**Deliverable 3: Requirements Specification Document — Safaricom Digital Customer Service Portal**

**1. Introduction**

This document defines the detailed functional and non-functional requirements for the Digital Customer Service Portal project aimed at improving Safaricom’s customer support capabilities.

**2. Purpose**

To provide a clear, detailed, and approved list of requirements that will guide the design, development, and deployment of the digital customer service portal.

**3. Scope**

Includes the features, integrations, user roles, and performance criteria required for the portal. Excludes backend CRM overhaul and physical call center upgrades.

**4. Stakeholders**

* Customers
* Customer Service Agents
* Customer Service Managers
* IT Development Team
* Compliance & Security Teams

**5. Functional Requirements**

| **ID** | **Requirement Description** | **Priority** | **Notes** |
| --- | --- | --- | --- |
| FR-01 | The system shall provide a web-based customer service portal accessible via desktop and mobile browsers. | High | Responsive design required. |
| FR-02 | The system shall provide a mobile app version for iOS and Android. | High | App store deployment. |
| FR-03 | Customers shall be able to submit support tickets through the portal. | High | Ticket status tracking included. |
| FR-04 | The portal shall support real-time chat with AI-powered chatbot. | High | Hand-off to human agents when needed. |
| FR-05 | The system shall allow customers to access a searchable knowledge base and FAQs. | Medium | Content managed by Customer Service team. |
| FR-06 | Agents shall have role-based access with permissions managed via the portal. | High | Roles: Agent, Manager, Admin. |
| FR-07 | The portal shall integrate with existing CRM (Salesforce) for customer data and ticket management. | High | API integration required. |
| FR-08 | Support multiple communication channels: Web, SMS, WhatsApp integration. | Medium | Compliance with privacy regulations. |
| FR-09 | Provide escalation workflows for tickets not resolved within SLA. | High | Automated reminders and alerts. |
| FR-10 | Provide real-time dashboards and reports on ticket volumes, response times, and customer feedback. | High | Accessible to managers/admins. |

**6. Non-Functional Requirements**

| **ID** | **Requirement Description** | **Priority** | **Notes** |
| --- | --- | --- | --- |
| NFR-01 | The system shall ensure 99.9% uptime availability. | High | Cloud-based infrastructure. |
| NFR-02 | Response time for any portal page shall be less than 2 seconds. | High | Performance optimization required. |
| NFR-03 | The system shall comply with data privacy laws (Kenya Data Protection Act, GDPR). | High | Encryption of sensitive data mandatory. |
| NFR-04 | The portal shall conform to WCAG 2.1 Level AA accessibility standards. | Medium | For accessibility compliance. |
| NFR-05 | The system shall support load of up to 50,000 concurrent users. | Medium | Scalable architecture required. |
| NFR-06 | All communications between client and server shall be encrypted using TLS 1.2 or higher. | High | Security requirement. |

**7. Assumptions**

* Customers have internet access for web/app use.
* CRM APIs are stable and provide necessary data.
* Adequate training will be provided to customer service agents.

**8. Constraints**

* Budget limitations may restrict some advanced AI features initially.
* Integration depends on third-party API availability and SLAs.
* Compliance audits may delay deployment if issues arise.

**9. Glossary**

* **CRM**: Customer Relationship Management system.
* **SLA**: Service Level Agreement.
* **WCAG**: Web Content Accessibility Guidelines.
* **TLS**: Transport Layer Security.

**10. Approval**

| **Name** | **Role** | **Signature** | **Date** |
| --- | --- | --- | --- |
| Project Sponsor | CIO |  |  |
| Product Owner | Customer Service Lead |  |  |