



## Remedy Acknowledgement Business Requirements Document

### V1.0

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# 1.0 Introduction

## 1.1 Purpose of this document

This document is aimed at:

- Providing the necessary inputs to the detailed requirements gathering phase and further on for the SDLC processes.
- This document also serves to establish the traceability between the Business Objectives and the requirements identified in the proposed solution and how they satisfy the stated objectives.
- Provide expectation traceability in terms of the requirements and the user expectation
- Serves as a formal template for documenting the Business Requirements which also includes statutory and regulatory requirements.

The purpose of this document is to systematically capture requirements for the project and the system to be developed. Functional requirements are captured in this document. It also serves as the input for the project scoping.

## 1.2 Project Overview

### 1.2.1 Objectives

Below are the objectives that shall be fulfilled post the execution of this project:

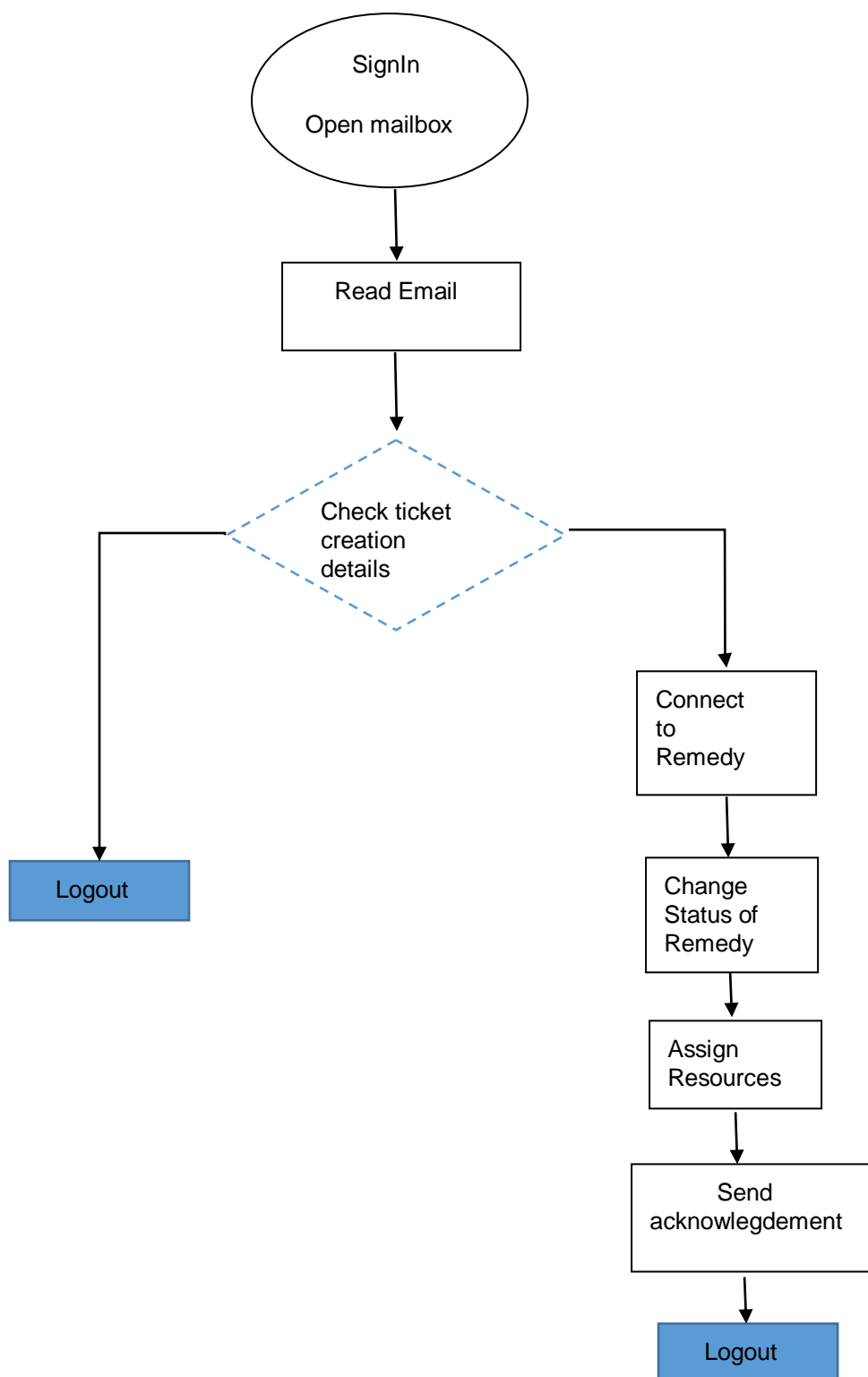
- Remedy auto ticket creation from E-Mails
- Connect to and modification of the remedy tickets
- Assignment of resources
- Acknowledgement in notes section

## 1.3 Intended Audience

- All members of the project.
- Delivery assurance/excellence group

## 2.0 Process Architecture

Below is the overall functional flow of the project including the components of interaction



## 3.0 High Level Business Requirements

S.No.	Business Requirement ID	Short Description	Description in detail	Interacting Business Processes
1	Req_1	Initial selection	Ability of the system to procure the details of the email from mailbox	
2	Req_2	User Registration	Ability of the system to connect to Remedy through Web Services	
3	Req_3	Credential Authentication	Ability of the system to assign the resource (based on the application)	
4	Req_4	Admin Registration	Ability of the system give acknowledgement and details in notes section	
5	Req_5	User login	Ability of the system to allow login of user	
6	Req_6	Admin login	Ability of the system to allow login of Admin	
7	Req_7	Password Recovery page	Ability of the system to allow user/admin to recover password	
8	Req_8	Remedy creation page	Ability of the system to allow user to create remedy	
9	Req_9	Email notification	Ability of the system to send email notification	
10	Req_10	Remedy assignment	Ability of the system to allow admin to assign remedy	
11	Req_11	Remedy list	Ability of the system to allow admin to view remedy list	
12	Req_12	Remedy detail page	Ability of the system to allow show remedy detail	
13	Req_13	Search remedy	Ability of the system to allow search remedy detail	
14	Req_14	Closing a remedy	Ability of the system to allow the admin and user to close the remedy status.	
15	Req_15	Write review	Ability of the system to allow the user to review the remedy service	

## 4.0 Detailed Business Requirements

### 4.1 Functional Requirements

The functional requirements are charted for each of the high level requirements called out in the earlier section:

Additionally, the following elements are captured for each business requirement in the table provided below:-

\* Req. Type = (F Core Functionality, E Exception, UI User Interface, R Reporting)

\*\* Priority of Requirement = (1=Base Functionality, 2=Advanced Functionality,  
3=Additional Opportunities)

\*\* Originator = (Name of the business process of the system/ department or function  
name in the customer organization)

The Requirements in this document are prioritized as follows:

Value	Rating	Description
1	Critical	This requirement is critical to the success of the project. The project will not be possible without this requirement.
2	High	This requirement is high priority, but the project can be implemented at a bare minimum without this requirement.
3	Medium	This requirement is somewhat important, as it provides some value but the project can proceed without it.
4	Low	This is a low priority requirement, or a "nice to have" feature, if time and cost allow it.
5	Future	This requirement is out of scope for this project, and has been included here for a possible future release.

Note - Primary focus is to complete developing the critical requirements (highlighted in Yellow) and then to proceed with the remaining requirements.

Req. #	Rationale Categorization	Business Requirement	Req. Type *	Priority **	Originator ***	BR Traced to Business Requirement / Use case ID	Remarks
Req_1.1	Initial selection	Screen should display the option for Admin login / Registration and User login / Registration	UI	Critical	NA	Req_1	
Req_2.1	User Registration	When the user clicks on the registration link, it should re-direct to registration form.	UI	Critical	NA	Req_2	Please refer to Table 1.0 under References
Req_2.2	User Registration	User needs to fill some of the basic attributes/fields as mentioned below in requirement: First Name, Last Name, designation, emp id, seat no, PC number, Ip address, Contact Number, User Id, Password	UI	Critical	NA	Req_2	
Req_2.3	User Registration	Clicking 'Submit' should validate the datatype constraints for each field	F	Critical	NA	Req_2	
Req_2.4	User Registration	User failing to provide information on the mandatory fields be provided with an alert message – 'Please update the highlighted mandatory field(s).' Also, highlight the missed out field in red	E	Medium	NA	Req_2	

Req. #	Rationale Categorization	Business Requirement	Req. Type *	Priority **	Originator ***	BR Traced to Business Requirement / Use case ID	Remarks
Req_2.5	User Registration	Post-successful field level validation, save the information in the database	F	Critical	NA	Req_2	
Req_2.6	User Registration	Upon saving the information in the database, display the message 'Your details are submitted successfully'.	E	Medium	NA	Req_2	
Req_3.1	Credential Authentication	A registered user – is able click 'Login' link, after keying in 'User ID' & 'Password' field and get his credentials authenticated with the existing database entry.	F	Critical	NA	Req_3	Please refer to Table 2.0 under References
Req_4.1	Admin Registration	When the Admin clicks on the registration link, it should re-direct to registration form.	UI	Critical	NA	Req_4	
Req_4.2	Admin Registration	Vendor needs to fill some of the basic attributes/fields as mentioned: First Name, Last Name, emp id, Contact Number, Password, passcode( a secret code shared by the company to identify him as admin), expertise area, email id	UI	Critical	NA	Req_4	
Req_4.3	Admin Registration	Clicking 'Submit' should validate the datatype constraints for each field	F	Critical	NA	Req_4	
Req_4.4	Admin Registration	Admin failing to provide information on the mandatory fields be provided with an alert message – 'Please update the highlighted mandatory field(s).' Also, highlight the missed out field in red	E	Medium	NA	Req_4	
Req_4.5	Admin Registration	Admin should be asked to select a question from the list of questionnaire	F	Medium	NA	Req_4	
Req_4.6	Admin Registration	On selecting the question, admin should be asked to answer the question	F	Medium	NA	Req_4	
Req_4.7	Admin Registration	This question and answer should be saved in the database, and has to be used during password recovery	F	Medium	NA	Req_4	
Req_4.8	Admin Registration	Post-successful field level validation, save the information in the database	F	Medium	NA	Req_4	
Req_4.9	Admin Registration	Upon saving the information in the database, display the message 'Your details are submitted successfully'.	F	Medium	NA	Req_4	
Req_4.10	Admin Registration	Upon saving the information in the database, send an admin id and password should be sent to email id	F	Medium	NA	Req_4	
Req_5.1	User login	User should be able to login using the emp id and password used during the registration	F	Medium	NA	Req_5	
Req_5.2	User login	Prompt should be displayed if 'Caps lock is on'	F	Medium	NA	Req_5	
Req_5.3	User login	Prompt should be displayed if password typed in is wrong on clicking the enter button	F	Medium	NA	Req_5	
Req_5.4	User login	User should be provided "forgot password" option.	F	Medium	NA	Req_5	
Req_5.5	User login	User on clicking the forgot password should be redirected to recover password page	F	Medium	NA	Req_5	

Req. #	Rationale Categorization	Business Requirement	Req. Type *	Priority **	Originator ***	BR Traced to Business Requirement / Use case ID	Remarks
Req_5.6	User login	On successful login, user should be directed to remedy creation page.	F	Medium	NA	Req_5	
Req_6.1	Admin login	Admin should be able to login using the admin id and password generated during the registration	F	Medium	NA	Req_6	
Req_6.2	Admin login	Prompt should be displayed if 'Caps lock is on'	F	Medium	NA	Req_6	
Req_6.3	Admin login	Prompt should be displayed if password typed in is wrong on clicking the enter button	F	Medium	NA	Req_6	
Req_6.4	Admin login	Admin should be provided "forgot password" option.	F	Medium	NA	Req_6	
Req_6.5	Admin login	Admin on clicking the forgot password should be redirected to recover password page	F	Medium	NA	Req_6	
Req_6.6	Admin login	On successful login, Admin should be directed to remedy list	F	Medium	NA	Req_6	
Req_7.1	Password Recovery page	Option should be given as "admin" or User for password recovery	F	Medium	NA	Req_7	
Req_7.2	Password Recovery page	If user, User should be given option on where to send the system generated password	F	Medium	NA	Req_7	
Req_7.3	Password Recovery page	Options should be registered e-mail or registered mobile number	F	Medium	NA	Req_7	
Req_7.4	Password Recovery page	User on selecting the Options, password should be sent registered e-mail or registered mobile number	F	Medium	NA	Req_7	
Req_7.5	Password Recovery page	If admin, admin should be prompted to select the question and answer it which was registered during registration	F	Medium	NA	Req_7	
Req_7.6	Password Recovery page	On successful answering and on clicking send new password, system generated password should be sent to registered mail id	F	Medium	NA	Req_7	
Req_8.1	Remedy creation page	User on successful login should land up in remedy creation page	F	Medium	NA	Req_8	
Req_8.2	Remedy creation page	Remedy creation page should have category to select the type of remedy to be raised for eg: network, leave management portal, desktop, laptop, admin, travel etc	F	Medium	NA	Req_8	
Req_8.3	Remedy creation page	On selecting the category, user should be able to enter the problem statement	F	Medium	NA	Req_8	
Req_8.4	Remedy creation page	User details, such as mobile number, Pc number etc should be populated in the respective field taken from the database, as updated during the registration	F	Medium	NA	Req_8	
Req_8.5	Remedy creation page	User should be allowed change any of these auto populated field incase required	F	Medium	NA	Req_8	
Req_8.6	Remedy creation page	System generated remedy number should be created for the remedy user is creating.	F	Medium	NA	Req_8	



Req. #	Rationale Categorization	Business Requirement	Req. Type *	Priority **	Originator ***	BR Traced to Business Requirement / Use case ID	Remarks
Req_8.7	Remedy creation page	On clicking submit, data validation and mandatory field validation should be done and prompted with appropriate messages	F	Medium	NA	Req_8	
Req_9.1	Email notification	On successful submission, email notification should be sent to the user	F	Medium	NA	Req_9	
Req_9.2	Email notification	On successful submission, email notification should be sent to the admin category the expertise and the category	F	Medium	NA	Req_9	
Req_9.3	Email notification	Email notification to admin should have the appropriate remedy link, such that on clicking the link, admin should be directed to the remedy detail	F	Medium	NA	Req_9	
Req_10.1	Remedy assignment	Admin can self assign/assign the remedy to the team	F	Medium	NA	Req_10	
Req_10.2	Remedy assignment	Admin should be able to change the category of the remedy if he feels wrong.	F	Medium	NA	Req_10	
Req_10.3	Remedy assignment	On successfully changing the category, email notification should be sent to the admin category the expertise and the category	F	Medium	NA	Req_10	
Req_10.4	Remedy assignment	On successful assignment, admin should be able to change the status of the remedy (can be open, wip, closed, reopen etc)	F	Medium	NA	Req_10	
Req_11.1	Remedy list	Admin lands on remedy list page on login where all the remedies are listed	F	Medium	NA	Req_11	
Req_11.2	Remedy list	Admin should be able to filter based on date/category/admin id/ etc	F	Medium	NA	Req_11	
Req_11.3	Remedy list	Admin should be able to sort based on date/category/admin id/ etc	F	Medium	NA	Req_11	
Req_11.4	Remedy list	Admin on selecting the required remedy, the remedy details page gets selected	F	Medium	NA	Req_11	
Req_12.1	Remedy detail page	Admin should be able to view the required details logged in by the user	F	Medium	NA	Req_12	
Req_12.2	Remedy detail page	Admin should be able to request for any document to upload, on which mail should be triggered to user requesting to upload document	F	Medium	NA	Req_12	
Req_12.3	Remedy detail page	Admin should be able to update the status of the remedy	F	Medium	NA	Req_12	
Req_13.1	Search remedy	Remedy creation page should have Search option	F	Medium	NA	Req_13	
Req_13.2	Search remedy	Searching should direct to remedy list page	F	Medium	NA	Req_13	
Req_13.3	Search remedy	Searching should have option to search based on remedy id, category, remedy raiser id, date	F	Medium	NA	Req_13	
Req_13.4	Search remedy	On entering the appropriate details, search list should be displayed	F	Medium	NA	Req_13	
Req_14.1	Closing a remedy	Admin on successfully resolving the issue, should update the status as closed	F	Medium	NA	Req_14	

Req. #	Rationale Categorization	Business Requirement	Req. Type *	Priority **	Originator ***	BR Traced to Business Requirement / Use case ID	Remarks
Req_14.2	Closing a remedy	Admin Upon closing mail should be triggered to user who raised the remedy, giving option to reopen/close the remedy from their end	F	Medium	NA	Req_14	
Req_14.3	Closing a remedy	User Upon reopen, mail should be sent to admin who worked on the issue to bring the issue to closure	F	Medium	NA	Req_14	
Req_14.3	Closing a remedy	User Upon Closing, the remedy should be closed.	F	Medium	NA	Req_14	
Req_15.1	Write review	User on closing the remedy, should be sent an email notification to write a review on the service provided.	F	Medium	NA	Req_15	

## 5.0 References

Note: The below listed Table Fields/Values are created for simple reference. Details can be altered (Added/Removed/Modified) as required during the course of project progress, to suit the requirements.

### 5.1 Table 1.0

Field Name	Field Type	Data Type	Mandatory	Possible Values
Id	Numeric (2)	Numeric	Yes	
Details	Text(100)	Alphabetic	Yes	
Status	Text(10)	Alphabetic	Yes	

### 5.2 Table 2.0

Field Name	Field Type	Data Type	Mandatory	Possible Values
Assign Resources	Text(100)	Alphabetic	Yes	Customer support executive names
Status	DropDown	Alphabetic	Yes	Assigned/Inprogress/Resolved

### 5.1 Table 3.0

Field Name	Field Type	Data Type	Mandatory	Possible Values
Id	Numeric (2)	Numeric	Yes	
Acknowledgement	Text(100)	Alphabetic	Yes	



## 6.0 Terms and conditions

GenCs shall be solely responsible for all its acts and omissions under this program. GenC will comply at all times with all applicable laws. GenC shall not use Cognizant's name, logo and trademark in any promotional materials or other communications with third parties without the prior written consent of Cognizant. Any materials used by GenC in relation to program will not infringe the copyrights, trademarks, patents, trade secrets or other intellectual property rights, privacy or similar rights of any person or entity. GenC agrees not to post, draw, make, display any content that is threatening, libelous, obscene, defamatory, abusive, pornographic, or advocates/encourages any conduct that could constitute a criminal offence or give rise to any civil liability. Cognizant its associates' personal details including but not limited to name, address, contact number shall not be shared or forwarded to any third party, without prior written consent of Cognizant, its associates. All intellectual property provided by Cognizant as part of program shall be owned exclusively by Cognizant. Intern shall indemnify, defend and indemnify Cognizant its associates, officers, directors from and against any claims, demands, loss, damage, liability, causes of action, judgments, or costs and expenses of every nature (including attorney's fees and expenses) incurred by Cognizant based on any claim that any breach of terms and conditions of this program.

## 7.0 Change Log

Version Number	Changes Made			
V1.0.0	Initial baseline created on <dd-Mon-yy> by <Name of Author>			
Vx.y.z	<Please refer the configuration control tool / change item status form if the details of changes are maintained separately. If not, the template given below needs to be followed>			
	Section No.	Changed By	Effective Date	Changes Effectuated