

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