

Business Requirement Document

(BRD)

Ticket system of XYZ Cab Services

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Preparation details

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| version | Prepared by | Prepared On date | Reviewed by | Approved by | Approved on date |
| V.0.1 | Nikhil Shetwe | 27/06/2024 | Raj P | Pending | Pending |
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**1. Purpose and Scope:**

The purpose of this document is to define the business requirements for the ticketing system of the XYZ cab services to improve customer service and operational efficiency. This document covers the features and functionalities required for the ticketing system, including ticket creation, management, tracking, customer interaction, reporting, and system administration.

**2. Business Objectives**

* **Customer Ticket Creation:** Customers/ Users should be able to create ticket.
* **Increase Operational Efficiency**: Streamline the process of handling customer queries and issues.
* **Ensure Accuracy and Accountability**: Maintain accurate records of customer’s ticket, resolution on ticket and feedback of the user’s.

**3. Stakeholders**

* **Customers**: Customers/ Users should be able to create ticket.
* **Customer Service Representatives**: Personnel responsible for handling customer queries and issues.
* **Administrators**: System administrators responsible for maintaining and managing the ticketing system.
* **Management**: Decision-makers overseeing the implementation and effectiveness of the ticketing system.

**4. Functional Requirements**

* **Ticket Creation and Management**:
  + Users can create new tickets for cab service related issues.
  + Tickets should capture essential details such as ride date, time, and description of issue.
  + Ability to assign tickets to support team executives.
  + Customers should receive confirmation of their ticket creation along with relevant details.
* **Ticket Tracking and Updates**:
  + Customers can track the status of their tickets in real-time (e.g. Open, in progress, Closed/ Resolved).
  + Notifications should be sent to customers for ticket updates.
  + Option for customers to close tickets with appropriate cancellation policies applied.
* **Customer Interaction**:
  + Provide a user-friendly interface for customers to interact with the ticketing system (e.g., web portal, mobile app).
  + Support for customer service representatives to view and update ticket statuses and details.
  + Ability to log interactions (e.g., calls, messages) with customers related to their tickets.

**5. Non-Functional Requirements**

* **Performance**: Ensure the system can handle peak loads during rush hours with minimal latency and downtime.
* **Security**: Implement robust data encryption protocols to protect customer information and comply with data privacy regulations.
* **Reliability**: High availability with minimal downtime for system maintenance.
* **Scalability**: Ability to scale horizontally (add more servers) and vertically (increase capacity of existing servers) to accommodate growing user base and service demands.

**6. Assumptions and Constraints**

* **Assumptions**: Customers have access to internet-enabled devices for create and track tickets.
* **Constraints**: Compliance with local regulations and data protection laws.

**7. Sign-Off**

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| --- | --- | --- |
|  | **Name** | **On Date** |
| **Prepared by :** | Nikhil Shetwe | 27/06/2024 |
| **Reviewed by :** | Raj P | 27/06/2024 |
| **Approved by :** |  |  |

Note: The "Sign-Off" section in a Business Requirements Document (BRD) is crucial as it signifies formal approval and agreement from stakeholders that the outlined requirements and scope meet their expectations and business objectives.