**FUNCTIONAL REQUIREMENTS**

**1. User Login:**

- Users will be able to log in using their credentials.

**2. Customer Claims:**

- Customers will be able to submit claims through the web application.

- Claims should include relevant information such as claim type, description, date, and supporting documents.

- Claims should be assigned a unique identifier for tracking purposes.

**3. Claim Tracking and Status Updates:**

- Customers should be able to track the status of their submitted claims.

- Support staff should be able to update the status of claims (e.g., pending, under review, resolved) and provide comments or notes.

**4. Support Ticket Management**:

- Support staff should be able to view and manage support tickets via unique ID.

- Tickets should be assigned to appropriate support staff members for resolution.

- Prioritization and categorization of tickets should be available for efficient handling.

**5. Communication Channels**:

- Customers and support staff should be able to communicate through the application.

- Channels can include messaging, email notifications, or live chat functionality.

- Notifications should be sent to customers when there are updates on their claims or support tickets.

**6. Admin Panel:**

- An admin panel should be available for managing user accounts, roles, and permissions.

- Admins should have the ability to configure system settings and customize the application's behavior.

**7. Integration with External Systems**:

- The application may need to integrate with external systems, such as customer databases or payment gateways, for seamless claim processing and resolution.

**8. Security and Data Privacy**:

- The application should implement appropriate security measures, including data encryption, secure authentication, and access controls.

- Personal and sensitive customer information should be protected in compliance with privacy regulations (e.g., GDPR, CCPA).

**9. User-Friendly Interface:**

- The web application should have an intuitive and user-friendly interface for easy navigation and efficient use.

- Responsive design should be implemented to ensure usability across different devices and screen sizes.

These functional requirements provide a foundation for developing a customer support and claims web application