**FUNCTIONAL REQUIREMENT SPECIFICATIONS**

**PROJECT NAME: Client Satisfaction Solution**

**PUBLISH DATE: June 2024**

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# INTRODUCTION

Client satisfaction stands as a cornerstone for any thriving business. Understanding and addressing client needs are paramount in ensuring long-term success and fostering positive relationships. Client feedback serves as a valuable compass, guiding businesses towards areas of improvement and growth. Recognizing the significance of this feedback, company endeavors to introduce a robust Client/Customer Satisfaction tool. This tool aims to serve as a comprehensive system for capturing and analyzing client satisfaction levels. Presently, the company lacks a structured mechanism to gather client feedback and assess the satisfaction levels regarding the services rendered. Therefore, the implementation of this tool will not only bridge this gap but also provide actionable insights to enhance service quality and client experiences. Through the introduction of this system, company seeks to reaffirm its commitment to client-centricity and continuous improvement, ultimately ensuring sustained client satisfaction and business success.

# REQUIREMENTS

# Functional Requirements

The Client/Customer Satisfaction tool encompasses various functional requirements crucial for effectively capturing, analyzing, and responding to client feedback. It includes a Feedback Collection Module, offering diverse channels such as online portals and email surveys for clients to submit feedback, alongside customizable forms to capture specific sentiments. The Data Management Module ensures secure storage of feedback data, adhering to data retention policies and regulatory compliance. Additionally, the Feedback Analysis and Reporting Module provides tools for comprehensive data analysis and report generation, facilitating actionable insights. The system also features an Action Planning and Tracking Module to develop and monitor improvement initiatives based on feedback. Timely responses to feedback are ensured through an automated acknowledgment system and prioritized response mechanisms. Continuous improvement is supported through ongoing client engagement and tracking of initiative effectiveness. System integration with existing company systems is seamlessly managed to maintain data consistency, while user management and accessibility modules ensure ease of use and training support for all users.

## System Requirements

The Client/Customer Satisfaction system demands robust hardware and software infrastructure to handle data storage, processing, and user interface requirements. It relies on relational databases, web-based interfaces, and security protocols to ensure data integrity and user privacy. Scalability, integration with existing systems, and adherence to performance and accessibility standards are paramount. Backup and recovery mechanisms safeguard against data loss and system downtime. Overall, the system aims to deliver a seamless and secure platform for capturing, analyzing, and responding to client feedback, facilitating continuous improvement and client satisfaction.

# BUSINESS REQUIREMENTS

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| --- | --- |
| **Business Requirements** | **Description** |
| Client Satisfaction Measurement | Implement structured approach for measuring satisfaction and gathering feedback effectively. |
| Feedback Analysis and Actionable Insights | Develop tools for analysing feedback data and deriving actionable insights for improvement. |
| Timely Response and Resolution | Ensure prompt acknowledgment and resolution of client feedback, prioritizing critical issues. |
| Continuous Improvement Culture | Foster a culture of continuous improvement driven by client feedback. |
| Compliance with Regulations | Ensure compliance with data protection regulations and industry standards. |
| Integration with Existing Systems | Seamlessly integrate feedback management system with existing company systems. |
| User Adoption and Training | Facilitate user adoption through intuitive interfaces and comprehensive training. |
| Scalability and Future-Proofing | Design system to accommodate future growth and technological advancements. |
| Performance and Reliability | Ensure optimal system performance and reliability for seamless user experience. |
| Reporting and Monitoring | Generate comprehensive reports and establish mechanisms for continuous monitoring. |

# USE CASE DESCRIPTION

**Use Case Name:** Collecting and Analysing Client Feedback

**Description:** This use case describes the process of collecting, storing, analysing, and responding to client feedback using the Client/Customer Satisfaction tool.

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| **Use Case ID** | **UC-01** |
| Actors | Client, Feedback Manager, System Administrator, Analysis Team |
| Preconditions | * Client has access to feedback submission channels * System is operational and accessible to users * Feedback forms are designed and available for use. |
| Postconditions | * Client feedback is successfully collected and stored in the database. * Feedback is analysed, and actionable insights are generated. * Responses are sent to clients as needed. |
| Postconditions | * Client feedback is successfully collected and stored in the database. * Feedback is analysed, and actionable insights are generated. * Responses are sent to clients as needed. |

**Primary Flow**

1. Client submits feedback using one of the available channels.

2. The system acknowledges receipt of the feedback and sends a confirmation to the client.

3. Feedback data is securely stored in the centralized database.

4. The Feedback Manager reviews and categorizes the feedback based on predefined criteria.

5. The system prioritizes feedback for analysis and response.

6. The Analysis Team analyzes the feedback data to identify trends, patterns, and areas for improvement.

7. Actionable insights are generated and documented for further action.

8. The Feedback Manager develops action plans based on the insights and assigns tasks to relevant teams.

9. Progress on action plans is tracked and monitored.

10. Customized reports summarizing key findings and action plan progress are generated.

11. Feedback Manager sends a response to the client, if necessary, addressing their feedback.

**Alternative Flows**

* If feedback data storage fails, the system logs the error and notifies the System Administrator.
* If feedback is identified as critical, it is immediately escalated for urgent review and response.

**Exceptions**

* System downtime prevents feedback submission: Notify clients of maintenance and provide an alternative submission method.
* Data breach: Initiate data protection protocols, notify affected clients, and take corrective action.

**Assumptions**

* Clients have access to the internet and necessary technology for feedback submission.
* Feedback provided by clients is accurate and truthful.
* Stakeholders understand the importance of compliance with regulations.