

## **Requirements Gathering & Analysis**

In trying to understand the problem and come with a viable solution, there was a need to do some qualitative research to gain information from our users. Therefore, research involving the staff of the Ashesi Support Centre was held in the form of an interview to gain knowledge from our user. From the investigation, the needs of the user and system requirements were identified.

Below are some of the needs that were identified:

- The Support Centre needs a system they could classify emails. (Example Put all emails relating to finance in a Finance category)
- The Support Centre needs to determine whether an email is an inquiry or reporting an issue.
- The Support Center should notify clients who report an issue that their email has been received and is being worked on.

From the above needs, we identified what our system should do and thus derived the functional and non-functional requirements of the system.

## **Functional Requirements**

### **User requirements**

1. The user must be able to create new categories
2. The user must be able to remove categories
3. The user must be able to update a category
4. The user must be able to view emails that are enquires
5. The user must be able to view emails that are reporting an issue

### **System requirements**

- 1.1 The system must allow the user to create a new category
- 1.2 The system must be able to notify the user when a category has been created.
- 1.3 The system should notify the user when a category failed to be created
- 2.1 The system must allow the user to remove a category
- 2.2 The system should notify the user when a category is removed.
- 2.3 The system should inform the user when a category failed to be removed
- 3.1 The system must allow the user to add an email to a category.
- 3.2 The system must allow the user to remove an email from a category.
- 3.3 The system must notify the user when an email has failed/success been removed

- 4.1 The system must be able to determine whether an email is an inquiry.
- 5.1 The system must be able to determine if an email is reporting an issue.
- 5.2 The system must be able to notify clients when their complaint has been received.

## **Non-functional requirements**

### Security -

- Since the system works with private user emails, the system should have security features in place to ensure there is no breach of confidentiality

### Availability -

- The system should be available and work always.

### Integrity -

- The system must ensure that always, the information provided is accurate, consistent, and reflective of the user's data.

### Maintainability -

- The system shall be easy to maintain.
- The system shall facilitate changes and updates without affecting the normal running of the system.

### Usability -

- The system and its basic operations shall be simple to understand at first glance.