Software Requirements Specification (SRS)

Project Title: Customer Feedback Management System

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# 1. Introduction

## 1.1 Purpose

The purpose of this document is to define the software requirements for the Customer Feedback Management System. This system will help businesses collect, track, categorize, and resolve customer feedback efficiently.

## 1.2 Scope

The system will allow customers to submit feedback through multiple channels. Feedback will be logged, categorized, assigned to the appropriate team, and tracked to resolution. The system ensures transparency, quicker response times, and improved customer satisfaction.

## 1.3 Definitions

- Feedback: Input submitted by users (bugs, feature requests, complaints, praise).  
- Tracker: The system or spreadsheet where feedback is logged and updated.  
- Status: Current state of feedback (In Progress, Resolved, Closed).

# 2. Overall Description

## 2.1 Product Perspective

The system can be standalone or integrated with existing CRM platforms. It will support manual entry via Excel or automated input via forms/apps.

## 2.2 Product Functions

- Receive customer feedback (via email/form/app)  
- Log feedback details  
- Categorize feedback  
- Assign to relevant team  
- Take action and resolve  
- Update status and optionally notify customer

## 2.3 User Classes and Characteristics

- Customer: Submits feedback  
- Support Agent: Logs and updates feedback  
- Team Lead: Assigns tasks and oversees resolution  
- Developer/Product Manager: Takes action and resolves issues

## 2.4 Operating Environment

- Web interface (Google Forms, Email)  
- Excel/Google Sheets for tracking  
- Cloud storage for saving records (Google Drive, OneDrive)

# 3. Specific Requirements

## 3.1 Functional Requirements

- FR1: The system shall allow input of feedback through multiple channels  
- FR2: The system shall allow categorization into Bug, Feature Request, Complaint, or Praise  
- FR3: The system shall assign feedback to the appropriate team  
- FR4: The system shall allow status updates  
- FR5: The system may send optional notifications to the customer

## 3.2 Non-Functional Requirements

- NFR1: The system shall be accessible via browser  
- NFR2: The system shall ensure data integrity and backup  
- NFR3: The system shall support multi-user access

## 3.3 External Interface Requirements

- Integration with Gmail or form tools  
- Access to Excel or Google Sheets  
- Optional integration with Slack, Teams, or email for notifications