


BRD Page

Project Overview:

A system that collects customer feedback and organizes it for internal teams.

Business Objectives [🔗](#)

-  • Improve customer satisfaction.
- Collect insights for product/service improvement.
- Identify issues early.

Scope [🔗](#)

- **In-Scope:** Feedback form, storage, dashboard.
- **Out-of-Scope:** AI sentiment analysis, chatbot integration.

Stakeholders [🔗](#)

- Customers
- Customer Service Team
- Product Team

Success Metrics [🔗](#)

- % of feedback resolved within 3 days.
- Average feedback score rating.