FR ID	Ref#	Introduction	Inputs	Processing	Outputs
FR001	N/A	The system should have a common entry point for visitors, clients, and staff. From this point, the system should be able to redirect clients and staff to their relevant portals	Static content	Routing and redirecting	Landing page(s)
FR002	SR01	Staff should be able to click a link or a button that will take the user to an authentication page where the system will authenticate the user as a staff and make the admin pages available to the authenticated staff	Username & password	Confirm username and password is authorised for access	Redirect to staff/admin pages
FR003	SR01	System should reject unauthorized users from accessing the staff/admin section	Username & password	Confirm username and password is NOT authorised for access	Inform of authorization rejection and redirect to visitor landing page
FR004	SR01	Clients should be able to click a link or a button that will take the user to an authentication page where the system will authenticate the user as a a client and make the client pages available to the authenticated user	Username & password	Confirm username and password is authorised for access	Redirect to client pages
FR005	SR01	System should reject unauthorized users from accessing the client section	Username & password	Confirm username and password is NOT authorised for access	Inform of authorization rejection and redirect to visitor landing page
FR006	SR02	Staff portal should allow staff/admin to view services by clicking a button/link to view all active services available on the system	List of active (not deleted) services and respective details	Paginate the list of services	Paginated list of active services with their respective service details
FR007	SR02	Staff portal should allow staff/admin to add new services by clicking a button/link to go to a page where staff/admin can enter the required details of the new service	Service information	Validate all the information provided about the new service are within acceptable range	Confirmation of creation of new service
FR008	SR02	Staff portal should allow staff/admin to delete services by selecting an active service from a list of active services	Staff selected service to be deleted	Mark serviec as deleted (do not delete permanently)	Confirmation of deletion of servie and button/link to redirect to paginated list of active services with their respective service details
FR009	SR02	Staff portal should allow admin to update existing active service details by selecting a service from a list of active services and modifying the current details associated with the service	Staff selected service to be updated and the updated information	Validate all the information provided about the new service are within acceptable range	Confirmation the the service was updated. The system should also show the information that was changed from/to
FR010	SR03	Staff portal should allow staff/admin to view list of service by clicking a button/link to view all active service categories available on the system	List of active (not deleted) service categories and	Paginate the list of service categories	Paginated list of active service categories with their respective details
FR011	SR03	Staff portal should allow admin to disable a service category by clicking a button/link to go to a page where admin select and disable a service category from a list of active service	Service category to be disabled	Disable the selected servie category and mark all associated services under the category as	Confirmation of deactivation of service category and deletion (deactivation) of all associated

FR012	SR03	Staff portal should allow admin to enable a service category by clicking a button/link to go to a page where admin select and enable a service category from a list of disabled service categories	Service category to be enabled	Enable the selected servie category	Confirmation of enabling of service category
SR013	SR03	System should allow admin to make customize packages	Service cateogry and a list of services	The selected list of services should be reassigned to the given	Confirmation of the list of services that have been associated with the
FR014	SR04	Staff portal should allow staff/admin to view a list of open service requests made by clients	List of service open service requests	Filter the list of service requests to derive the open ones	Paginated list of service requests
FR015	SR04	Staff portal should allow staff/admin to update an open service request with new information	Selected open service request and data that needs to be updated	Add the new information to the open service reuest	Confirmation that the service request was updated
FR016	SR04	Staff portal should allow staff/admin to close a service request from a list of open service requests after handling it	Service request to be closed	Mark the open service as closed	Confirmation that the service request was closed
FR017	SR05	System should prompt staff/admin to send notification to the respective client who made the request, as soon as any changes are made to a service request with a template notification that can be edited by the staff/admin before sending off	Service request details of the service that was changed; client notification channel details for client who	Send the finalized notification to the associated client	Confirmation the sending off of the notification to the client
FR018	SR05	Staff portal should allow staff/admin to select a report type from a list of reports and generate the report	Report type; necessary data for the report	Assimilate necessary data and generate the report selected by the staff/admin	Report
FR019	N/A	The system should display only relevant options (menu, buttons, links, pages) and information to an authenticated user depending on the user type (individual client, corporate client, staff/admin)	Authenticated user type	Restrict user interactions with the system to allowed options/ buttons/menus/links/pages	Customers UI and UX based on the user type/role
FR020	SR04	Corporate and individual clients must be able to create new service requests	Service request details	Allow user to enter service request details and save the request - effectively creating a new service request; subsequently, the system will	New service request and notification for Staff/Admin that new service request is available
FR021	SR04	System should allow clients to view notifications by selecting a notification	Selected notificaiton	Display the selected notification	Full details of the selected notification
FR022	SR06	Client portal should allow a client to select a report from a list of reports and generate the report	Report type; necessary data for the report	Assimilate necessary data and generate the report selected by the staff/admin	Report
FR023	SR07	Client portal should allow a client to make payments using a credit/debit card	Payment details; card details	System should process the payment though a financial institution (payment processor) and update the payment status	Transaction details and payment fulfillment confirmation or failure notification

FR024	SR07	System should be able to send financial transaction requests and receive and record transaction status updates from financial institutions	Transaction details; card details; transaction status updates/notifications	Receive, store, and associate transaction updates from financial institutions with specific transactions	Updated database with transaction related notifications and/or status updates
FR025	HLR01	Clients should be able to view available schedules for conference/tour	List of meeting schedules; list of locations open for visit /	Select a list of open/available meeting schedules with Staff and present them to client	Paginated list of open meeting schedules and location visit times
FR026	HLR01	Clients should be able to select and book a conference/tour	Cient selection	Mark the schedule as booked and send notification to Staff	Confirmation of booking
FR027	HLR01	Clients should be able to cancel a conference/visit from a list of booked appointments	Cient selection	Mark the booked schedule as cancelled and send notification to Staff	Confirmation of booking cancellation
FR028	HLR02	Clients should be able to see a list of available services or packages	List of available locations and category; respective services	Generate the list of available locations along with respective category and service details	Paginated list of locations and respective categories and services
FR029	HLR02	Clients should be able to select from a list of available services and packages	User selection	The selected location must be marked as booked and a notification must be sent to the	Confirmation of booking
FR030	HLR03	System should present a list of mandatory and optional documents and show which have been received by the system, and which have not	List of required and optional documents	Generate a list of required and optional documents based on the client status and client's bookings	Paginated list of required and optional documents that the client may upload or view
FR031	HLR03	System should present a list of documents and allow the client to upload a document for the specific requirement	Document ID; uploaded document	Store the uploaded document and associated the document with the list of documents for the client	Confirmation of upload
FR032	HLR04	Clients should be presented with an option to rate and close service request	Service Request ID; client rating	Associate the rating with a closed servie request and notify staff of the submitted rating	Confirmation of rating submission and notification to staff
FR040	HLR04	Clients should be able to see a count of new notifications and view any new or old notificaiton from a list of notifications for the specific client	List of notifications for the client	Order the list of notifications where unread ones are first	Paginated list of notifications