Requirements_Documentation

Customer Support System Transformation

Framework: Traditional / Waterfall

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1. Requirements Document Purpose

This document defines the **business, functional, and non-functional requirements** for the Customer Support System Transformation project. These requirements form the basis for design, development, testing, and acceptance.

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2. Business Requirements (BR)

ID	Business Requirement
BR-01	Reduce average customer issue resolution time
BR-02	Improve first-contact resolution rates
BR-03	Standardize support workflows across channels
BR-04	Improve visibility into support performance
BR-05	Reduce operational cost per support ticket

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3. Functional Requirements (FR)

3.1 Case Management

ID	Requirement
FR-01	System shall create a unique case for each customer issue
FR-02	System shall support case categorization and prioritization
FR-03	System shall track case status end-to-end

3.2 Workflow Automation

ID	Requirement
FR-04	System shall automate return workflows
FR-05	System shall automate refund approval flows
FR-06	System shall support configurable escalation rules

3.3 Channel Management

ID	Requirement
FR-07	System shall integrate chat, email, and phone channels
FR-08	System shall maintain unified customer interaction history

3.4 Reporting & Analytics

ID	Requirement
FR-09	System shall provide real-time dashboards
FR-10	System shall generate SLA and resolution reports

4. Non-Functional Requirements (NFR)

4.1 Performance

ID	Requirement
NFR-01	System shall support high concurrent user volume
NFR-02	Case updates shall reflect in near real-time

4.2 Security & Compliance

ID	Requirement
NFR-03	System shall comply with data security regulations
NFR-04	Role-based access control shall be enforced

4.3 Reliability & Availability

ID	Requirement
NFR-05	System availability shall meet enterprise SLA targets
NFR-06	System shall support backup and recovery mechanisms

5. Data Migration Requirements

ID	Requirement
DM-01	Historical case data shall be migrated
DM-02	Active cases shall be validated post-migration
DM-03	Data integrity checks shall be performed

6. Training & Adoption Requirements

ID	Requirement
TR-01	Training materials shall be role-specific
TR-02	Agents shall be trained before go-live
TR-03	Post-go-live support shall be provided

7. Acceptance Criteria (High-Level)

- All critical requirements are implemented and tested
- No critical defects at go-live
- SLA and reporting functions operate as expected
- Support teams successfully adopt the platform

8. Approval (Portfolio Simulation)

Role	Name	Signature	Date
Executive Sponsor	VP, Customer Experience		
Project Manager	Asvin Pradeep		

✅ **Status**

Problem Statement: Approved (Simulated)