Functional Requirements:

* A user shall be able to navigate the ISP website to reach the complaint webpage
* A user shall be presented with a list of common problems of which to identify with
* A user should be directed to a package upgrade webpage if “Connection too slow” is selected
* A user shall be presented a comment box to explain in depth the issues occurring
* The system shall retrieve a customer address should “prolonged lack of service” be selected
* A dialog box should appear if “unsatisfactory customer service” is selected
* A comment box should appear if “other” is selected
* The system shall run the entered employee ID against all registered IDs and identify if a match is found
* A user shall be notified of the nearest branch location if “faulty equipment” is selected
* The system should automatically assign priorities to tickets.
* Priority levels should be incremented as time passes.
* Separate employee logins should be made
* Employee accounts can submit tickets with custom priority levels
* Employee accounts are presented with more detailed information when submitting tickets (eg. Dispatch information)
* Technicians should be presented with list of tasks assigned to themselves. ie. A technician can only see tickets he is designated
* Tickets presented to technician should include all the client’s information
* Tickets presented to technician should have suggested solutions based on similar tickets previously solved.
* A “Completed” option should be available to the technician to check off when the situation is dealt with
* A “Incomplete” option should be available to the technician to check off when the situation is incomplete and needs further work at a later time/date
* The incomplete option should increment the priority of the ticket and resubmit it to the queue

User Requirements:

The ticket system shall allow for users to interact with a web page and select different options to request assistance.

System Requirements:

* Each complaint made is logged and tailed by the system to produce a report every month.
* Every comment made in the comment box is saved and inspected by employees to determine if there is valid cause for concern or a previously undetected error.
* Upon employee log in their username & password is authenticated by the system before allowing access