Call Handler System

Business Requirement Document

Customer / Contract
Handler Module
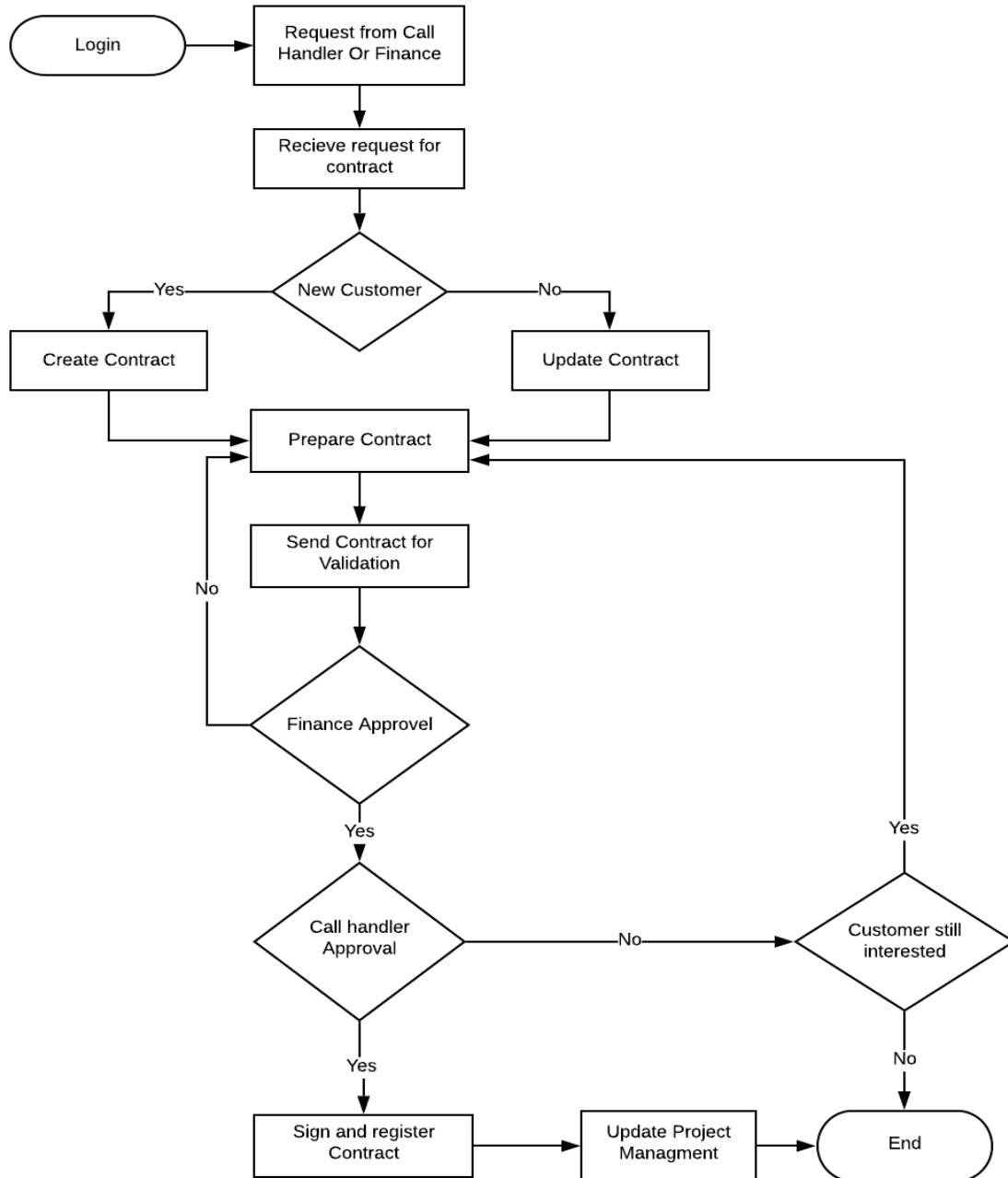
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Group #1

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1). Module FlowChart

```
┌─────────┐         ┌──────────────────┐
│  Login  │ ──────▶ │ Request from Call│
└─────────┘         │ Handler Or Finance│
                    └──────────────────┘
                             │
                             ▼
                    ┌──────────────────┐
                    │ Recieve request for│
                    │      contract     │
                    └──────────────────┘
                             │
                             ▼
              Yes       ◇ New Customer ◇       No
        ┌─────────────◀                 ▶─────────────┐
        ▼                                             ▼
┌──────────────┐                          ┌──────────────────┐
│Create Contract│                         │ Update Contract  │
└──────────────┘                          └──────────────────┘
        │                                             │
        └──────────▶ ┌──────────────────┐ ◀──────────┘
                     │ Prepare Contract │ ◀────────────────┐
                     └──────────────────┘                  │
                             │                             │
                             ▼                             │
                     ┌──────────────────┐                  │
                     │ Send Contract for│                  │
                     │    Validation    │                  │
                     └──────────────────┘                  │
            No               │                             │
             └──────── ◇ Finance Approvel ◇                │
                             │                             │
                            Yes                            │
                             ▼                            Yes
               ◇ Call handler ◇    No    ◇ Customer still ◇
               ◇  Approval    ◇ ───────▶ ◇  interested    ◇
                     │                            │
                    Yes                           No
                     ▼                            ▼
        ┌──────────────────┐  ┌──────────────┐  ┌─────────┐
        │ Sign and register│─▶│Update Project│─▶│   End   │
        │    Contract      │  │  Managment   │  └─────────┘
        └──────────────────┘  └──────────────┘
```

2). Requirements List

G1.T/R1)   Access to the system using contract handler user.

G1.T/R2)   Display all assigned tickets by call handler and finance teams.

G1.T/R3)   Determine the request type (create contract or update contract for customer).

G1.T/R4)   Prepare the contract.

G1.T/R5)   Send the contract to the finance team for validation.

    G1.T/R5.1) Validate contract by finance team.

        G1.T/R5.1.1) If the finance team doesn't accept the contract, the contract returns back for the contract handler for review (Go to 1.4).

        G1.T/R5.1.2) If the finance team accepts the contract then they forward it to the call handler.

    1.5.2) Call handler validates contract with customer.

        G1.T/R5.2.1) If contract terms require revision/update the contract returns back to contract handler team (Go to G1.T/R4)

        G1.T/R5.2.2) If the customer doesn't accept and wants to cancel the contract the ticket is closed (Go to G1.T/R9).

G1.T/R6)   Receive the contract after positive validation from the call handler team.

G1.T/R7)   Sign the contract digitally/manually and register the contract in the database.

G1.T/R8)   Forward the contract ticket to the project management team.

G1.T/R9)   Close.

3). Test Cases

G1.TC1)   Login to the system with the correct username and password. Expected result: Access successfully to the system.

G1.TC2)   Login to the system with the incorrect username or incorrect password. Expected result: Access denied (wrong username or password).

G1.TC3)   Two failed attempts. Expected result: System warning message appears for locked account in case of third wrong attempt.

G1.TC4)   Two failed attempts and one correct username and password. Expected result: Access successfully to the system.

G1.TC5)   Three failed attempts. Expected result: User account should be locked (need activation from administrator).

G1.TC6)   Access to the right module with the right privileges. Expected result: Access to the right module with right privileges.

G1.TC7)   Check the contract tickets from the call handler team. Expected result: Call handler contract tickets display on contract ticket page.

G1.TC8)   Check the contract tickets from the finance team. Expected result: Finance contract tickets display on the contract ticket page.

G1.TC9)   Access to contract tickets from two different interfaces and start working on one ticket. Expected result: Ticket that we started working on should appear as "in progress" in another interface.

G1.TC10)   Open the ticket and choose the new contract option. Expected result: Ticket should be marked as a new contract.

G1.TC11)   Open the ticket and choose the update contract option. Expected result: Ticket should be marked as an updated contract.

G1.TC12)   Write/update the contract and save. Expected result: Related contract tickets should be marked as contract prepared.

G1.TC13)   Assign the contract to the finance team. Expected result: Related contract tickets should be marked as ready for verification.

G1.TC14)   The finance team rejected the ticket. Expected result: Related contract tickets should be marked as revision required.

G1.TC15)   Finance accepted the contract tickets and the call-handler team rejected. Expected result: Contract tickets should be marked as revision required.

G1.TC16)   Finance and call handler teams (customer approved) accepted the tickets. Expected result: Contract tickets should be marked as ready for signature.

G1.TC17)   Customer decides to remove the contract. Expected result: Contract should end.

G1.TC18)   Finance and call handler teams (customer approved) accepted the tickets. Expected result: Contract tickets should display options for opening the contract.

G1.TC19)   Displaying the contract. Expected result: Digital signature option should be available.

G1.TC20)   Signed contract with digital signature. Expected result: The contract should be marked as signed digitally.

G1.TC21)   Signed the contract with manual signature. Expected result: The contract print option should be available.

G1.TC22)   Uploading the manually signed contract. Expected result: The uploading/attachment contract option should be available.

G1.TC23)   Signed contract with manual signature. Expected result: The contract should be marked as signed manually.

G1.TC24)   Signed contract. Expected result: Contract ticket should be marked as signed.

G1.TC25)   Register the signed contract. Expected result: Contract ticket should be marked as registered.

G1.TC26)   Send the ticket to the project management team for product delivery. Expected result: Tickets should be marked as assigned to the Project Management team.

G1.TC27)   Complete the process. Expected result: Completed tickets should be marked as closed.

G1.TC28)   Ticket count. Expected result: Total number of tickets should be displayed correctly.

G1.TC29)　　Filter option for tickets. Expected result: Should be a filter option to differentiate completed tickets from in progress tickets.

G1.TC30)　　In progress ticket count. Expected result: Total number of in progress tickets should be displayed.

G1.TC31)　　Closed ticket count. Expected result: Total number of closed tickets should be displayed.

4). Responsibilities Matrix

Matrix	G1.T/R1	G1.T/R2	G1.T/R3	G1.T/R4	G1.T/R5	G1.T/R 5.1.1	G1.T/R 5.1.2	G1.T/R 5.2.1	G1.T/R 5.2.2	G1.T/R6	G1.T/R7	G1.T/R8	G1.T/R9
G1.TC1	X												
G1.TC2	X												
G1.TC3	X												
G1.TC4	X												
G1.TC5	X												
G1.TC6	X												
G1.TC7		X											
G1.TC8		X											
G1.TC9		X											
G1.TC10			X	X									
G1.TC11			X	X									
G1.TC12		X		X									
G1.TC13		X			X								
G1.TC14		X				X							
G1.TC15		X					X	X					
G1.TC16		X								X			
G1.TC17								X					X
G1.TC18				X						X			
G1.TC19				X							X		
G1.TC20		X									X		
G1.TC21				X							X		
G1.TC22				X							X		
G1.TC23		X									X		
G1.TC24		X									X		

G1.TC25		X									X		
G1.TC26		X										X	
G1.TC27		X											X
G1.TC28		X											
G1.TC29		X											
G1.TC30		X											
G1.TC31		X											

5). UX Prototype

a) Tickets Page

b) Ticket Details Page

CONTRACT REGISTRATION FORM

Customer/Contract Info

ID *

Company Name

Customer Name * | First Name | Last Name |

Email Id

Product Types *   [Service / Project / System / etc. ▼]

Phone Number *

Company Address

Customer Type *   ☐ New   ☐ Update

Contract Period | From | Till |

Customer Signature

Digital Signature

Attachments

 - Ex. Soft-cope of signed contract

Contract Terms and Conditions