, which has to be acquired during the registration itself. 3-Email id and contact number can also be used along with the secret questions to uniquely identify the User as Same answers can be given by many users | Low |
| GSD creation page | User | As User I want to raise a GSD | 1-User on successful login should land up in remedy creation page 2-Remedy creation page should have category to select the type of remedy to be raised for eg: network, leave management portal, desktop, laptop,admin,travel etc 3-On selecting the category, user should be able to enter the problem statement  4-User details, such as mobile number, Pc number etc should be populated in the respective field taken from the database, as updated during the registration  5-User should be allowed change any of these auto populated field incase required  6-System generated remedy number should be created for the remedy user is creating. 7-On clicking submit, data validation and mandatory field validation shloud be done and prompted with appropriate messages | Critical |
| GSD raised notification | User/Admin | As UserAdmin I want to get notified on the GSD | 1-On successful submission, User should be notified that the GSD is submitted successfully 2-On successful submission, Admin should be notified on the GSD creation along with the category of the remedy 3-Notification to admin should have the appropriate remedy link, such that on clicking the link, admin should be directed to the remedy detail | Critical |
| GSD assignment | Admin | As admin I want to assign GSD raised by the user | 1-Admin can self assign/assign the remedy to the team 2-Admin should be able to change the category of the remedy if he feels wrong. 3-On successfully changing the category, email notification should be sent to the admin category the expertise and the category 4-On successful assignment, admin should be able to change the status of the remedy (can be open, wip, closed,reopen etc) | Critical |
| GSD list | Admin | As admin to view GSD list | 1-Admin lands on remedy list page on login where all the remedies are listed 2-Admin should be able to filter based on date/category/admin id/ etc 3-Admin should be able to sort based on date/category/admin id/ etc 4-Admin on selecting the required remedy, the remedy details page gets selected 5-Admin should have option to see the list based on the from and to date option | Critical |
| GSD detail page | Admin | As Admin I want to view the GSD detail | 1-Admin should be able to view the required details logged in by the user 2-Admin should be able to request for any document to upload, on which notification should be triggered to user requesting to upload document 3-Admin should be able to update the status of the remedy 4- Notification can be seen in the notification page 5- Notification page should be notifications of 7 days | Critical |
| Search GSD | Admin/User | As user/Admin I want search option to search the GSD | 1-Remedy creation page should have Search option 2-Searching should direct to remedy list page 3-Searching should have option to search based on remedy id, category, remedy raiser id, date 4-On entering the appropriate details, search list should be displayed | Medium |
| User notification | User | Ability of the system to get notification regarding his GSD request | 1-User should be notified if any more details are required to resolve the issue 2-User should be able to upload any screenshot documents 3- Notification can be seen in the notification page 4- Notification page should be notifications of 7 days | Medium |
| User track request | User | As User I want to track the status of the GSD | 1-User should be able to track the status of the remedy 2-the status can be- assigned, WIP,open, reopen,closed | Medium |
| User Reopen GSD | User | As User I want option to Reopen the ticket | 1- User should be given option to reopen a ticket 2- User should provide reason for reopening 3- the same process should be followed for the reopen ticket as it works for new ticket | Medium |
| Closing a GSD | Admin/User | As admin and user we want to close the GSD status. | 1-Admin on successfully resolving the issue, should update the status as closed 2-Admin Upon closing mail should be triggered to user who raised the remedy, giving option to reopen/close the remedy from their end 3-User Upon reopen, notification should be sent to admin who worked on the issue to bring the issue to closure 4-User Upon Closing, the remedy should be closed. 5- Notification can be seen in the notification page 6- Notification page should be notifications of 7 days | Critical |
| Write review | Admin | As Admin I want the user to provide feedback on the resolution given on their GSD | 1-User on closing the remedy, notification should be sent to the user write a review on the service provided. 2- Notification can be seen in the notification page 3- Notification page should be notifications of 7 days | Low |
| Generate Report | Admin | As Admin I want to see the report | 1-Admin should be able to generate report and should be able to download it as excel. | Low |
| Log off | Admin/User | As User/Admin I want to log off | 1-Option to log off from he system | Critical |
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