

Software Requirements Specification for User Query Management Software

1. Introduction

1.1 Purpose -

The purpose of this document is to define the requirements for the development of a User Query Management Software based on TruDesk.

1.2 Scope -

The software will provide a platform for users to raise and resolve tickets, manage user roles, create public tickets, offer email support, and maintain a knowledge base.

2. System Overview

2.1 System Description -

The User Query Management Software is a web-based application built on the TruDesk platform, providing a comprehensive solution for managing user queries, tickets, and support interactions.

2.2 System Features -

Authentication

Sign Up	Allow new users to create accounts using their email ID.
Login	Enable existing users to access their accounts.
Recovery: OAuth	Implement a 'Forgot Password' option for password Recovery.

User Types

Member
Admin
Super Admin

User Profile

Profile Picture:	Allow users to set a profile picture.
Nickname:	Provide an option for users to set a nickname.
Details:	Users can update the details like, secondary email, phone number etc, they will not be public.

Search and Retrieval

Search Questions:	Enable users to search for questions.
Sorting:	Display search results in descending order based on the number of votes.
Related Questions:	Display related questions in search results.
Similar Questions:	On asking a question, similar questions can be shown

Question Posting

Public or Private:	Allow users to post questions as public or Private.
Private Inbox:	Store private questions in a personal inbox.
Auto Suggestions:	Auto suggest similar questions.
Auto Tagging:	Automatically tags question according to keywords in them.
Doc Suggestion	If a question is asked more than a certain number of times, the system notifies lack of proper documentation for that specific part.
Attachments	Add attachments to questions and answers.

Voting System

Vote for Answers:	Allow users to vote for answers to questions.
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Categorization

Tags:	Implement tags for categorizing queries efficiently.
Question Merge:	Merge multiple threads into a single thread, if found duplicate or similar (Only on admin approval)
Categories & Sub Categories	Category, subcategory for each question. Category should be accessible by the user. Subcategory not mandatory for the user.

FAQ Repository

Frequently Asked Questions:	Create a repository of frequently asked questions and answers.
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Email Notifications

Automated Emails:	Send automated email notifications to users when queries are received, updated, or resolved.
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Query Tracking

Status Tracking:	Enable users to track the status and progress of their queries.
Admin Tracking:	Admin can see the history of queries the user has asked and see when and how each of the queries were Solved. Super admin can track when each queries were assigned to which admin and the time taken to fulfil each
Super Admin Tracking:	Query
Query Auto Upgrade:	Queries have auto rank upgradation as time passes.

Admin Features

Assigning:	Super Admin must be able to assign certain question to Admin.
Query Actions:	Admin must be able to close, hold by date, or abandon queries.

3. Functional Requirements

3.1 Ticket Management -

- 3.1.1 Users can create new tickets.
- 3.1.2 Tickets can have different statuses (open, in progress, resolved, closed).
- 3.1.3 Super Admins can assign tickets to specific admins.
- 3.1.4 Users can track the status of their tickets.

3.2 User Roles and Permissions

- 3.2.1 Define user roles (User, Admin, Super Admin).
- 3.2.2 Set permissions for each role.

3.3 User Interface

- 3.3.1 Customize the UI to reflect branding.
- 3.3.2 Provide distinct views for Users, Admins, and Super Admins.

3.4 Public Ticket Submission

- 3.4.1 Allow users to create public tickets.
- 3.4.2 Implement a moderation system for public tickets.

3.5 Email Support Integration

- 3.5.1 User should be updated about the status with regular emails.

3.6 Knowledge Base

- 3.6.1 Create a Knowledge Base section for FAQs.
- 3.6.2 Allow admins to manage and organize knowledge base articles.

4. Non-Functional Requirements

4.1 Performance -

The system should handle a minimum of 1000 simultaneous users.

4.2 Security -

User data must be securely stored and transmitted.

Authentication and authorization mechanisms should be implemented.

4.3 Usability -

The interface should be intuitive and user-friendly.

5. System Constraints

- The system will be developed using TruDesk as a base.