RTM (Requirement Traceability Matrix)

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Can you provide an overview of your current process for handling customer requests and assigning mechanics? How do supervisors currently analyze problems and determine the best available mechanic for each job?

\*What specific information do supervisors need to analyze problems effectively? Are there any specific criteria or factors they consider when assigning mechanics?

\*

while registering vehicle in system -- what all we capture --- customer details ? vehicle information ? Maintenance history ?

\*

do you need customer appointment scheduling, real-time availability of workstations, mechanic assignment tracking, or a reporting dashboard?

if occupied, what car is getting repired.

\*

What are the specific details you would like to capture for each customer request, such as customer information, vehicle details, problem description (supervisor), and any additional notes?

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Are there any specific requirements for user roles and permissions? Which roles will be using the website (e.g., supervisors, mechanics, administrators), and what actions or information should each role have access to?

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Do you have any existing systems or tools in place that the website needs to integrate with, such as a customer database, inventory management system, or employee scheduling software?

\*

Do you want to track the vehicle live status, repair tracking , repair orders , assigned technician, track progress , --> notify customer

\*

Do you want Inventory Management - > tracking spare parts, stock levels , enerating purchases if inventory falls below the threshold ?

\*

Do you want online or offline invoice. Do you want to keep the invoice and payment records?

\*

Are there any legal or regulatory considerations that need to be taken into account, such as data privacy, security, or compliance with industry standards?

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Can you describe the information or data that needs to be captured and stored for each mechanic? This can include details like their expertise, availability, certifications, and performance metrics.

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Are there any specific reports or analytics you would like to generate from the website to gain insights into your garage's performance, such as revenue reports, mechanic productivity, or customer satisfaction metrics? Do you want them on a daily, weekly, monthly or yearly basis?

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should customers receive updates on their repair status via email or SMS? Should mechanics be notified of new assignments through the website or mobile app?

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Are there any specific safety protocols or requirements that mechanics need to follow during repairs? Should the website include features or reminders related to safety practices?

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How do you currently handle customer feedback or complaints? Are there any specific features you would like to have on the website to capture and address customer feedback effectively?

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Do you have any plans for future scalability or expansion? Are there any features or functionalities you would like to add in subsequent phases of the project?

Supervisor Dashboard related questions:

    1.Do you want that supervisor to have access to

    slot(workstation) availablity,servicemen availablity and inventory.

    2. Do you want to give access to all supervisor on all customer history(like previous service and payment ).

    3. Are supervisors allowed to transfer, allocted and revoke the services ongoing like supervisor to supervisor or allocting it to different service person. In the case to multiple services are required. If they are allowed, do you want to include that feature in dashboard.

    4. Are supervisors are only allowed to access system inside the campus?

    5. Do you need any communication system to contact customers regarding their service status and SLA.

    6. Are supervisors are allowed to view other supervisor job list and able to take over in case of any immediate action.

    7. Are supervisor allowed to provide invoice or estimation to customers. If yes, do you need any system to send invoice or estimation via email to a customer.

    8. Are supervisor allowed to order spare part or any other inventory related product.

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types of useres such as admin / supervisor / customer and access level and permissions ?

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while registering vehicle in system -- what all we capture --- customer details ? vehicle information ? Maintenance history ?

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how to track the vehicle live status .

repair tracking , repair orders , assign technician, track progress , --> notify customer

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Inventory Management - > tracking spare parts, stock levels , enerating purchases if inventory falls below the threshold ?

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billing ???

requirements for billing and invoice generations .

itemized invoices , tracking payments and generating financial reports ..

\*Security ???

Authneticating users ?

access control ??

data encryption ??

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