RT Dashboard Application – Management version

1. The application must be able to automatically request (or on demand) fresh sets of data from the Oracle Database

* The application should have the option to specify a period of time of interest
* The application should include all the SRs created within that period of time

1. The application must be able to point out service requests which are unassigned, OPEN and without owner for more than a day, must be able to showcase neglected SRs (SRs that were not updated for more than 5 business days)
2. The application must be able to generate relevant statistics for any given week for any given Team:

* New SRs
* SRs solved within 5 workdays
* In Work SRs (or similar status)
* SRs solved in more than 5 workdays
* Open SRs

1. The application should be able to prioritize SRs according to the customer contract types, days open.
2. The application should be able to categorize SRs depending on their type.
3. The application should be able to generate Excel Reports for further integration in PP presentations
4. The application must be able to provide a snapshot of the current workload of the AEs – SRs which are Open, IN Work (or similar)
5. The application must be able to show the workload for each individual AE.

* For each individual AE, the application should point out to the currently IN WORK SRs and neglected. For each SR, relevant information should be provided (SR number, customer information, days open, summary)

1. **TBD** The application must provide tools to be used during performance review sessions. For any given AE, for any given time period, the Dashboard has to pull relevant statistics:

* Total number of solved SRs
* SRs solved within 5 business days (numbers, as well as percentages)
* Survey statistics (Total satisfaction, Resolution time, Response Time, Courtesy, Problem Solved)

1. The application must be able to interface with the CISCO Call Center. It must display the status of the phone queues:

* Logged in AEs
* Available AEs
* The duration of the current state

1. The application must be able to store back-up data, in case if the Oracle server is unavailable
2. The application should be modular, scalable, easily maintainable
3. The application should be easily configurable (managing AE lists, Team composition)
4. The application should be easy to use and provide a friendly User Interface
5. The application should be stable and able to run for prolonged periods of time.
6. The application should be properly documented.
7. The application should be easily distributed/deployed.