

Functional Requirements:

1: Help Center/FAQ Access: The system shall provide a publicly accessible knowledge base (Help Center) with searchable articles and FAQs.

2: Ticket Submission: The system shall allow authenticated users (buyers and sellers) to submit a complaint by filling out a form with category, subject, and description.

3: File Attachment: The user shall be able to attach files (e.g., images, documents) to the form.

4: Direct Messaging: The user shall be able to respond to messages from a CS(Customer Service) agent directly from their email or notification.

5: Queue: The system shall present CS agents with a prioritized queue of all complaints.

6: Complaint Management: An agent shall be able to update a complaint's status (e.g., Open, Pending Customer, In Progress, Resolved, Closed).

7: User Information Display: The agent's dashboard shall display crucial user context (e.g., user's name, transaction history) when viewing a complaint.

8: Action Tools: Authorized agents shall be able to perform actions directly from the interface, such as:

- Initiate a refund for an order.
- Cancel an order.
- Escalate a ticket to a specialized or senior team.

Non-Functional Requirements

1: Dashboard Response Time: The customer service agent dashboard shall load any page in under 2 seconds for 95% of requests under normal load.

2: Learnability: A new customer service agent with basic computer skills shall be able to process a standard "return request" complaint without assistance after less than 30 minutes of training.

3: Uptime: The customer service ticketing system and agent dashboard shall be available 99.9% of the time, excluding scheduled maintenance.

4: Complaint Integrity: The system shall successfully create and store a complaint 99.99% of the time a user submits a valid request.

Made by: Hemal Chavda