

BUSINESS REQUIREMENTS DOCUMENT (BRD)

Project Name

Customer Support Ticketing System

1. Document Purpose

The purpose of this document is to capture and document the **business requirements** for the implementation of a centralized Customer Support Ticketing System.

This document is intended to:

- provide a shared understanding of business needs,
 - define the scope of the initiative,
 - serve as a foundation for functional and technical requirements.
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2. Business Background / Problem Statement

Currently, customer support requests are handled through a combination of emails and spreadsheets.

This approach results in:

- lack of visibility into open and resolved issues,
- inconsistent handling of customer requests,
- difficulty tracking response times and workload,
- limited reporting for management.

As the business grows, this manual process no longer supports efficient and scalable customer support operations.

3. Business Objectives

The primary business objectives of the project are:

- Improve transparency of customer support activities
- Reduce response and resolution times
- Increase customer satisfaction
- Enable tracking of service-level agreements (SLAs)

- Provide management with reporting and performance insights
 - Standardize support processes across the organization
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4. Project Scope

4.1 In Scope

The following items are included in the scope of this project:

- Centralized system for managing customer support tickets
 - Ability to create, update, and close tickets
 - Assignment of tickets to support agents
 - Status tracking of tickets throughout their lifecycle
 - Basic reporting on ticket volume and resolution times
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4.2 Out of Scope

The following items are explicitly excluded from the scope:

- User interface design or visual branding
 - Development of customer-facing portals
 - Advanced analytics or AI-based ticket categorization
 - Integration with external CRM or ERP systems (future phase)
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5. Stakeholders

Stakeholder	Role / Interest
Customer Support Manager	Defines operational needs and success criteria
Support Agents	Daily users of the system
IT Department	Responsible for system implementation and maintenance
Management	Interested in performance metrics and reporting

6. High-Level Business Requirements

ID	Business Requirement
BR-01	The system shall allow support agents to create and manage customer support tickets
BR-02	The system shall provide visibility into the status of all open and closed tickets
BR-03	The system shall support assignment of tickets to individual support agents
BR-04	The system shall enable tracking of response and resolution times

ID	Business Requirement
BR-05	The system shall provide basic reporting for management purposes
BR-06	The system shall support standardized support workflows

7. Assumptions and Constraints

Assumptions

- Support agents have basic computer literacy
- The system will be used internally by support staff
- Business processes are expected to remain relatively stable

Constraints

- Limited implementation timeframe
 - Budget constraints may impact feature prioritization
 - Initial solution should minimize system complexity
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8. Success Criteria

The project will be considered successful if:

- Support tickets are no longer managed via email or spreadsheets
 - Support agents can easily track and update ticket status
 - Management has access to basic performance reports
 - Average response time is reduced compared to the current process
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9. Risks (High-Level)

- Resistance to change from support staff
 - Incomplete requirement definition leading to rework
 - Underestimation of reporting needs
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10. Approval

This document serves as the baseline for further functional and system analysis activities.