Traceability Matrix for Application Features and Functionalities

Linking User Journeys to Requirements

Application under test (AUT): <http://100.27.30.112/>

API Documentation of AUT: <http://100.27.30.112/docs#/>

# User Journey 1: Seamless User Onboarding and Login Experience

## Description

Users can register and log in using their credentials to access their personalized dashboard.

## Requirements

* User Registration
* User Login
* Personalized Dashboard Access

## Features

* Registration Form
* Login Form
* Dashboard Interface

## Traceability Matrix

|  |  |  |
| --- | --- | --- |
| User Journey | Requirement | Feature |
| Seamless User Onboarding and Login Experience | User Registration | Registration Form |
| Seamless User Onboarding and Login Experience | User Login | Login Form |
| Seamless User Onboarding and Login Experience | Personalized Dashboard Access | Dashboard Interface |

# User Journey 2: Effortless Support Ticket Creation

## Description

Users can create a support ticket by providing a summary and description of their issue or inquiry.

## Requirements

* Support Ticket Creation
* Issue Summary
* Issue Description

## Features

* Support Ticket Form
* Summary Field
* Description Field

## Traceability Matrix

|  |  |  |
| --- | --- | --- |
| User Journey | Requirement | Feature |
| Effortless Support Ticket Creation | Support Ticket Creation | Support Ticket Form |
| Effortless Support Ticket Creation | Issue Summary | Summary Field |
| Effortless Support Ticket Creation | Issue Description | Description Field |

# User Journey 3: Comprehensive Case Management

## Description

Users can create cases by selecting an item or service and providing a description of the issue to ensure proper tracking and resolution.

## Requirements

* Case Creation
* Item or Service Selection
* Issue Description
* Case Tracking
* Case Resolution

## Features

* Case Creation Form
* Item/Service Dropdown
* Description Field
* Tracking Interface
* Resolution Interface

## Traceability Matrix

|  |  |  |
| --- | --- | --- |
| User Journey | Requirement | Feature |
| Comprehensive Case Management | Case Creation | Case Creation Form |
| Comprehensive Case Management | Item or Service Selection | Item/Service Dropdown |
| Comprehensive Case Management | Issue Description | Description Field |
| Comprehensive Case Management | Case Tracking | Tracking Interface |
| Comprehensive Case Management | Case Resolution | Resolution Interface |