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## **Section 1: Voice of the Customer (VOC)** *– 5 W’s and a H*

## To be completed by the Client Owner (BPO)

{{resume[0]['client\_problem']}}

**Key Concerns:**

* {{ resume[0]['generated\_resume']['Voice\_Of\_Customer\_WHAT\_Functional\_Description'] }}
* {{ resume[0]['generated\_resume']['Voice\_Of\_Customer\_WHY\_Business\_Benefit\_Need'] }}
* {{ resume[0]['generated\_resume']['Voice\_Of\_Customer\_WHO\_WHERE'] }}
* {{ resume[0]['generated\_resume']['Voice\_Of\_Customer\_WHEN'] }}
* {{ resume[0]['generated\_resume']['Voice\_Of\_Customer\_HOW\_Input'] }}
* {{ resume[0]['generated\_resume']['Voice\_Of\_Customer\_HOW\_Process'] }}
* {{ resume[0]['generated\_resume']['Voice\_Of\_Customer\_HOW\_Output'] }}

## **Section 2: Response of the Consultant (ROC)**

## To be completed by the Functional Owner (Consultant)

**Alternatives Considered:** {{ resume[1]['generated\_resume']['alternatives\_considered'] }}

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Agreed Upon Approach:** {{ resume[1]['generated\_resume']['agreed\_upon\_approach'] }}

**Functional Description:** {{ resume[1]['generated\_resume']['functional\_description'] }}

**Business Benefit/Need:** {{ resume[1]['generated\_resume']['business\_benefit\_need'] }}

**Important Assumptions:** {{ resume[1]['generated\_resume']['important\_assumptions'] }}

**Additional Comments:** {{ resume[1]['generated\_resume']['additional\_comments'] }}

**[Insert attachment here]**

## **Section 3: Functional Design**

## To be completed by the Functional Owner (Consultant) **Rework(Y/N)** **Yes**

**Reference SAP R/3 Transactions/Tables/Programs: (Note all known transactions, tables and programs that are used, or reports containing similar data, screenshots are recommended)**

**Process:**

{{ resume[2]['generated\_resume']['Functional\_Design\_Process'] }}

**Interface Direction:**

{{ resume[2]['generated\_resume']['Functional\_Design\_Interface\_Direction'] }}

**Error Handling:**

{{ resume[2]['generated\_resume']['Functional\_Design\_Error\_Handling'] }}

**Frequency:**

{{ resume[2]['generated\_resume']['Functional\_Design\_Frequency'] }}

**Data Volume:**

{{ resume[2]['generated\_resume']['Functional\_Design\_Data\_Volume'] }}

**Security Requirements:**

{{ resume[2]['generated\_resume']['Functional\_Design\_Security\_Requirements'] }}

**Data Sensitivity:**

{{ resume[2]['generated\_resume']['Functional\_Design\_Data\_Sensitivity'] }}

**Unit Testing:**

{{ resume[2]['generated\_resume']['Functional\_Design\_Unit\_Testing'] }}

**Additional Comments:**

{{ resume[2]['generated\_resume']['Functional\_Design\_Additional\_Comments'] }}

**Rework Log:**

{{ resume[2]['generated\_resume']['Functional\_Design\_Rework\_Log'] }}

## **Section 4: Technical Design**

## To be completed by the Technical Owner (Onsite Tech Lead) **Rework(Y/N) Yes**

**Design Points: (Describe anything that will make the definition of the design more clear, including calculations and formulas, particular conditions where the program should behave differently, recommendations, etc. If applicable, include recommendations or concerns regarding performance.**)

**Design Points:**

{{ resume[3]['generated\_resume']['Technical\_Design\_Design\_Points'] }}

**Special Configuration Settings:**

{{ resume[3]['generated\_resume']['Technical\_Design\_Special\_Configuration\_Settings'] }}

**Outbound Definition:**

{{ resume[3]['generated\_resume']['Technical\_Design\_Outbound\_Definition'] }}

**Target Environment:**

{{ resume[3]['generated\_resume']['Technical\_Design\_Target\_Environment'] }}

**Starting Transaction:**

{{ resume[3]['generated\_resume']['Technical\_Design\_Starting\_Transaction'] }}

**Triggering Events:**

{{ resume[3]['generated\_resume']['Technical\_Design\_Triggering\_Events'] }}

**Data Transformation Process:**

{{ resume[3]['generated\_resume']['Technical\_Design\_Data\_Transformation\_Process'] }}

**Data Transfer Process:**

{{ resume[3]['generated\_resume']['Technical\_Design\_Data\_Transfer\_Process'] }}

**Data Format:**

{{ resume[3]['generated\_resume']['Technical\_Design\_Data\_Format'] }}

**Error Handling:**

{{ resume[3]['generated\_resume']['Technical\_Design\_Error\_Handling'] }}

**Additional Process Requirements:**

{{ resume[3]['generated\_resume']['Technical\_Design\_Additional\_Process\_Requirements'] }}

**Inbound Definition:**

{{ resume[3]['generated\_resume']['Technical\_Design\_Inbound\_Definition'] }}

**Source Environment:**

{{ resume[3]['generated\_resume']['Technical\_Design\_Source\_Environment'] }}

**Receiving Transaction:**

{{ resume[3]['generated\_resume']['Technical\_Design\_Receiving\_Transaction'] }}

**Rework Log:**

{{ resume[3]['generated\_resume']['Technical\_Design\_Rework\_Log'] }}