**SRS for ONLINE SUPPORT TICKETING**

**XYZ Company**

Version 1.0

**Document Control**

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# Introduction

## The objective of this Document

The System Requirement Specification (SRS) comprehensively describes the intended purpose and environment for software development. This SRS document fully describes what the software will do and how it will be expected to perform; after getting approval from the stakeholders, the software development process will initiate. The software development team will closely/only follow the SRS document for further software development.

The entire process and Functionality of the module (Software) were briefly incorporated to develop the proposed “Online Support Ticketing” software successfully.

## Audience

The primary audience for a System Requirements Specification (SRS) typically includes the development team, project stakeholders, and clients who are interested in or involved with the development of the System.

The development team, which includes developers, designers, testers, and project managers, uses the SRS as a blueprint to understand what needs to be developed and what requirements the System must meet. They use the SRS to ensure the development work is on track and aligned with the stakeholders' expectations.

# Purpose:

**Purpose goes here.**

# Business Process

**Business Process goes here.**

# Scope of the Application

* Support Ticket Management by Users
  + Creating New Support Ticket
  + Checking the Status of Support Ticket
* Login
* Dashboard
  + Dashboard
* User Management
  + Permissions
    - Viewing the Permission List
    - Viewing a Single Permission
    - Adding New Permission
    - Updating a Permission
    - Deleting a Permission
  + Roles
    - Viewing the Role List
    - Viewing a Single Role
    - Adding New Role
    - Updating a Role
    - Deleting a Role
  + Users
    - Viewing the User List
    - Viewing a Single User
    - Adding New User
    - Updating a User
    - Deleting a User
  + Audit Logs
    - Viewing the Audit Log List
    - Viewing a Single Audit Log
* Statuses
  + Viewing the Status List
  + Viewing a Single Status
  + Adding New Status
  + Updating a Status
  + Deleting a Status
* Priorities
  + Viewing the Priority List
  + Viewing a Single Priority
  + Adding New Priority
  + Updating a Priority
  + Deleting a Priority
* Categories
  + Viewing the Category List
  + Viewing a Single Category
  + Adding New Category
  + Updating a Category
  + Deleting a Category
* Tickets
  + Viewing the Ticket List
  + Viewing a Single Ticket
  + Adding New Ticket
  + Updating a Ticket
  + Deleting a Ticket
* Comments
  + Viewing the Comment List
  + Viewing a Single Comment
  + Adding New Comment
  + Updating a Comment
  + Deleting a Comment
* Logout

# User Matrix

|  |  |  |
| --- | --- | --- |
| **User Class/Actor** | **Characteristics** | **Responsibilities** |
|  | | |
| General User | * Create a new support ticket * Check the status of the support ticket |  |
| Agent | * Review support ticket assigned by Admin * Comment on the support ticket * Update the support ticket | Review the support tickets assigned by the Admin |
| Admin | * Review support tickets * Comment on the support ticket * Assign support tickets to agent * Update the support ticket * Delete the support ticket |  |

# Use Case

## Support Ticket Management by Users

### Creating a New Support Ticket

| UCID: | UCID\_6.1.2 |
| --- | --- |
| Actors: | General Users |
| Description: | In this use case, user will create new support ticket |
| Trigger: |  |
| Preconditions: | * The online support ticket system URL should be accessible * The “Add Ticket” form should be visible |
| Post conditions: | * The user is successfully able to create a support ticket |
| Business Conditions: | In the “Add Ticket” section user will entry/select following information.   * Your Name (Manual Entry) * Your Email (Manual Entry) * Title (Manually Entry) * Content (Manually Entry) * Attachment (Upload files related to the issue)   Business Rules:   * **Email**: Email should be unique and validated before saving the ticket. In case of invalid email, system should show error message * **Attachment**: Only jpg, png and pdf files should be allowed as attachments |
| Normal Flow: | In the “Add Ticket” section user will entry/select following information.   * Your Name (Manual Entry) * Your Email (Manual Entry) * Title (Manually Entry) * Content (Manually Entry) * Attachment (Upload files related to the issue)   Upon selecting the "Submit" button:   1. System will create a new support ticket if input validation is successful and show success message “Support Ticket Created Successfully”. It will also provide a link to check the status of the ticket 2. System will error message if the input validation is not successful. |
| Alternative Flows: |  |
| Exceptions: | 1. System fails to save information if couldn’t connect to DB Server. 2. System shows error message “Please enter valid email address” if invalid email is provided 3. System shows error message “Only jpg, png and pdf files are allowed” if different files are uploaded rather than the mentioned extensions |
| Includes: Mock Screen |  |
| Frequency of Use: | Frequent |
| Special Requirements: |  |
| Assumptions: |  |
| Notes and Issues: |  |

### Checking the Status of Support Ticket

| UCID: | UCID\_6.1.2 |
| --- | --- |
| Actors: | General Users |
| Description: | In this use case, user will check the status of support ticket |
| Trigger: |  |
| Preconditions: | * The online support ticket system status of support ticket URL should be accessible |
| Post conditions: | * The user is successfully able to check the status of the support ticket |
| Business Conditions: | In this section user will see the following information.   * Ticket # * Ticket title * Content * Attachment * Status * Author Name * Author Email * Comments   User will be able to add new comment on the support ticket. |
| Normal Flow: | Checking Status of a ticket:  User will be able to check the status of a ticket by clicking on the “here” button for the first time he created the support ticket or using the URL: http://BASE\_URL/tickets/{id}  Commenting on a ticket:   1. User go to the ticket status page following one of the mentioned ways above 2. Enter a comment in the comment box and click on the “Submit” button |
| Alternative Flows: |  |
| Exceptions: | 1. System fails to save information if couldn’t connect to DB Server. 2. System shows error message “No ticket found with the provided id” if invalid ticket id provided 3. System shows error message “Only jpg, png and pdf files are allowed” if different files are uploaded rather than the mentioned extensions |
| Includes: Mock Screen |  |
| Frequency of Use: |  |
| Special Requirements: |  |
| Assumptions: |  |
| Notes and Issues: |  |

## Login

### Login

| UCID: | UCID\_6.2.1 |
| --- | --- |
| Actors: | Admin or Agent |
| Description: | In this use case, Agent or Admin users will log into the system |
| Trigger: |  |
| Preconditions: | * The online support ticket system URL should be accessible * The “Login” form should be visible |
| Post conditions: | * Agent or Admin users will be able to log into the system. |
| Business Conditions: | In this section user (Admin or Agent) will see the following information.   * Ticket # * Ticket title * Content * Attachment * Status * Author Name * Author Email * Comments   Business Rules:   * The Email should be unique and validated from both front-end and back-end * Password should be masked using (\*) so that nobody can read the password while user types the password * There should be a “Remember me” checkbox to retain the session of the user if checked * There should be a “Forgot Password” link using which user can reset his/her password if forgotten. |
| Normal Flow: |  |
| Alternative Flows: |  |
| Exceptions: | System fails to save information if couldn’t connect to DB Server. |
| Includes: Mock Screen |  |
| Frequency of Use: |  |
| Special Requirements: |  |
| Assumptions: |  |
| Notes and Issues: |  |

## Dashboard

### Dashboard

| UCID: | UCID\_5.1.2 |
| --- | --- |
| Actors: | SDO |
| Description: | In this Use Case Admin or Agent users will see the overall ticket status in a dashboard. |
| Trigger: |  |
| Preconditions: |  |
| Post conditions: |  |
| Business Conditions: |  |
| Normal Flow: |  |
| Alternative Flows: |  |
| Exceptions: | System fails to save information if couldn’t connect to DB Server. |
| Includes: Mock Screen |  |
| Frequency of Use: |  |
| Special Requirements: |  |
| Assumptions: |  |
| Notes and Issues: |  |

# 

# APPENDIX A: GLOSSARIES

|  |  |
| --- | --- |
| SRS | System Requirements Specification |
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