

Software Requirements Specification (SRS)

Document

Multi-Tenant Helpdesk App

Team 20

Harsh Bansal, Akhil Gupta, Akshit Sinha, Ananth Muppidi

Brief 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 4 Types of Users for the App i.e., End User/Customers, Service Provider, Organization Admin, Super-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
4. **Super-Admin**: An admin for all / a group of organizations.

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. **Super Admin**: This module investigates all the Requirements of the Super Admin and includes all the Features and Functionality Provided to them.

5. **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 and Upload Pictures in the Tickets that they have created.
- 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 that they have raised.
- R8. The Users should be able to Close the Tickets that they have Raised at any point in time.
- R9. Once their ticket is closed, the User should be able to provide feedback on the Service Provider.

2. Service Provider:

- R1. The Service Provider should be able to login with the Username / Password.
- R2. The Service Provider should be able to view the list of Tickets Assigned to him.
- R3. The Service Provider should be able to Change the status (to resolved or open) of the Tickets Assigned to him.
- R4. The Service Provider should be able to Comment and Upload Pictures for the Tickets Assigned to him.
- R5. 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 and Upload Photos related to the Tickets in his Organization.
- R5. The Organization Admin should be able to Close / Resolve 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 Create New Tickets on the Behalf of the Users.
- R8. The Organization Admin should be able to reassign the Ticket to another Service Provider.
- R9. The Organization Admin should have access to All the Functionalities of the Users and Service Providers.
- R10. The Organization Admin should be able to create Service Providers.
- R11. The Organization Admin should be able to create Admins.
- R12. The Organization Admin should be able to create Users.

4. Super Admin:

- R1. The Super Admin should be able to login with the Username and Password.
- R2. The Super Admin should be able to view the List of all the Tickets for all the Organizations.
- R3. The Super Admin should be able to view all the Details related to the Tickets in all the Organizations.
- R4. The Super Admin should be able to Update Notes and Upload Photos related to the Tickets in all the Organization.
- R5. The Super Admin should be able to Close / Resolve the Tickets in all the Organizations.
- R6. The Super Admin should be able to Manually Assign the Unassigned Tickets to Service Providers within the Particular Organization.
- R7. The Super Admin should be able to Create New Tickets on the Behalf of the Customer in a Particular Organization.
- R8. The Super Admin should be able to reassign the Ticket to another Service Provider in the Particular Organization.
- R9. The Super Admin should have access to All the Functionalities of the Users and Service Providers and the Organization Admins.

5. General:

- R1. The App should be able to work on both Android as well as IOS Devices.