

User Requirements

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CIS-480

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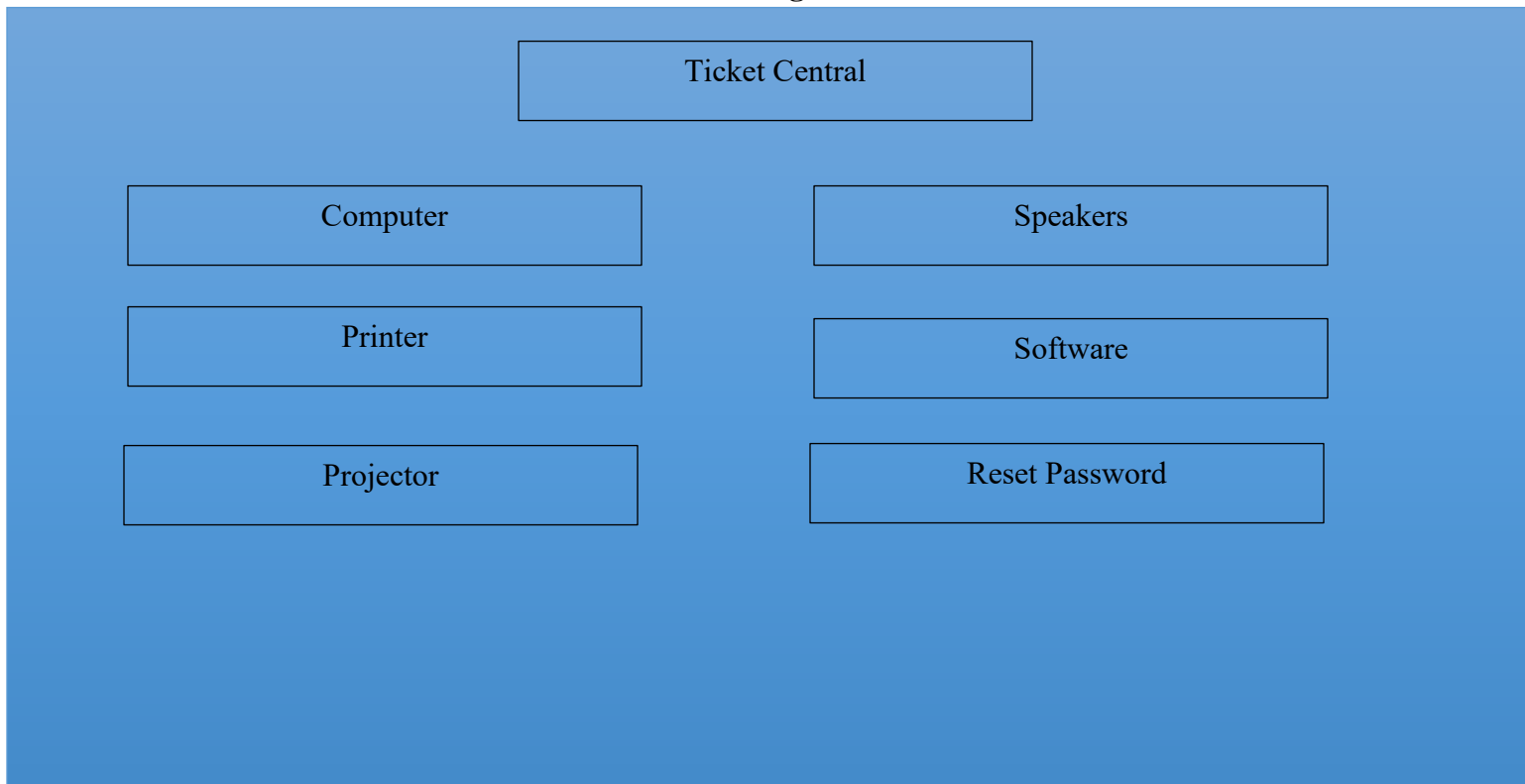
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Function and Non-Functional

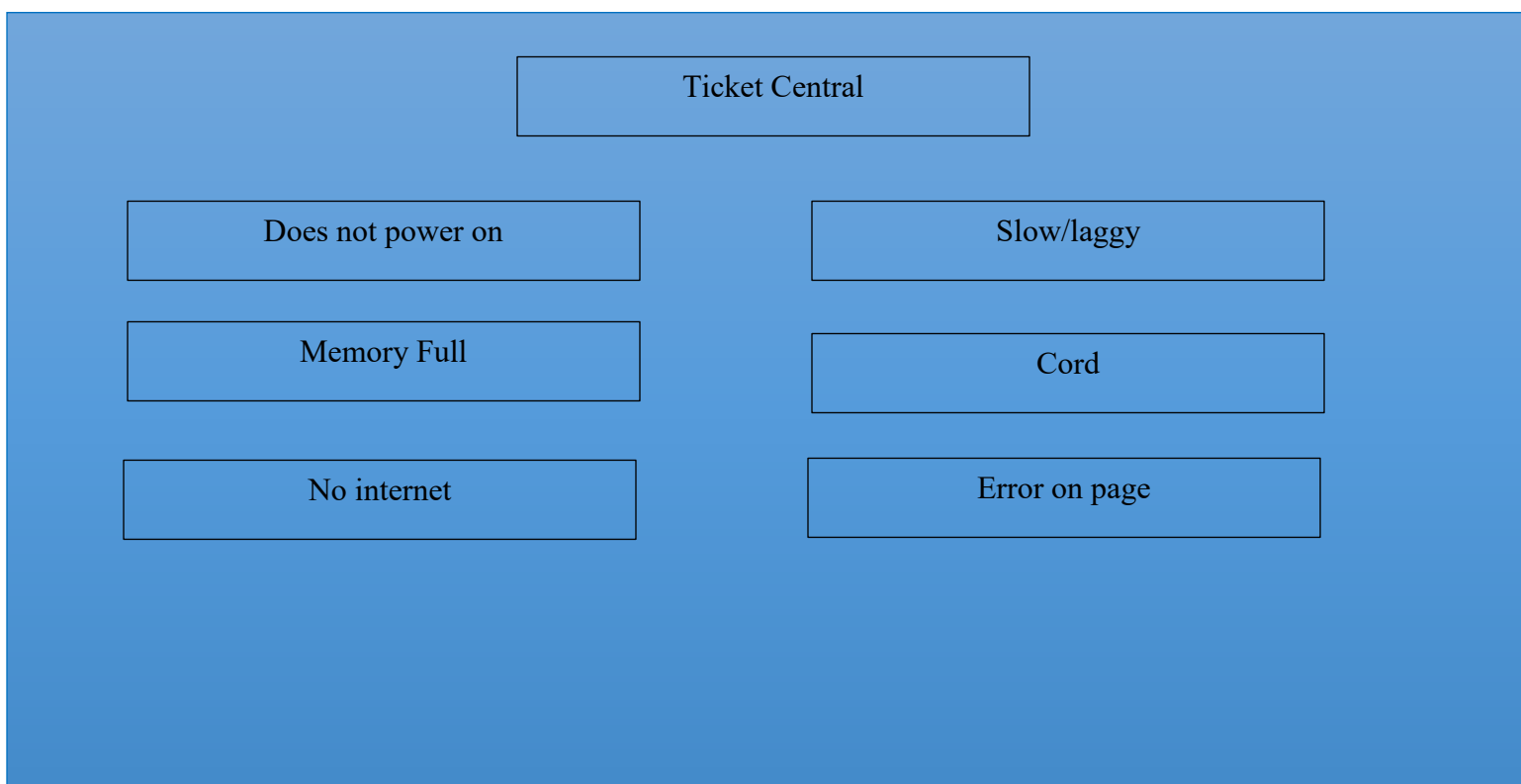
Functional	Non-Functional
<ol style="list-style-type: none">1. Multi-text box for first name & Last name2. Drop Down menu for schools3. Muti-box for the room number4. Drop box for severity5. Buttons for issues6. Attachment button for file7. Tickets should be readable to tech8. Multi-box for description9. Choices for if it is preventing your work10. Drop down for how many people it affects11. Drop down box Student or staff device12. Textbox for contact number13. Button on bottom to submit ticket14. Multi-text Create account or SSO first page15. Pop-up box that shows your ticket number.16. Drop down if user needs a technician to come out.17. Dropdown for communication method.	<ol style="list-style-type: none">1. White Background2. Black Text3. Black Borders4. Impact text, size 145. Header bold6. Flow7. Simple8. Security9. Create account, SSO10. Pop up box after you submit the Ticket Number11. Read to text12. Sizable text for blind13. Company logo

Graphical Representations

Main Page



Buttons to click on for all 6 options Computer



Printer Printer

Ticket Central

Does not print on my computer

Printer Ink Low

Paper Jam

Hold Print

Scanning issues

Projector

Ticket Central

Does not power on

Light bulb replacement

Filter Needs replacing

Does not connect to Computer

New Install

Speakers

Ticket Central

No Sound comes from computer

Speaker is making a buzzing sound

New Install

Software

Ticket Central

Application doesn't open

Office 365

Need Help Installing software

Reset Password

Ticket Central

Email Address

Secret Question

For them to input email and secret question.

After they go through clicking the questionnaire, they will go to this last page. The last page will be a fill in and a drop box combination.

Last Page

Ticket Central

Description

School

Severity

Room Number

Does this affect your work?

Contact