

Requirement Specifications

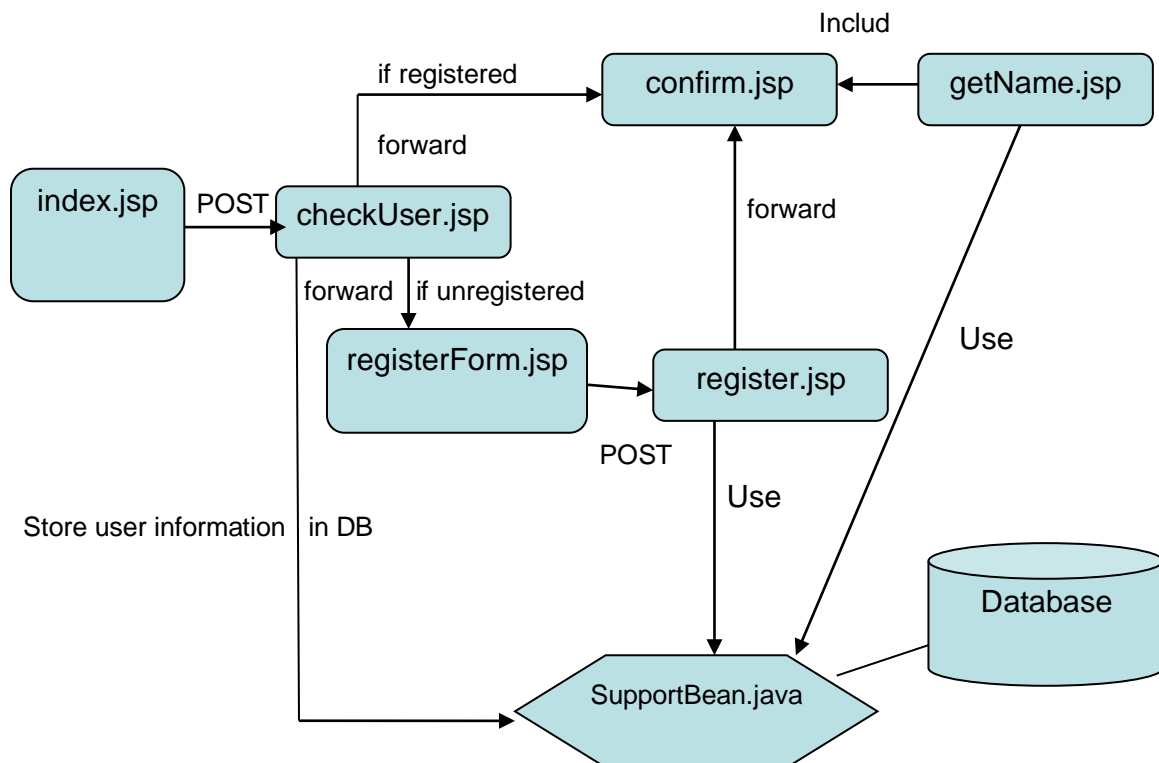
XYZ Technologies Ltd. is a service provider in the field of computer hardware and software related problems. It has decided to computerize its technical support system and puts the following requirement for the software to be designed , which involves

1. Collecting a technical Support Request
2. Storing the support request in a Database
3. Generating a confirmation page

Application Design

The flow of application is as follows:

1. The user accesses the support page using the website url
2. Enters the information for support request and submits the page
3. On submitting , the application saves the request data to database and checks whether the user is registered to the system based on the details If the user is registered , a confirmation page is displayed else the control is forwarded to the customer registration page



Components of the application

1. Welcome page or the index page has the following fields and buttons(*index.html or welcome.html*)

- **Email** : receives the email address of the user and is text field
- **Software** : receives the name of the software which is problematic and is a text box
- **Operating System** : receives the name of the operating system
- **Problem** : description of the problem and is text area
- **Submitrequest Button** : this button submits the request

2. Customer Registration page has the following fields and buttons(*registerForm.jsp*)

- **First Name** : receives the first name and this is a text field
- **Last Name** : receives the last name and this is a text field
- **Phone Number** : receives the phone number of the user and this is a text field
- **Submitrequest Button** : this button submits the request

3. Confirmation page (*confirm.jsp and getname.jsp*)

- This page displays confirmation message and the user name
- The *getname.jsp* page accesses the DB for user name

4. The controller page(*checkUser.jsp*)

- This page contains the logic which redirects the control to different page depending upon whether the user is registered

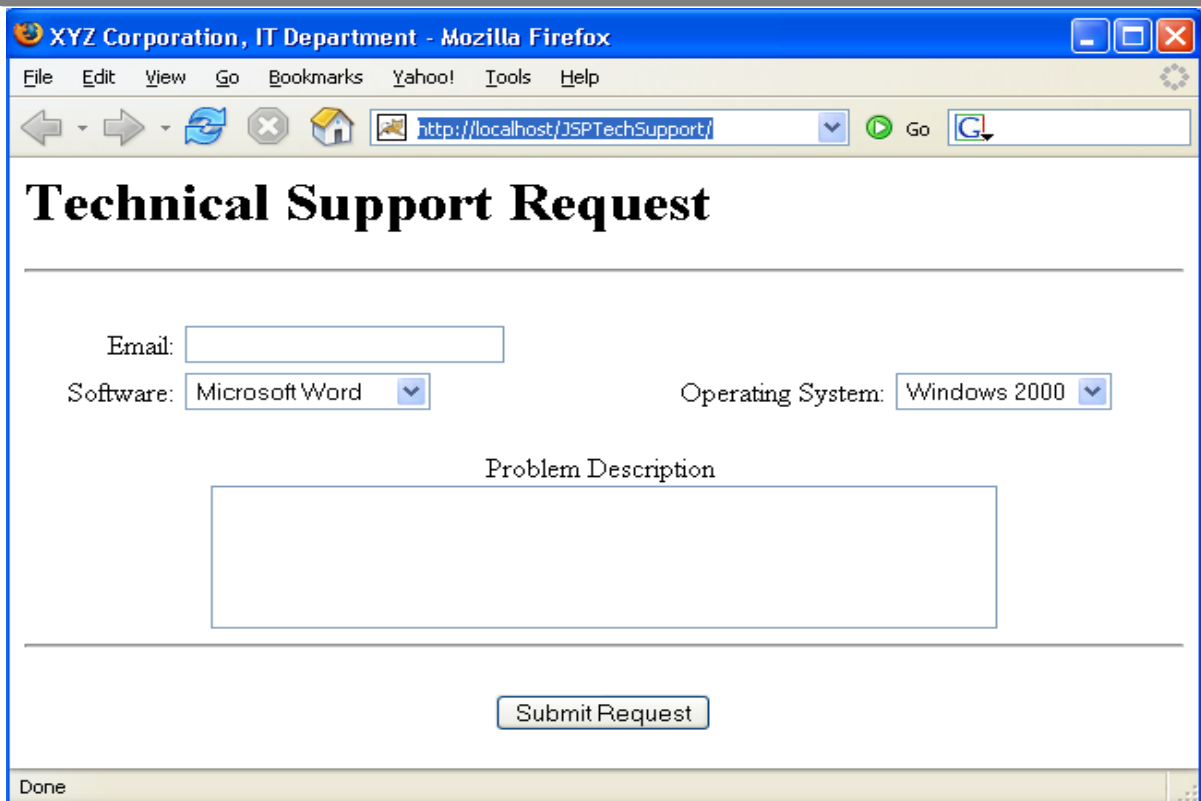
5. Business logic page (*register.jsp*)

- This page contains the core logic for the application
 1. receives data from the input pages and checks the registration of users
 2. saves and retrieves data from a database using an underlying java bean

6. A Java Bean (*SupportBean.java*)

- This bean contains the logic related to the detailed information of customer, the problem and saving , retrieving the data.

Screens of the Application



XYZ Corporation, IT Department - Mozilla Firefox

File Edit View Go Bookmarks Yahoo! Tools Help

http://localhost/JSPTechSupport/ Go

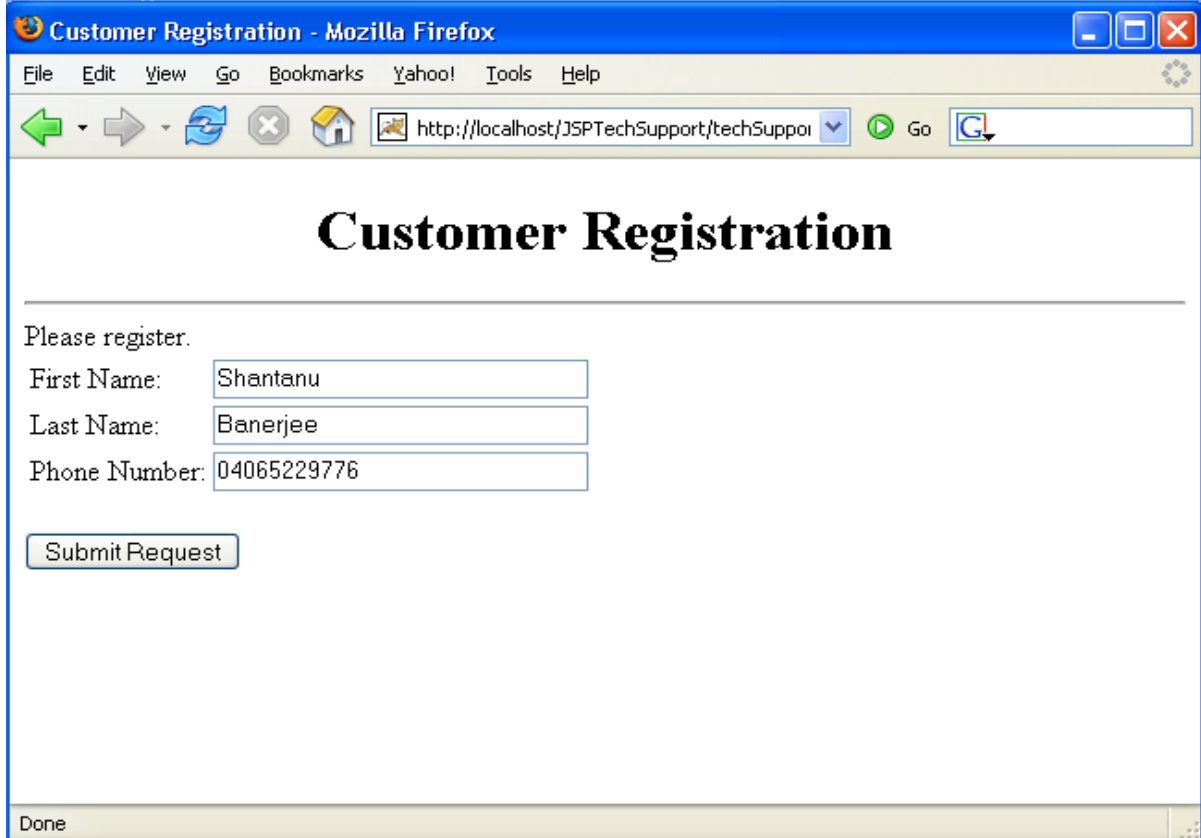
Technical Support Request

Email:

Software: Operating System:

Problem Description

Done



Customer Registration - Mozilla Firefox

File Edit View Go Bookmarks Yahoo! Tools Help

http://localhost/JSPTechSupport/techSuppor Go

Customer Registration

Please register.

First Name:

Last Name:

Phone Number:

Done

Technical Support System for Customers

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