

FR_CRM: Users should be able to login to the system.

- ACC: User should login to the system by entering following fields:
 - Username should be:
 - Textual
 - Min 10 - max 254 characters
 - unique
 - Password
 - Textual
 - Min 8 – max 16 characters
- ACC: The user should be able to enter a Username to specify the Username information with a minimum of 10 and a maximum of 254 characters. The Username field should be textual.
 - The Username' s format should be e-mail.
 - The user should be able to enter a Password with a minimum of 8 and a maximum of 16 characters.
- ACC: The Password field should be textual (At least;
 - One uppercase letter,
 - One lowercase letter
 - One number)
- ACC: When the user enters fewer characters than the required limit, an "E-Mail and Password must be valid." message should be returned.
- ACC: When the user tries to enter more characters than the validation rules allow, they should not be able to continue typing.
- ACC: When the user enters the correct credentials and clicks the "Login" button, the system must verify the user by comparing this information with the records contained in the database.
 - ACC: When the Username and Password information matches the information in the database, the user should be directed to the “Customer Search” page.
- ACC: The login button should be enabled when the user enters a required username and password.
- ACC: The "Login" button should remain disabled until all required fields are filled. (See mockup – Login Screen)
- ACC: When incorrect login information is entered, an error message should be displayed stating “Incorrect username or password”. (See mockup – Login Screen-error-incorrect credentials)

WELCOME !
LOG IN WITH YOUR ORGANIZATIONAL ACCOUNT.

Username*

Password*

Incorrect username or password

LOG IN

- ACC: When the user has made 5 incorrect login attempts, the user's account should be locked.
 - ACC: The system should be locked after 5 incorrect login attempts and the "login" button should be disabled.
 - ACC: User has 5 incorrect attempts. When 5 incorrect attempts are made in a row, the user's account should be locked. And the system shows the message saying "Incorrect Email or password. Please try again. You have X attempts remaining." after each incorrect attempt.
 - ACC: When the user logs in to the system correctly without reaching 5 failed attempts, the "X remaining attempts" will be reset. After that, the user will have 5 failed attempts again for an unlimited duration.
 - ACC: When the user account is locked, administrative intervention is required. A warning message should be displayed stating "Your account has been locked. Please contact your administrator." (See mockup – Login Screen-5 wrong attempts)
 - ACC: Initially, the status is 0, but after 5 incorrect login attempts, it changes to 'is locked' and becomes 1 in the database. A status of 0 means the account is fine, while 1 means it is locked.
- ACC: When the user types their password in the password field, the characters should be masked (displayed as dots or asterisks).
- ACC: The password that is already hidden behind the asterisks starts to show while the eye icon is clicked.
- ACC: When the user successfully logs in, the user icon should appear in the top-right corner along with user's first name, last name and title.

FR_CRM: The user should be able to navigate between tabs.

- ACC: After the user logs in, they should be able to select from the B2B and B2C options above and access the dropdown options next to the relevant fields.
- ACC: While the user is editing and any pop-up is open, the B2C and B2B dropdown fields will be disabled.

FR_CRM_2: Users should be able to search for customers.

- ACC: The user can search for a customer by entering the following criteria after clicking the "Search" button. (mockup)
 - NAT ID
 - Customer Id
 - Account Number
 - GSM number
 - First name
 - Last name
 - Order id
- ACC: The "Search" button will remain inactive until the user fills NAT ID number fields.
- ACC: The Nat ID field on the customer search screen should be limited to 11 characters.
- ACC: When the user tries to enter any non-numeric characters into the NAT ID number field, the system should provide the warning "NAT ID number must be valid".
- ACC: When the user tries to enter more characters than the validation rules allow, they should not be able to continue typing.
- ACC: The user should be able to enter a First name with a minimum of 2 and a maximum of 20 characters. The Username field should be textual.
- ACC: The user should be able to enter a Last name with a minimum of 2 and a maximum of 50 characters. The Last name field should be textual.
- ACC: The user should be able to search for a customer by entering a GSM number with 10 characters (the characters must contain only numbers) along with the already provided (+90) country code.
- ACC: When the user tries to enter any non-numeric characters into the GSM number field, the system should provide the warning "GSM number must be valid".

- ACC: The user should be able to search for a customer by entering a Customer ID with 10 characters (the characters must contain only numbers). The customer ID must be unique for the customer.
 - The user should be able to search for a customer by entering an Account Number with 10 characters (the characters must contain only numbers). The Account number must be unique for the customer account.
 - The user should be able to search for a customer by entering an Order ID with 10 characters (the characters must be Alphanumeric). The Order ID must be unique for the customer's order.
- ACC: There should be a "Clear All" button to clear all fields. The "clear all" button should be disabled when the user entered nothing.

FR: Search results should be displayed as a customer table. The table should contain:

- Customer ID
 - NAT ID Number
 - GSM Number
 - First Name
 - Middle Name
 - Last Name
 - Account Number
- ACC: When the user clicks the "Customer ID" value, the system should display "Customer Info" screen. (See mockup)
- ACC: When the user enters an input that is not valid for each field, the system should display an error message saying, "(field name) must be valid."
- ACC: When no record is found, the "No customer found! Would you like to create the customer?" warning and 'Create Customer' button will be displayed. **SEE FR_CRM_CREATE CUSTOMER**

FR_CRM: The user should be able to display customer data.

- ACC_1: There should be four tabs. All tabs should be displayed. The related tab should be displayed as selected. (see search mock-up)
 - ACC_1.1: The user should be able to switch between tabs.

"Customer Info" should be the first tab.

FR_CRM: The user should be able to display the Customer Info.

- ACC: The system should display the customer's details:
 - First name
 - Middle name
 - Last name
 - Gender
 - NAT ID Number
 - Birth date
 - Mother name
 - Father name
- ACC: All customer info fields should be populated with data retrieved from the database.

FR_CRM: The user should be able to update the customer's information.

- ACC: When the user clicks the "Edit" button, all editable fields on the page should become active.
 - ACC: The user should be able to enter a Customer Name with a minimum of 2 and a maximum of 20 characters. The Username field should be textual (only alphabet)
 - ACC: The user should be able to enter Customer Middle with a minimum of 2 and a maximum of 20 characters. The Username field should be textual (only alphabet)
 - ACC: The user should be able to enter a Customer Last Name with a minimum of 2 and a maximum of 20 characters. The Username field should be textual (only alphabet)
 - ACC: The user should be able to enter a Customer's Mother Name with a minimum of 2 and a maximum of 20 characters. The Username field should be textual (only alphabet)
 - ACC: The user should be able to enter a Customer's Father Name with a minimum of 2 and a maximum of 20 characters. The Username field should be textual (only alphabet)
 - ACC: When the user tries to enter more characters than the validation rules allow, they should not be able to continue typing.
- ACC: When the user updates the customer information, the NATID field should be disabled.

- ACC: After the user enters an input that is not valid for each field, the system should display an error message saying, “(field name) must be valid.”
- ACC: The user should be able to select the gender of the new customer by clicking the dropdown next to the gender field. (must contains only 2 options: female and male)
- ACC: The user should be able to select customer’s date of birth, by clicking the date from a calendar.”
- ACC: When the user clicks the “Save” button, the user's changes should be saved as they edit automatically.
 - When the changes were successfully saved to the system, “Customer info” tab and “The customer was successfully updated.” message should be displayed to the user.
- ACC: There should be a “Cancel” button.
 - When the user clicks the “Cancel” button, if there were changes, a warning message should be displayed stating “Your changes have not been saved. Are you sure?” with the options “yes” and “no”.
 - When the user clicks the “No”, the warning message should close, and the user should be able to continue editing.
 - When the user clicks “Yes”, the user should be redirected to the customer search screen.

FR_CRM: The user should be able to delete the customer account.

- ACC: The users should not be able to delete customer accounts while the customer has already active products in the customer account.
- ACC: When the user clicks the trash icon on the "Customer Info" page, the system will check if the customer has any active products.
- ACC: A warning message should be displayed saying “Are you sure?” with the options “Yes” and “No”.
 - When the option is “Yes”, the system performs the necessary checks, a “Since the customer has active products, the customer cannot be deleted.” Message is displayed to the user.
- ACC: The users should be able to delete customer accounts while the customer has no active products in the customer account.
- ACC: If no active products, delete the customer and show a “Customer deleted” message.

- ACC: After deletion, redirect the user to the customer search page.
- When the option is “No”, the warning message should be closed automatically after the user clicks the “No” button. The user should be able to remain on the “Customer Info” tab.

“Contact Medium” should be the second tab.

FR_CRM: The user should be able to display the Contact Medium.

- ACC: The user should be able to display the customer’s details:
 - E-mail (*)
 - Mobile phone (*)
 - Home phone
 - Fax

FR_CRM: The user should be able to update the Contact Medium.

- ACC_1: When the user clicks the “Edit” button, all fields should be editable.
 - ACC: When the user enters an input that is not valid for e-mail address, the system should display an error message saying, “E-mail address must be valid.”
 - ACC: The system should check if the e-mail exists. In that case, the system should display an error message saying, “This e-mail already exists.”
 - ACC: The customer E-Mail must be with a minimum of 10 and a maximum of 254 characters. The Username field should be textual.
 - ACC: The user should be able to enter a GSM number with 10 characters (the characters must contain only numbers) along with the already provided (+90) country code.
 - ACC: The user should be able to enter a fax number with 7 number (related to the city that is already on the city field from the address tab).
 - ACC: The user should be able to enter a home phone with 7 number (related to the city that is already on the city field from the address tab).

- ACC: The message "(field name) must be valid" should appear when a field is entered with an invalid character.
- ACC: There should be a "Cancel" button, when the user clicks it.
 - If there were changes, a warning message should be displayed stating "Your changes have not been saved. Are you sure?" with the options "Yes" and "No".
 - When the user clicks the "No" button, the warning message should automatically close. The user should then be able to continue editing on the "Contact Medium" tab.
 - When the option is 'Yes,' the user should also be able to return to the 'Contact Medium' tab to display."
- ACC: When the user clicks the "Save" button, Contact Medium is successfully saved.
 - If it was successfully saved to the system, "Contact medium" tab and "The customer was successfully updated." message should be displayed to the user.

"Address" should be the third tab.

FR_CRM: The user should be able to display the Address Info.

- ACC: The system should display the customer's details:
 - City (*)
 - Street (*)
 - District (*)
 - House/flat number (*)
 - Address description (*)
 - Default address (radio button)
 - Address description
- ACC: The user should be able to switch between tabs by clicking on the tab bar located at the top.

FR_CRM: The user should be able to add a new address to the customer's address information.

- ACC: When the user clicks to "Add New Address" button, a pop-up should be display.

- ACC: The user should be able to enter the customer's new address. After clicking "Add New Address", a pop-up should be displayed. Required fields should be shown in the pop-up:
 - ☐ City (*) (drop-down)
 - ☐ District (*)
 - ☐ Street (*)
 - ☐ House/flat number (*)
 - ☐ Address description (*)
 - ☐ Default Address (radio button)
- ACC: The user should be able to select the city of the customer by clicking the dropdown next to the City field.
- ACC: When the user enters the first 2 characters of the city field, the items in the dropdown should begin to filter accordingly, displaying only the matching cities.
- ACC: The user should be able to select the district of the customer by clicking the dropdown next to the District field.
- ACC: When the user enters the first 2 characters of the district field, the items in the dropdown should begin to filter accordingly, displaying only the matching districts.
- ACC: The "District" dropdown will not be disabled unless the user selects the city dropdown.
- The user should be able to enter the Street information with a minimum of 2 and a maximum of 200 characters.
- The user should be able to enter the House/Flat number information with a minimum of 2 and a maximum of 200 characters.
- ACC: The user should be able to enter an Address Description to specify the new address information with a minimum of 2 and a maximum of 200 characters.
- ACC: When the user enters fewer characters than the required limit, an "(Field Name) must be valid." message should be returned.
- ACC: When the user tries to enter more characters than the validation rules allow, they should not be able to continue typing.
 - ACC: There should be a "Cancel" button,
 - ACC: When the user fills any fields, the user is automatically logged out.
 - ACC: When there are changes, a pop-up should be displayed stating "Your changes have not been saved. Are you sure?" with the options "Yes" and "No".

- ACC: When the option is “Yes”, the pop –up should be closed automatically.
- ACC: When the option is “No”, the warning message disappears, and the user should be returned to the “Add New address” pop-up.
- ACC: When the user clicks the “Save” button, the pop –up should be closed automatically.
- The system should inform the user by displaying a message saying, “The new address has been added successfully.”

FR_CRM: The user should be able to update the customer’s address information.

- ACC: The user should be able to update the customer's address information using the edit button next to the added addresses.
- ACC: When updating customer address information, the user must follow the validation rules in the new address addition pop-up.
- ACC: The user should be able to select the customer's default address using the radio button next to the added addresses.

FR_CRM: The user should be able to select default address from the customer's addresses using a radio button.

- ACC: When the user changes customer's default address, the system should warn the user by displaying a message saying “There is already a default address. Are you sure?” with the options “Yes” and “No”.
 - When the option is “Yes”, the new address becomes the default.
 - When the option is “No”, the pop-up should be closed automatically after the user clicks the “No” button.
- ACC: When the address has been successfully changed, the system should display a message saying, "The default address of the customer has been successfully changed."
- ACC: The user should be able to add more than one address by clicking “Add New Address” button for customer’s address.
- ACC: Added addresses should be displayed as a list on the “Adress” screen.

FR_CRM: The user should be able to delete the customer's Address.

- ACC: When the user clicks the “Delete” button, a pop-up should be displayed saying “Are you sure?” with the options “Yes” and “No”.
 - When the option is “Yes”, the system performs the necessary checks, a “Address was successfully deleted.” message is displayed to the user.” if it was successfully deleted from the system.
 - When the option is “No”, the pop-up should be closed automatically after the user clicks the “No” button.
- ACC: The user should not be able to delete the customer’s address if there was only one address added to the system. The “Delete” button should be disabled.

“Customer account” should be the 4th tab.

FR_CRM: The user should be able to display the customer’s billing accounts.

- ACC_1: Billing accounts should be displayed in a list format with the following details:
 - Account Status
 - Account Number
 - Account Name
 - Account Type
 - Action
- ACC: The system maintains 5 different account statuses:
 - A. Active: The customer has met payment obligations, and services are running normally.
 - B. Suspended: The account is suspended, often due to unpaid bills or fraud suspicion, with services partially or fully halted.
 - C. Closed: The account is fully closed, either by customer request or due to unpaid debt.
 - D. Pending: The account is awaiting an action or approval, such as when a new account is not yet active.
 - E. Delinquent: The account is overdue, but services may continue until suspension.

- ACC: The billing account with the most recent order should appear at the top. Active accounts should be listed first, and inactive accounts last. The list should be paginated.
- ACC: When the user displays the customer account tab, if there is no account, a message saying, 'No billing account found' should appear.
- ACC: When the user clicks the dropdown in the invoice rows, they should be able to see the details of the products retrieved based on the order ID for that invoice.
 - ACC: When the user clicks the drop-down icon next to each billing row, billing product table should be displayed with the following details based on order id:
 - Product ID
 - Product Name Action
 - Order ID
 - Action
 - ACC: There should be an eye icon next to each product. When the user clicks the icon, a pop-up with the following fields should be displayed:
 - Service address, product characteristics, service start date, service end date, catalog name and price. Addition to these fields:
 - If the product has an offer:
 - Product offer id
 - Product offer name
 - Discount rate
 - If the product is on campaign:
 - Product campaign id
 - Campaign name
 - Discount rate

ACC: The user should be able to close the pop-up by clicking “X” button.

FR_CRM: The user should be able to display a product’s characteristics from the product billing table.

- ACC: There are “View” buttons next to each product under the action column in the open state of the dropdown.

FR_CRM: The user should be able to create a new billing account.

- ACC_3: The user should be able to enter the mandatory billing account information required to create a new billing account.
- The Create New Billing Account screen should include fields:
 - Account Name,
 - Address Description
 - Address Info
- ACC: When the user clicks the 'Create New Billing Account' button, the system should automatically generate a 10-digit account number (containing only numbers).
- ACC: The Account Number must be unique for the customer account.
- ACC: The Account Type is automatically defined.
- ACC: The Account Number and Account Name should be the same.

FR_CRM: When the user clicks the edit button, they should be able to change the service address.

FR_CRM: The user should be able to add a different billing address for the new billing account.

- ACC: An “Address Info” section should be present for the billing address. The customer's default address should be pre-selected automatically.
- ACC: The user should also be able to select a different billing address from the customer's addresses using a radio button.
- ACC2: An “Add New Address” button should be available in the “Address Info” section for new billing addresses.
- ACC_3: The user should be able to enter the customer’s billing address. After clicking “Add New Address”, a pop-up should be displayed. Required fields should be shown in the pop-up:
 - City (*) (drop-down)
 - District (*)

- Street (*)
 - House/flat number (*)
 - Address description (*)
 - Default address (radio button)
- ACC: The user should be able to select the billing city of the customer by clicking the dropdown next to the City field.
- ACC: When the user enters the first 2 characters of the city field, the items in the dropdown should begin to filter accordingly, displaying only the matching cities.
- ACC: The user should be able to select the billing district of the customer by clicking the dropdown next to the District field.
- ACC: When the user enters the first 2 characters of the district field, the items in the dropdown should begin to filter accordingly, displaying only the matching districts.
- ACC: The “District” dropdown will not be disabled unless the user selects the city dropdown.
- The user should be able to enter the Street information with a minimum of 2 and a maximum of 200 characters.
- The user should be able to enter the House/Flat number information with a minimum of 2 and a maximum of 200 characters.
- ACC: The user should be able to enter a Billing Address Description to specify the Billing address information with a minimum of 2 and a maximum of 200 characters.
- ACC: When the user enters fewer characters than the required limit, an "(Field Name) must be valid." message should be returned.
- ACC: When the user tries to enter more characters than the validation rules allow, they should not be able to continue typing.
- ACC_5: There should be a “Cancel” button.
- ACC_5.1: When there were changes, a pop-up should be displayed stating “Your changes have not been saved. Are you sure?” with the options “yes” and “no”.
- ACC_5.2: When the option is “Yes”, the pop –up should be closed automatically.
- ACC: When the option is “No”, the warning message disappears, and the user should be returned to the “Add New address” pop-up.
- ACC: The “Save” button should be enabled when all mandatory fields are filled.

- ACC: When the user clicks the “Save” button, the pop –up should be closed automatically.
- ACC5: When the user clicks the “Save” button, the saved address information should be displayed in the “Address Info” section.
- ACC4: When the user fills in the information, the user should be able to click the "Create" button to create the account.
- ACC_5: When the account is successfully created, a message saying “New billing account is created” should be displayed. After that, redirect the user to the billing accounts list.
- ACC: When the user clicks “Cancel” button, the user should be able to return to the billing account page.
- ACC_6: The "Create" button should be disabled until the user enters all mandatory fields. As the user fills in each input field, the system should validate the information and save it.

FR_CRM: The user should be able to start a new sale.

- ACC_1: The user should be able to click a “Start New Sale” button in the customer's billing account.
- ACC_: The campaign will be open to all customers; it will not be person specific. (Black Friday, new year, Holiday Offers)
- ACC: Offers will be customer-focused and will be assigned to customer IDs. The offers can be grouped under two different headings:
 - -Time-based Offers (Based on Subscription Duration): (e.g., Welcome Offer, 5-Year Loyal Customer Offer, etc.)
 - -Special Day Offers: (e.g., Birthday, etc.)
- ACC: When the user clicks the “Start New Sale” button, “offer selection” screen should appear to add a new sale.
- ACC: The user should be able to create a cart based on the customer's preferences.
- ACC: The products that the user can add to the cart can be categorized into three different types:
 - Products without offers and promotions at normal prices

- Products with offers
- Products with campaign
- ACC: The information for the products should be sourced as follows:
 - Products without offers should be sourced from the catalog.
 - Products with campaigns should be sourced from the campaign data.
 - Products with offers should be sourced from the offer data.
- ACC: These options will be displayed as three tabs: the first tab is catalog, the second tab is campaign, and the third tab is offer.
- ACC: On every page, there should be a catalog search.
- ACC: The user can use this search button as a characteristic feature. Searches will be done by entering main categories here. For example, phone, headphones, home internet package.
- ACC: After the desired category is searched, to filter the results, there should be search buttons for "ID" and "name" in all three tabs.
 - Under the catalog tab, there should be search buttons for "catalog ID" and "catalog name."
 - Under the campaign tab, there should be search buttons for "campaign ID" and "campaign name."
 - Under the offer tab, there should be search buttons for "product offer ID" and "product offer name."
- ACC: The ID search and name search buttons in the tabs can be used simultaneously for more detailed searches.
- ACC: Even if only one of the ID or name search buttons is used, the searched product should still be listed below.
- ACC: These sections should be displayed as dropdown menus:
 - "Catalog selection"
 - "Catalog ID" and "Catalog Name."
 - "Campaign ID" and "Campaign Name."
 - "Product offer ID" and "Product Offer Name."

- ACC: When the user enters the first 2 characters of the desired option, the items in the dropdown should begin to filter accordingly, displaying only the matching products.
- ACC: Once the user lists the products, a stock check for the products should be automatically performed.
- ACC: When the user selects the relevant ID and name from the corresponding selection tab, the results based on these ID and name should be listed.
- ACC: The user should be able to add items to the cart by clicking the "Add to Cart" button next to the search result rows.
- ACC: When the user adds a product to the cart, the **product ID** and **product name** should be displayed.
- ACC: Next to the **product ID**, the quantity should be displayed.
- ACC: The product quantity should be adjustable using "-" and "+" buttons.
 - ACC: When only "1" unit of the product is in the cart and the "-" button is pressed, the product should be removed from the cart.
 - ACC: The prices of the cart items should be automatically calculated and displayed in the total price section.
- ACC: When the user presses the **"Clear All"** button, all products in the cart should be removed.
- ACC_5: If the sale is successfully created, show a "Sale successfully added" message.
- ACC_6: When the user clicks "Cancel", the selection should be discarded, and they remain on the billing account page.

FR_CRM: The user should be able to configure the product.

- ACC: The user should be able to view the selected products and their details on the "Configuration Product" screen. Each product added to the cart from the "Offer Selection" screen should be listed in boxes with the following details:
 - "Catalog selection"
 - "Catalog ID" and "Catalog Name."
 - "Campaign ID" and "Campaign Name."
 - "Product offer ID" and "Product Offer Name."

- ACC: The user should be able to view the details of the products added to the cart completely on the “Configuration Product” screen.
- ACC: An “Address Info” section should be present for the service address. The customer's default address should be pre-selected automatically.
- ACC: The user should also be able to select a different service address from the customer's addresses using a radio button.
- ACC: An “Add New Address” button should be available in the “Address Info” section for new service addresses.
- ACC_3: The user should be able to enter the customer’s service address. After clicking “Add New Address”, a pop-up should be displayed. Required fields should be shown in the pop-up:
 - City (*) (drop-down)
 - District (*)
 - Street (*)
 - House/flat number (*)
 - Address description (*)
 - Service address (radio button)
- ACC: The user should be able to select the service city of the customer by clicking the dropdown next to the City field.
- ACC: When the user enters the first 2 characters of the city field, the items in the dropdown should begin to filter accordingly, displaying only the matching cities.
- ACC: The user should be able to select the service district of the customer by clicking the dropdown next to the District field.
- ACC: When the user enters the first 2 characters of the district field, the items in the dropdown should begin to filter accordingly, displaying only the matching districts.
- ACC: The “District” dropdown will not be disabled unless the user selects the city dropdown.
- The user should be able to enter the Street information with a minimum of 2 and a maximum of 200 characters.
- The user should be able to enter the House/Flat number information with a minimum of 2 and a maximum of 200 characters.
- ACC: The user should be able to enter a Service Address Description to specify the Service address information with a minimum of 2 and a maximum of 200 characters.

- ACC: When the user enters fewer characters than the required limit, an "(Field Name) must be valid." message should be returned.
- ACC: When the user tries to enter more characters than the validation rules allow, they should not be able to continue typing.
- ACC_5: There should be a "Cancel" button,
 - ACC_5.1: When there were changes, a pop-up should be displayed stating "Your changes have not been saved. Are you sure?" with the options "yes" and "no".
 - ACC_5.2: When the option is "Yes", the pop-up should be closed automatically.
 - ACC: When the option is "No", the warning message disappears, and the user should be returned to the "Add New address" pop-up.
- ACC4: The "Save" button should be enabled when all mandatory fields are filled.
 - ACC: When the user clicks the "Save" button, the pop-up should be closed automatically.
- ACC: Each item's price should be displayed along with the product details.
- ACC: When the user clicks the "Save" button, the saved address information should be displayed in the "Address Info" section.
- ACC: A "Previous" button should be available at the bottom left of the screen. The user should be able to click the "Previous" button to return to the previous "Offer Selection" screen.
- ACC: A "Next" button should be available at the bottom right of the screen. The "Next" button should be active by default when the screen opens. The information entered by the user should be saved, and the user should be directed to the "Submit Order" screen.

FR_CRM: The user should be able to submit an order.

- ACC: The user should be able to view the details of the configured products on the "Submit Order" screen.

- ACC: The details of the configured products should be displayed with the following information:
 - Order ID
 - Order Items
 - Service Address
 - Total amount
- ACC: Each configured product should be shown in this section.
- ACC: A “Previous” button should be available at the bottom left of the screen. The user should be able to click the “Previous” button to return to the previous “Configuration Product” screen.
- ACC: A “Submit” button should be available at the bottom right of the screen. When the user clicks this button, the order should be submitted.
- ACC: When the user submits the customer's order, the user should be able to return to the billing account screen.
- ACC: The user should be able to display the most recently created billing account at the top.

FR_CRM_3: Users should be able to create a new customer.

- ACC: “Create Customer” screen has three tabs. For each tab, there should be a progress bar to show users where they are in the process.
- ACC: There should be a "next" and "previous" button for tab navigation in the "Create Customer" section. The user should be able to click these buttons to view and edit the previous or next tabs when the fields requirements are done.

The first tab should be “Customer Info”.

- ACC: The user should be able to enter customer information that is mandatory for new customer registration:
 - Name (*)
 - Middle name
 - Customer Last name (*)
 - Date of birth (*) (date)
 - Nat ID number (*)
 - Gender (*) (drop-down)

- Mother name
 - Father name
- ACC: The user should be able to enter a Customer Name with a minimum of 2 and a maximum of 20 characters. The Username field should be textual (only alphabet)
- ACC: The user should be able to enter Customer Middle with a minimum of 2 and a maximum of 20 characters. The Username field should be textual (only alphabet)
- ACC: The user should be able to enter a Customer Last Name with a minimum of 2 and a maximum of 20 characters. The Username field should be textual (only alphabet)
- ACC: When the user enters fewer characters than the required limit, an "(Field Name) must be valid." message should be returned.
- ACC: When the user tries to enter more characters than the validation rules allow, they should not be able to continue typing.
- ACC_2.1: When the user enters 11 characters for Nat ID number, the system should check if the Nat ID number exists in the system. In that case, the system should display an error message saying, "This customer already exists."
- ACC_2.2: After the user enters an input that is not valid for each field, the system should display an error message saying, "(field name) must be valid."
- ACC: The user should be able to select the gender of the new customer by clicking the dropdown next to the gender field. (must contains only 2 options: female and male)
- ACC: The user should be able to select customer's date of birth, by clicking the date from a calendar."
- ACC_2.3: There should be "Next" and "Cancel" buttons. If the user clicks the "Cancel" button, a message saying, "Are you sure?" with the options "Yes" and "No".

If the option is "Yes", the system returns the "Customer Search" page.

If the option is "No", the user continues their process.

For "Next" button, it should be disabled until the user enters all required fields. As the user fills in each input field, the system should check the information and hold it momentarily without saving it.

Each time the next button is clicked, the information should continue to be retained momentarily.

- ACC_2.4: The user can return to pages where they have successfully moved on, otherwise no progress can be made. It means that consecutive tabs should be disabled.

When the user clicks the “Next” button, the progress bar indicator should be increased.

The second tab should be “Address Info”.

- ACC_3: The user should be able to enter customer’s address info. After clicking “Add New Address”, a pop-up should be displayed. Required fields should be shown in the pop-up:
 - City (*) (drop-down)
 - District (*)
 - Street (*)
 - House/flat number (*)
 - Address description (*)
 - Default address (radio button)
- ACC: The user should be able to select the city of the new customer by clicking the dropdown next to the City field.
- ACC: When the user enters the first 2 characters of the city field, the items in the dropdown should begin to filter accordingly, displaying only the matching cities.
- ACC: The user should be able to select the district of the new customer by clicking the dropdown next to the District field.
- ACC: The “District” dropdown will not be disabled unless the user selects the city dropdown. The same applies to all fields when entering the address.
- ACC: When the user enters the first 2 characters of the district field, the items in the dropdown should begin to filter accordingly, displaying only the matching districts.
- The user should be able to enter the Street information with a minimum of 2 and a maximum of 200 characters.
- The user should be able to enter the House/Flat number information with a minimum of 2 and a maximum of 200 characters.
- ACC: The user should be able to enter an Address Description to specify the address information with a minimum of 2 and a maximum of 200 characters.

- ACC: When the user enters fewer characters than the required limit, an "(Field Name) must be valid." message should be returned.
- ACC: When the user tries to enter more characters than the validation rules allow, they should not be able to continue typing.
- ACC_4: The user should be able to save the information by clicking the "Save" button.
 - ACC_4.1: The pop-up should be closed automatically after the user clicks the "Save" button. (The pop-up should also be exitable for the user.)
- ACC_5: There should be a "Cancel" button to close the open pop-up.
 - ACC_5.1: If there were changes, a pop-up should be displayed stating "Your changes have not been saved. Are you sure?" with the options "yes" and "no".
 - ACC_5.2: Otherwise, the pop-up should not be displayed.

ACC_5.3: If there is already a default address, the system should warn the user by displaying a message saying "There is already a default address. Are you sure?" with the options "Yes" and "No".

If the option is "Yes", the system saves the address as default address.

ACC: When the address has been successfully changed, the system should display a message saying, "The default address of the customer has been successfully changed."

The user should be able to close this message by clicking the 'X' in the top-right corner.

If the option is "No", the pop-up should be closed automatically after the user clicks the "No" button.

- ACC_4: The customer can add more than one address by clicking "Add New Address" button.
- ACC_5: Added addresses should be displayed as a list on the "Adress Info" screen.
- ACC: There should be a radio button for default address,
- ACC_6: The user should be able to delete the added address by clicking the "Delete" button.
- ACC_7: The user should be able to edit the added address by clicking the "Edit" button. The related address info pop-up should be displayed, and all fields should be editable. The pop-up should be closed automatically after the user

clicks the “Save” button. The pop-up should also be able to be closed by the user.

- ACC_8: For “Save” button: When the user clicks the “Save” button and the system performs the necessary checks, a “Address was successfully saved.” message is displayed to the user. When it was successfully saved to the system.
- ACC_9: For “Delete” button:
 - It should be disabled if there was only one address added to the system. Otherwise, it should be activated.
 - When the user clicks the “Delete” button, a pop-up should be displayed saying “Are you sure?” with the options “Yes” and “No”.
When the option is “Yes”, the system performs the necessary checks, a “Address was successfully deleted.” message is displayed to the user.” if it was successfully deleted from the system.
When the option is “No”, the pop-up should be closed automatically after the user clicks the “No” button.
- ACC: The user should be able to return to the previous tabs by clicking the 'Previous' button to review or edit the information."

Third tab should be “Contact Medium”

- ACC_10: The user should be able to enter customer contact information for new customer registration:
 - E-mail (*)
 - Mobile phone (*)
 - Home phone
 - Fax
- ACC_10.1: When the user enters an input that is not valid for e-mail address, the system should display an error message saying, “E-mail address must be valid.”
- ACC_10.2: The system should check if the e-mail exists. In that case, the system should display an error message saying, “This e-mail already exists.”

ACC: The customer E-Mail must be with a minimum of 10 and a maximum of characters. The Username field should be textual.

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ACC: The user should be able to enter a GSM number with 10 characters (the characters must contain only numbers) along with the already provided (+90) country code.

ACC: The user should be able to enter a fax number with 7 number (related to the city that is already on the city field from the address tab).

ACC: ACC: The user should be able to enter a home phone with number 7 (related to the city that is already on the city field from the address tab).

- ACC: The user should be able to return to the previous tabs by clicking the 'Previous' button to review or edit the information."
- ACC_11: As soon as the user enters the last required field, the progress bar should indicate that all process steps have been completed.
- ACC_12: When the "Create" button is clicked on the last page, the form should be finished, and this information should be saved to the database. (See FR_CRM_3 / ACC_2.3)
- ACC_13: For "Create" button: After the user clicks the "Create" button if it was successfully saved to the system, "The customer was successfully created." message is displayed to the user." and "Customer Info" page for the created customer should be displayed.
- ACC_14: After the user was successfully created, an Information E-mail saying:
"Welcome to Etiya CRM System!
Hi [Customer's Name],
Thank you for choosing Etiya. We're excited to have you on board!

Best regards,
Etiya CRM System Team" should be sent to the created customer's e-mail address.

FR_CRM: Users should be able to log-out to the system.

- ACC: The user should be able to log out by clicking the log-out icon next to profile icon.
- ACC: When the user clicks the log out icon, the following confirmation message should always be displayed: "Are you sure you want to log out? with the options "Cancel" and "Log out".
- When the option is "Log out", the user should be able to log out and redirect to login page.
- When the option is "Cancel", the message closes automatically and the user should be able to remain on the current page.

FR_CRM: The system should be able to automatically exit.

- ACC: For security purposes, when there is no action for 10 minutes by the user, the system should automatically terminate the user session and direct the user to log in again.

FR_CRM: The system should support changing the language.

- ACC: The system screen on every page should allow the user to change the language they wish to continue with via an icon. The language options should be English and Turkish.

FR_CRM: The system should be able to warn the user if there is a system error.

ACC: When the user attempts to perform any action and a system-related error occurs, the following message should always be displayed: "We are unable to process your request at the moment. Please try again."