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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 |

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.