# Requirements Document

## 1.0 Project Vision

This project consists of two mobile applications, built on both Android and iOS systems, and the needed support systems. The first application will allow users to access eBill services via the mobile application. The second application will be an interface to a trouble ticket tracking system

## 2.0 Testing Management Process

## 3.0 User Stories

Following are user stories generated by the team that describe the needed functionality of the application.

### 3.1 User Story

As a customer with a telecom that uses Innovative Systems products, I want to change information on my account <change email, change password> from my <iOS device, Android device>.

### 3.2 User Story

As a customer with a telecom that uses Innovative Systems products, I want to see my <latest, past> invoice for my account from my <iOS device, Android device>.

### 3.3 User Story

As a customer with a telecom that uses Innovative Systems products, I want to see a summary of his service for his account from his <iOS device, Android device>.

### 3.4 User Story

As a customer with a telecom that uses Innovative Systems products, I want to see the current balance for my account from my <iOS device, Android device>.

### 3.5 User Story

As a customer with a telecom that uses Innovative Systems products, I want to make a payment on my balance for my account from my <iOS device, Android device>.

### 3.6 User Story

As a customer with a telecom that uses Innovative Systems products, I want to set up recurring payments for my account from my <iOS device, Android device>.

### 3.7 User Story

As a customer with a telecom that uses Innovative Systems products, I want to see a history of my payments for my account from my <iOS device, Android device>.

### 3.8 User Story

As a customer with a telecom that uses Innovative Systems products, I want to see a summary of my usage for this month on for my plan from my <iOS device, Android device>. I want to see the data, minutes, and text messages that I have used up from my monthly quota in an easy to understand format.

### 3.9 User Story

As a customer with a telecom that uses Innovative Systems products, I want to submit a trouble ticket because <Innovative Systems product> of mine is broken, and I want to do it from my <iOS device, Android device>.

### 3.10 User Story

As a customer with a telecom that uses Innovative Systems products, I want to get contact information for the support for my company from my <iOS device, Android device>.

### 3.11 User Story

As a telecom that uses Innovative Systems products, I want my customers to see a banner that displays my telecom’s name on the mobile apps that my customers use to check their account information.

## 4.0 Tests of User Stories

## 5.0 Analysis

### 5.1 Methods

### 5.2 Algorithms

### 5.3 Decisions

#### 5.3.1 Native Applications

We have chosen to go with developing native applications on both platforms instead of attempting to build a web based application and smaller wrapper applications on both platforms.

## 6.0 Change Log

Created 9/27/2012 by Jeremy Warner