# Software Requirements Specification

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| **Support360** | **A Comprehensive Support Management Solution** |
| **Version ID:** 1.0 **Date:** 21-01-2025 **Document ID:** SWD/Support360/001 | |
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## Revision History

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| **Doc. Ver.** | **Date** | **Author** | **Reviewer** | **Description of Revision** |
| 1.0 | 21-01-2025 | Arif Mahmud | BJIT Academy | Initial Draft |
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## 1. Introduction

### 1.1 Purpose

This document defines the software requirements for **Support360**, a Salesforce Service Cloud-based application designed to manage projects and service requests for GlobalTech Solutions. It provides a centralized platform with customized features for project tracking, case management, and service request handling to streamline operations and enhance collaboration.

### 1.2 Scope

Support360 will:

* Centralize project, resource, and case management.
* Leverage Salesforce’s capabilities for optimized reporting, dashboards, and workflows.
* Provide robust automation and collaboration tools to enhance business processes.

### 1.3 Intended Stakeholders

* Global Tech Solutions management and operational teams.
* Salesforce administrators and developers.
* End-users, including project managers and team members.

### 1.4 References

|  |  |
| --- | --- |
| **Reference** | **Location** |
| Salesforce Service Cloud Documentation | [Salesforce Website](https://www.salesforce.com/) |
| Support360 Project Document | Internal Documentation Repository |
| Salesforce Developer Documentation | [Developer Documentations](https://developer.salesforce.com/docs) |
| Salesforce Ben | [Salesforce Ben | Salesforce News](https://www.salesforceben.com/) |
| Salesforce Help | [Salesforce Help](https://help.salesforce.com/) |
| Custom Path | Pantherschools | [Pantherschools](https://www.pantherschools.com/how-to-create-custom-path-using-lightning-web-component/) |

### 1.5 Definitions, Acronyms, and Abbreviations

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| SRS | System Requirements Specification |
| SOQL | Salesforce Object Query Language |
| DML | Data Manipulation Language |
| Approval Process | Approving function to automate action |
| Flow | Automate complex business process |
| Apex | OOP language for Salesforce |
| LWC | Framework for creating modern UI |
| CR | Change Request |

## 2. Overall Description

### 2.1 Overview

Support360 integrates with Salesforce Service Cloud to provide an all-in-one solution for project and case management. Key features include:

* **Case Management:** Track support requests, development tasks, and bug reports.
* **Project Management:** Manage projects with detailed task breakdowns, milestones, and resource allocation.
* **Dashboards and Reporting:** Offer insights into team performance, resource utilization, and project progress.
* **Automation:** Utilize workflows and Process Builder to streamline operations.
* **Collaboration:** Enable Chatter for team discussions and notifications for task updates.

### 2.2 Technical Platform

* **Development Tools:** Salesforce Apex, Lightning Components, SOQL, and Flows.
* **Hosting Platform:** Salesforce Service Cloud.
* **Integration Requirements:** API for third-party integration as needed.

## 3. Functional Requirements

### 3.1 Case Management Module

**Case Creation and Management**

* + Differentiate cases by type (support, development, bug reports).
  + Track statuses: To Do, In Progress, Testing, Done.
  + Merge duplicate cases based on subject and client.

**Approval Process**

* + Dynamic Approval assignment.
  + Notifications for approval completions.

**Notifications and Reporting**

* + Notify case owners of approaching deadlines.
  + Generate CSV reports for overdue cases.

### 3.2 Project Management Module

**Project Creation and Management**

* + Define project details (name, start/end dates, priority).
  + Associate projects with customers and track user stories.

**Resource Allocation**

* + Assign and manage resources across projects.

**Dashboard Components**

* + Include Gantt Charts and status trackers.

### 3.3 Additional Features

* Sub-task creation and tracking.
* Milestone tracking and risk management.

## User Interface

|  |  |  |  |
| --- | --- | --- | --- |
| **UI No.** | **UI Name** | **Related Function Req ID** | **Description** |
| 001 | Case Detail Page | Case Management | Displays case details and status. |
| 002 | Project Dashboard | Project Management | Visual representation of progress. |
| 003 | Dashboard | Project Management, Case Management | Visual Representation of Project, Case Progress, Statistics |

## Non-Functional Requirements

|  |  |  |
| --- | --- | --- |
| **Requirement ID** | **Description** | **Acceptability Criteria** |
| NFR-001 | Response time < 2 seconds for all transactions. | Verified through testing. |
| NFR-002 | Maintain 99.9% system uptime. | SLA compliance. |

## 6. Design Constraints

* Utilize Salesforce declarative tools wherever possible.
* Custom development (Apex, Lightning) only when declarative tools are insufficient.

## 7. Software Quality Attributes

* **Scalability:** Support a growing number of users and cases.
* **Maintainability:** Easily update workflows and dashboards.
* **Security:** Implement role-based access controls.

## Other Requirements

* **Database Requirements:** Use Salesforce’s standard and custom objects.
* **Legal Compliance:** Adhere to Salesforce’s governance policies.