

Software Requirements Specification (SRS)

Document

Multi-Tenant Helpdesk App

Team 20

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Problem Statement

The Project involves the Development of a Helpdesk Mobile App. The Mobile App will be used for resolving the Issues faced by the Users. The Users raise various Tickets for the Issues that are being faced by them. The various Service Providers who will be resolving the Issues of the Users. The App will be ideal for Small Customer Support Organizations to improve their operations.

User Profile

There are 3 Types of Users for the App i.e., End User/Customers, Service Provider, Organization Admin. The Profiles of the Each one of them are as follows:

1. **Users**: These are the users who will be the primary consumers of the app. They will be the ones who will create service tickets, and then can follow up on the ticket in the app itself.
2. **Service Providers**: These users will use the app to get their assigned tickets, and while they work on the ticket, they can update the status to alert the customer about their issue.
3. **Administrators**: These users will have all the functionality of the customers and service providers and act as the administrators of the helpdesk of their organization. So, they have the highest permissions.

Project Modules

The project has 4 major modules which can be listed as follows:

1. **End Users**: This will include the functionality related to the Users – Creating New Tickets, Updating Ticket Information etc.
2. **Service Provider**: This module relates to the Requirements of the Service Provider and includes all the Features and Functionality Provided to them.

3. **Organization Admin:** This module investigates all the Requirements of the Organization Admin and includes all the Features and Functionality Provided to them.
4. **General:** This Module defines all the Requirements in General for the Application being Developed. These are the Features / Functionalities provided to all the Users of the App.

Feature Requirements

1. End Users:

- R1. Users should be able to Register Using a Registration Process
- R2. Registered Users should be able to Login.
- R3. Registered Users should be able to create a Ticket.
- R4. The User should be able to see all the Details about the Tickets raised by them.
- R5. The Registered Users should be able to Update Notes in their Tickets.
- R6. Registered Users should be able to Track the Status Tickets that they have Created.
- R7. The Users should be able to view the Comments Updated by the Service Provider/Admin on the Tickets they raised.
- R8. The Users should be able to Close the Tickets that they have Raised at any point in time.

2. Service Provider:

- R1. The Service Provider should be able to Register Using a Registration Process.
- R2. The Service Provider should be able to login with the Username / Password.
- R3. The Service Provider should be able to view the list of Tickets Assigned to him.
- R4. The Service Provider should be able to Change the status (to resolved or open) of the Tickets Assigned to him.
- R5. The Service Provider should be able to Comment for the Tickets Assigned to him.
- R6. The Service Provider should be able to see the Complete History and the Details of the Tickets Assigned to him.

3. Organization Admin:

- R1. The Organization Admin should be able to login with the Username and Password.
- R2. The Organization Admin should be able to view the List of all the Tickets for his Organization.
- R3. The Organization Admin should be able to view all the Details related to the Tickets in his Organization.
- R4. The Organization Admin should be able to Update Notes related to the Tickets in his Organization.
- R5. The Organization Admin should be able to Close / Resolve / Open the Tickets in his Organization.
- R6. The Organization Admin should be able to Manually Assign the Unassigned Tickets to Service Providers within the Organization.
- R7. The Organization Admin should be able to reassign the Ticket to another Service Provider.
- R8. The Organization Admin should have access to All the Functionalities of the Users and Service Providers.

4. General:

- R1. The App should be able to work on Android and IOS Devices.

S No.	User Case Name	Description	Release (R1/R2)
End User			
1.	R1	New Users can Register in the App by providing the necessary details in the Registration Process. Multiple Users cannot register with the Same Email ID.	R1
2.	R2	Users who have already Registered can Login by Providing their Email ID and Password. Users who have not registered cannot Login into the App.	R1
3.	R3	The Registered Users should be able to Create a Ticket. Users who have not Registered cannot raise a Ticket. The Ticket by a Particular User should be only visible to the User who created the Ticket and not to any other User.	R1
4.	R4	The Registered Users should be able to see the details of the Tickets raised by them. They should not be able to see the Details of Only the Tickets raised by them.	R1
5.	R5	The Registered Users should be able to Update Notes in their Tickets.	R2
6.	R6	Registered Users should be able to Track the Status Tickets that they have Created.	R2
7.	R7	The Users should be able to view the Comments Updated by the Service Provider/Admin on the Tickets they raised. The Communication between the Service Provider and the User is bilateral, i.e., the User can also provide comments to the Service Provider.	R2
8.	R8	The Users should be able to Close the Tickets that they have Raised at any point in time.	R2
Service Provider			
9.	R1	The Service Provider should be able to Register Using a Registration Process. Multiple Service Providers cannot register using the same Email ID. A Service Provider cannot be an End User in the same Organization.	R2
10.	R2	The Service Provider should be able to login with the Username / Password. The Username is the Email or the Mobile Number.	R2
11.	R3	The Service Provider should be able to view the list of Tickets Assigned to him. The Service Provider should not be able to View all the Tickets in the Organization.	R2
12.	R4	The Service Provider should be able to Change the status (to resolved or open) of the Tickets Assigned to him. The Service Provider Cannot Close the Ticket (it can only be done by the End User or the Admin).	R2
13.	R5	The Service Provider should be able to Comment for the Tickets Assigned to him.	R2
14.	R6	The Service Provider should be able to see the Complete History and the Details of the Tickets Assigned to him.	R2
Organization Admin			
15.	R1	The Organization Admin should be able to login with the Username and Password.	R2

16.	R2	The Organization Admin should be able to view the List of all the Tickets for his Organization.	R2
17.	R3	The Organization Admin should be able to view all the Details related to the Tickets in his Organization.	R2
18.	R4	The Organization Admin should be able to Update Notes related to the Tickets in his Organization.	R2
19.	R5	The Organization Admin should be able to Close / Resolve / Open the Tickets in his Organization.	R2
20.	R6	The Organization Admin should be able to Manually Assign the Unassigned Tickets to Service Providers within the Organization.	R2
21.	R7	The Organization Admin should be able to reassign the Ticket to another Service Provider.	R2
22.	R8	The Organization Admin should have access to All the Functionalities of the Users and Service Providers.	R2
General			
25.	R1	The App should be able to work on both Android as well as IOS Devices.	R2

Use Case Diagram

