

# Requirements Candidates:

| Candidate Statement  | Type       | Confidence |
|--|------------|------------|
| System must support standardized work order intake.                        | Feature    | High       |
| System must capture source channel (phone, WhatsApp, paper).               | Data       | High       |
| System must enforce defined priority rules.                                | Rule       | Medium     |
| SLA targets must be configurable.  | Rule       | Medium     |
| System must track SLA breaches.  | Feature    | High       |
| System must show backlog by priority.                                      | Report     | High       |
| System must report downtime hours weekly.                                  | Report     | High       |
| System must support audit history of changes.                              | NFR        | High       |
| System must support attachment of photos.                                  | Feature    | High       |
| System must show parts availability before assignment.                     | Feature    | Medium     |
| Phase 1 limited to top 5 categories.                                       | Constraint | High       |
| System must prevent all work orders marked “High” without rule validation. | Rule       | Medium     |
| System must support assignment tracking.                                   | Feature    | High       |
| System must display aging of work orders.                                  | Report     | High       |
| System must prevent loss of requests.                                      | NFR        | High       |