**Software Requirements Specification**

For

**Service Request Management**

**Admin Module**

Version 1.0

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1. **Executive Summary**

Service Request Management Admin module will be used for assigning the service request to the service provider.

1. **Purpose**

The purpose of system is to resolve service request raised by an employee. It may consist of request from any department and any type.

1. **Scope**

Service Request Management Admin module will be used by the admin of department to assign the service request raised by an employee to the service provider. Admin of department, employee and service provider will be notified using email about the status of request.

1. **Software Overview and uses**

* Service Request Management Admin module’s dashboard screen will be used by admin of department.
* Admin will view, filter requests and also will be change the status of request either in progress or Complete.
* Admin will be able assign the request raised by an employee to service provider
* Admin will be able to add comments if any to the service request.
* Admin, an employee and service provider will be notified via email regarding status and details of request.

1. **Requirements**

**5.1 Functional Requirements**

* Admin should be able to view and filter requests.
* Admin should be able to assign status to request
* Admin should be able to add comments to request and assign request to service provider.
* Request details should be sent to department admin, service provider and an employee who has raised the request via auto generated email.

**5.2 User Interface Requirements**

**5.2.1 User Interfaces**

* Dashboard Screen

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Dashboard screen should list all requests and Admin will be able to filter request by clicking request number request details screen will displayed. Admin will able to filter requests depending upon department, category.

* Request Details Screen



Request details screen will display all the request details including request id, department. Admin will add comment and will change the status of request. By clicking assign to dropdown admin will able to assign the request to service provider employee. And after clicking save button request is updated in database and email is sent to admin, an employee and service provider. And user will redirect to dashboard screen.

**5.2.2 Hardware Interfaces**

* + - * Processor: Intel i5 or above
      * RAM: 4 GB or above
      * Desktop or Laptop
      * Hard disk drive

**5.2.3 Software Interfaces**

* Windows 10 Operating system or any
* Visual studio
* Visual studio code
* ASP.Net core web API 3.0
* Angular 9
* Bootstrap or angular material
* SQL server

1. **Constraints**
   * This module is depends upon other two modules of the system.
   * This system should be used by the employees of SE2 only.
   * This system should not be publically used by anyone.
   * Technologies and tools, databases should be as per the software requirements.
2. **Workflow**

* Admin will filter and view requests in list format.
* Admin will click service request number and will be navigated to the service detail page.
* On service detail page admin can add comments and progress. Also admin can assign request to service provider.
* On clicking submit request get updated in database.

1. **Evaluation plan and Performance metrics**
   * Evaluation can be done using various testing methods to check the performance of functionality of system.
   * Service should get resolved in minimum time.

**9. References**

* <https://angular.io/docs>
* <https://getbootstrap.com/docs/4.5/getting-started/introduction/>
* <https://docs.microsoft.com/en-us/dotnet/>