Robusta studio support team

Software Requirements Specification

1.0

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Ahmed Akram	25-5201
Ahmed Elassuty	25-6759
Mahmoud Walid	25-1150
Mussab ElDash	25-6882

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1.0 Introduction

1.1 Purpose

The purpose of this document is to present a detailed description of the Robusta studio support team. It will explain the purpose and features of the system, the interfaces of the system, what the system will do, the constraints under which it must operate and how the system will react to external stimuli. This document is intended for both the stakeholders and the developers of the system.

1.2. Scope of Project

This software will be a customer support system. This system will be designed to be used to monitor the client's social pages (twitter) in order to provide better support for the customers posting there. This system enables the customers to open support tickets that should be answered by the client's representative.

1.3. Overview of Document

The next chapter, the Overall Description section, of this document gives an overview of the functionality of the product. It describes the informal requirements.

2.0 Overall Description

2.1 System Environment

The customer support system has four active actors and one cooperating system. The Customer access the system through one of the other three active actors or through the the client's social pages (twitter). The Administrator, the Supervisor, the Agent access the system through internet. Any Supervisor or Agent communication with the system is restricted to their roles in the support system. The Administrator access the entire system directory and can do anything in the system.

2.2 Functional Requirements Specification

This section outlines the use cases for each of the active actors separately.

2.2.1 *Customer Use Case*

Use Case: **Report an issue**

The Customer can report an issue using a phone call or using twitter by posting a tweet about it and mentioning the support team.

2.2.2 *Agent Use Cases*

Use Case: **Claim a Ticket**

The agent should be able to claim a ticket from the pool of available ticket in his department unless he already has more than two tickets.
The agent can open a new ticket on the behalf of the customer on the phone with him.

Use Case: **Receive a notification**

The agent should be able to receive a notification for being invited to another ticket or being assigned to one or for a ticket he has being closed.

Use Case: **Invite another agents**

The agent should be able to invite another agent from any department to a ticket he is invented or assigned to.

Use Case: **Change Ticket status**

The agent should be able to change the status of the ticket he is being assigned to.

Use Case: **Interact with a Ticket**

The agent should be able to interact with a ticket he is assigned to or invited to by seeing replies and add a reply to it.

2.2.3 *Supervisor Use Cases*

Use Case: **Agent**

The supervisor should be able to do whatever the agent can do.

Use Case: **Create a Ticket**

The supervisor should be able to select a tweet from the feed of tweets and create a ticket from it.

Use Case: **Ticket assignment**

The supervisor should be able after creating a ticket to choose whether to leave the ticket in the pool of tickets of his department or assign that ticket to an agent.

Use Case: **Change the priority of a Ticket**

The supervisor should be able to change the priority of a ticket in his department.

Use Case: **Ticket editing**

The supervisor should be able to modify any of the ticket's attributes ex. description or title.

Use Case: **Statistics**

The supervisor should be able to see the statistics of a given agnets (# tickets, #open tickets, #close ticket, etc) or of a given customer.

2.2.4 *Administrator Use Cases*

Use Case: **Supervisor**

The administrator should be able to do whatever the supervisor can do and subsequently whatever the agent can do.

Use case: **Department**

The administrator should be able to create a new department, assign a supervisor to it and assign agent to it.

Use Case: **VIP department**

The administrator should be able to create a VIP department and assign a supervisor and agent to it. He should be able to mark a ticket as a VIP ticket.

Use Case: **Labels and priorities**

The administrator should be able to create a label or a priority that can be use to be assigened to tickets.

2.3   User Characteristics

The customer must have a twitter account and know how to use it to write a tweet and mention the customer service in that tweet.

The agent is expected to be Internet literate and should be able to interact with the customer properly within the tweet limit of 140 characters.

The supervisor is expected to be Internet literate, should be able to interact with the customer properly within the tweet limit of 140 characters and managerial skills.

The administrator is expected to be Internet literate, should be able to interact with the customer properly within the tweet limit of 140 characters and should have administrative skills.

2.4   Non-Functional Requirements

The Online support system will be on a server with high speed Internet capability. The physical machine to be used will be determined by the client that will use the system.

The server on which the Online support system resides will have its own security to prevent unauthorized *write*/*delete* access. There is no restriction on *read* access.

The PC on which the active actors uses will have its own security. Only the Administrator will have physical access to the machine and the program on it.

Template Reference:

http://www.cse.msu.edu/~chengb/RE-491/Papers/SRSExample-webapp.doc