Smart Service Request System

Phase 1: Problem Understanding & Industry Analysis

👉 Goal: Understand what we’re building and why

1. **Requirement Gathering Steps**
   - **Identify Stakeholders** – Determine who will use or be impacted by the system (Customers, Staff, Managers).
   - **Collect Customer Needs** – Ensure customers can easily raise and track service requests.
   - **Collect Staff Requirements** – Provide a clear process for assignment, updates, and managing requests.
   - **Collect Manager Expectations** – Capture the need for visibility into performance metrics and request statuses.
   - **Document Requirements** – Record all gathered requirements to ensure SSRS aligns with practical business needs.
2. **Stakeholder Analysis Steps**
   - **Identify Stakeholder Roles**:
     - **Admins** – Configure and maintain the system.
     - **Support Staff** – Resolve service requests.

    - **Managers** – Monitor and approve requests.
    - **Customers** – Initiate service requests.
  - **Analyze Stakeholder Expectations**:
    - Admins need easy configuration and system management.
    - Support Staff need a streamlined process to handle requests efficiently.
    - Managers need dashboards and reports to track progress.
    - Customers want a simple interface to submit and monitor requests.
  - **Align System Features** – Design SSRS to meet the needs of all stakeholders effectively.

3. **Business Process Mapping Steps**
   - **Analyze Current Workflow** – Identify all stages:
     - Logging the request
     - Assigning staff
     - Updating progress
     - Closing once resolved
   - **Identify Pain Points** – Highlight delays, missed updates, and lack of visibility.

- **Design Optimized Workflow** – Use automation and reporting to address inefficiencies.

4. **Industry-Specific Use Case Analysis Steps**
   - **Analyze IT Helpdesk Requirements** – Focus on SLA-driven ticketing and quick resolution.
   - **Analyze HR Requirements** – Use service requests for employee support tasks.
   - **Analyze Facilities Requirements** – Use service requests for task-based issues.
   - **Adopt Flexible Features** – Implement workflows that work across multiple departments while keeping the system simple.
5. **AppExchange Exploration Steps**
   - **Review Relevant Apps** – Analyze IT ticketing apps and Service Cloud add-ons.
   - **Identify Useful Features** – Look for automated routing, SLA tracking, and self-service portals.
   - **Incorporate Best Practices** – Adapt proven features to SSRS to enhance functionality and efficiency.