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| Number | User Requirement |
| 1 | The computer system must be able to log and track the helpdesk queries |
| 2 | The system must be produced using the Laravel PHP web framework |
| 3 | Software must be able to log the names of callers and helpdesk operators when a call comes in |
| 4 | Software must be able to log times of calls |
| 5 | Software must be able to log serial number of any affected hardware |
| 6 | Software must be able to log operating system being used |
| 7 | Software must be able to log software being used |
| 8 | The database must include a table of all personnel, so the operator can retrieve caller’s ID number, job title, department and telephone number |
| 9 | The system must include a complete register of equipment which will record the serial number, type and make of equipment |
| 10 | The system must include a register of authorised software to check if a caller’s software is properly licensed and supported. |
| 11 | A problem must be assigned a problem number to allow a caller to quote it for subsequent calls about the same problem |
| 12 | The system must be able to give different problems a different problem number even for the same caller |
| 13 | The system must be able to log all calls even if it relates to a problem already reported |
| 14 | The system must be able to log several names for subsequent calls. |
| 15 | The system must allow the helpdesk operator to record notes and descriptions of the problem |
| 16 | The system must require a reason for each call |
| 17 | The system must require a note about follow up calls regarding how desperate the caller is getting |
| 18 | The helpdesk operator must allocate a problem type when a problem is first reported |
| 19 | The system must allow the problem type to be altered. |
| 20 | The system must be able to show how many problems a specialist is working on |
|  | The system must allow for the help desk operator to select how specific a problem type is. |
| 21 | The system must be able to allocate jobs to the specialist with the least load of work |
| 22 | The system must allow the helpdesk operator to log the date and time a problem is resolved with an indication of how. |
| 23 | The system must also allow for the person who has provided the solution to be recorded |
| 24 | Specialist must be able to be selected from a drop-down list |

**User Requirements**

Upon reading the specification letter from the client the team has come up with the following list of client’s requirements which we feel grasp our understanding of the what the client is requiring. As evident through reading the specification the main problem is that the client requires a computer system which is needed to log and track the helpdesk queries. The many different requirements this system must be able to do are highlighted in the table below.

**Questions and answers to/from client helpdesk operator (Alice)**

***Original Question – If someone calls on behalf of someone else how do we go about logging the caller and the persons who is having the problem, do we put their name or id NUMBER?***

Response from client helpdesk operator – At the moment we log the caller's name

Team 9 Response - Would you like the option to be able to log the caller’s name and id number as well as the person who is experiencing the problems name and id number

Response from client helpdesk operator - Please could you let me know how would it be more useful to have two names on a reported problem?

Team 9 Response - We believe it would be helpful as the caller may be calling on behalf of someone else, so it may not be them experiencing the problem

Response from client helpdesk operator - The thing is - is it more useful for specialist or the system to have two names? Can it not be done by calling back who has actually called?

Team 9 Response - As long as the person calling has communications with the person experiencing the problem, we will only include the caller’s name to prevent confusion and make the process smoother.

***Original question - What happens if a problem never experienced before occurs, should there be an option to add it?***

Response from client helpdesk operator - I'm not sure I understand your question. However, we manually record/log all problems that have been reported to the Helpdesk

Team 9 Response - My bad, in the new system one of the requirements is that the operator can select a problem from a drop-down list. However, if that problem being explained is not on the drop-down list, would you like a feature which allows new problems to be added in by yourselves where you can add a description?

Response from client helpdesk operator - I see - yes, being able to add new entries would be useful.

***Original question - Was wondering what would be your preference out of automatically having the system select a specialist based on the problem or being able to manually select the specialist based on the problem by looking at their schedules?***

Response from client helpdesk operator - Can I have both?

**Questions and answers to/from technical specialist representatives (Bert and Clara)**

***Original question - Can everyone access all the queries? or should access rights to specific users exist***

Response from technical specialist representatives - It’s difficult to say really as it stands Alice assigns problems to us individually. We are not sure where we fit into the system that replaces Alice's notebook. Could you elaborate more on what you have planned?

Team 9 response - To elaborate further on my previous question, we wanted to know whether technicians who are part of different teams (have different specialities) have access to all the problems or whether it would be useful for them to see all problems? As they may be able to help other technicians.

Response from technical specialist representatives - Let's have both, full view and the option to filter to just our own jobs

**Questions and answers to/from client user representatives (Dilip and Emma)**

***Original question - What is an acceptable time for a problem to be solved within? Should this be highlighted, also will it not depend on the problem type***

Response from client user representatives - We like the problem to be fixed as fast as possible. We would not want to get anyone into trouble because it took a while to fix a problem

Team 9 Response - What is the usual average time a problem takes to get resolved?