Customer Service Management System

Software Requirement Specification (SRS) Document

Sprint 1 Implementation

Project Timeline: 20.10.2022 to 27.10.2022

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1. Introduction

The introduction of the software requirement specification provides an overview of the entire software. The entire SRS with overview description purpose, scope, tools used and basic description. The aim of this document is to gather, analyze and give an in-depth insight into the Customer Service Management System by defining the problem statement in detail. The detailed requirement of the Customer Service Management System is provided in this document.

1.1 Purpose: -The purpose of this document is to show the requirements for the Customer Service Management System, these systems allows the CRM to add new customers, update the customer details and delete the customer detail and each customer can raise request for service, demo and complaints.

1.2 Intended Audience: -This document is intended to be read by, Client.

1.3 Intended Use: -

- Development Team
- Maintenance Team
- Clients

Since this a general-Purpose Software any one can access it.

1.4 Scope: -This project aims to create the development of a Customer Service Management System. Which takes the customer information such as customer ID Name, Address, phone number, type of customer specifies whether the customer is an existing/new to the customer list and adds it to the database. By using the system, Customer Relation Manager can maintain a list that consists of ; Which customers are raised the request and which request they raised? , Whether the customer request is successfully resolved or not? , Is there any pending request is in the list? . These will be helping the system to be up to date and well-being of the company too.

2. Overall Description

It is a customer service management system used to keep the track of customer details. This consists of the database which will store the information of the customer. The Customer Relationship Manager (CRM) can insert/update/delete the details of the customer. The customer can raise their requests like service request, complaint request and demo request in the system. The request contains request ID, request date, customer ID, request description and status. The CRM can go through the requests raised by the customer and can add/update/delete the request using request ID.

2.1 Assumptions and Dependency: -

- System should have Ubuntu Linux installed.
- System should have either 4GB or more RAM.
- The service is used preferably on a desktop or laptop.

3. System Features and Requirements

3.1 Functionality: -

3.1.1 crm_menu: This is the menu level function that provides flexibility to enable the CRM to do modifications inside the database. It allows CRM to Add, Update, Delete and Display contents of the database.

3.1.2 customer_menu: This is the menu level function is for the customer, there the customer can raise service request, demo request and complaint request.

3.1.3 manage_customer: This function is used to add/update/delete any kind of changes into the existing records in the database by the CRM.

3.1.4 manage_request: The job of this function is to add/update/delete the requests raised by the customer, which is done by the CRM.

3.1.5 view_reports: This function shows total number of complaints that is not addressed the specified date, total number of demos on a given date, total number of service calls closed for a specified customer and service calls closed last month.

3.1.6 add_customer: This function is called by the function add_customer(). Here the CRM can add the details about the customer to the database file.

3.1.7 update_customer: This function is also called by manage_customer(). Here the CRM can update the details about the customer which is already stored in the database.

3.1.8 delete_customer: This is the final function called from delete_customer( ). Here the details of the customer are deleted by the CRM.

3.1.9 add_request: This a function called by the add_request( ). Here the CRM can add any changes to the request raised by the customer.

3.1.10 update_request: This is the used to update the request which is raised by the customer. The updation is done by CRM.

3.1.11 delete_request: This function is used to delete the request from the customer side. By using this, the CRM can handle the database more effectively.

3.1.12 generate_customerId: This function is used to generate customer Id for the newly entering customer.

3.1.13 isValidCustId: This function is used to validate whether the customer Id entered by the customer is valid or not.

3.1.14 generate_requestId: This function is used to generate request Id for the customer who registering the requests or complaint.

3.1.15 isValidRequestId: This function is used to validate whether the request Id entered by the customer is valid or not.

3.1.16 isPhoneValid: This function is used to validate whether the phone number entered by the CRM is valid or not.

3.1.17 isNameValid: This function is used to validate whether the name entered by the CRM is valid or not.

3.1.18 isValidPass: This function is used to validate whether the password entered by the CRM is valid or not.

3.1.19 demo: This function will contain the demo date, address of the customer, and suitable time for demo.

3.1.20 complaint: This function will contain the category, sub category and description about the complaint.

3.1.21 service: This function will contain AMC date & duration, product name &purchased date.

3.2 System Requirements: -

3.2.1. Tools to be used:

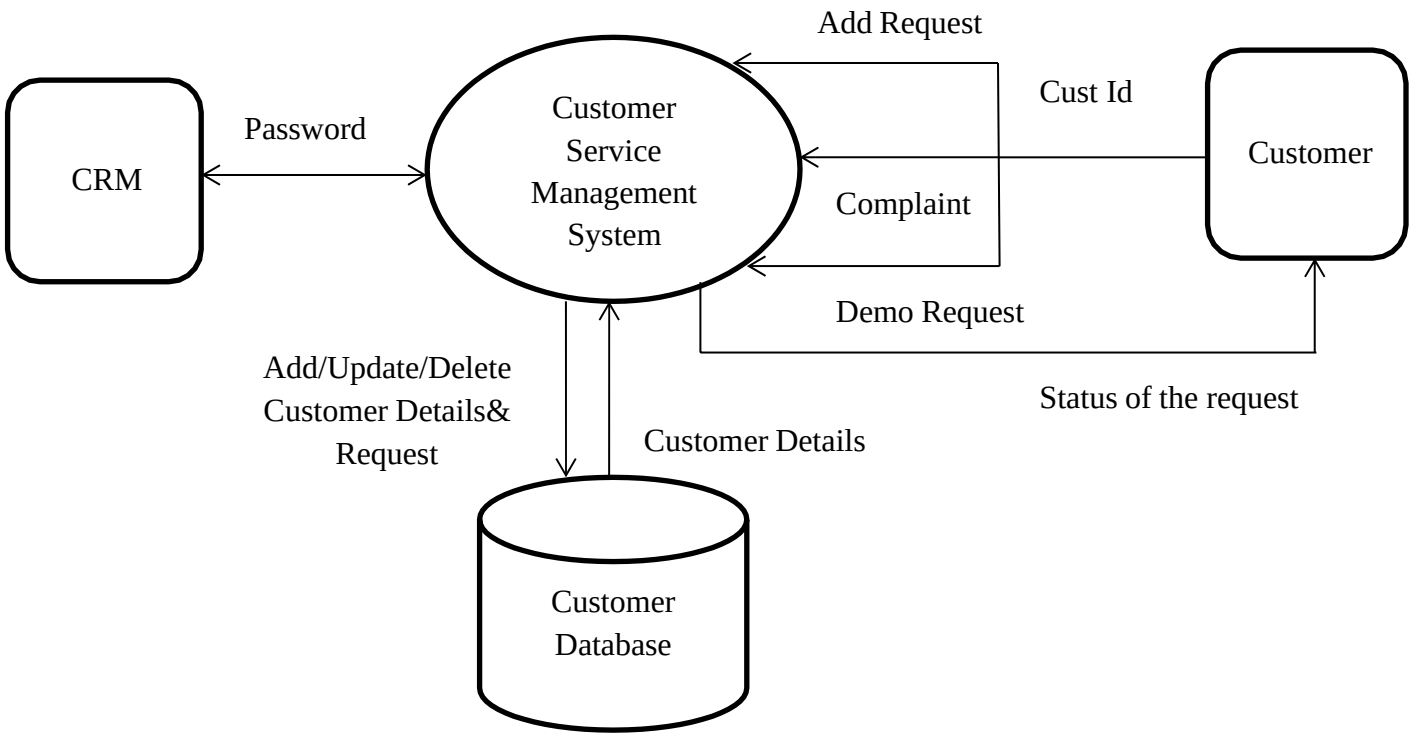
- C String Library
- C File Handling
- C Language
- System Programming

3.3 System Features: -

- Supportability: The system is easy to use.
- Design Constraints: The system is built using only C language.
- Usability: Reliability & Availability**:** The system is available 24/7 that is whenever the user would like to use the system, they can use it up to its functionalities.
- Performance: The system will work on the user's terminal**.**

4. Data Flow Diagram

4.1 DFD Level 0



4.1 DFD Level 1