

**KBS REQUIREMENTS**

**DOCUMENT CONTROL**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **TITLE AND DESCRIPTION** | **OWNER** | **TRACKING** | **DATE** | **PRODUCED BY** |
| **KBS Requirements**  ***This is a list of features that Customer Care expects to have in the new KBS (Knowledge Base System)*** | **Customer Care, BPU/MIS\_IS SUPPORT UNIT** | **Document Creation** | **6th Feb 2020** | **Jayeola, Olalekan**  **BPU/MIS\_IS SUPPORT UNIT** |

**Back-end Requirements**

|  |  |  |
| --- | --- | --- |
|  | **Expected Features** | **Remarks** |
|  | Upload documents in the following formats:   * *HTML* * *MS Excel* * *MS PowerPoint* * *MS Word* * *JPEG* * *PDF* | *Currently we can only upload PDF formats* |
|  | Search already uploaded documents by following attributes:  Date uploaded  Document Title  Document Content  Expiry date |  |
|  | Download previously uploaded documents |  |
|  | Create user groups to differentiate content administrators from content consumers |  |
|  | Permanently delete previously uploaded documents |  |
|  | Non-compulsory option of specifying expiry date while uploading documents |  |
|  | View both expired and unexpired documents |  |
|  | Create multiple father and child document trees |  |
|  | Date-based report on CTR (Click Through Rate)- Historical and live |  |
|  | User-based report on CTR (Click Through Rate)- Historical and live |  |
|  | Bulk-upload of documents |  |
|  | Time-based log/report of document upload and download activities |  |
|  | User-based log/report of document upload and download activities |  |
|  | Option of turning already-uploaded document into expired mode (Archiving); but still visible to admin |  |
|  | Sort uploaded documents by name and date of upload |  |
|  | Highlight/emphasis very important documents to readers |  |
|  | Highlight/emphasis newly -uploaded documents to readers |  |

**Front-end Requirements**

|  |  |  |
| --- | --- | --- |
|  | **Expected Features** | **Remarks** |
|  | View upload documents in the following formats: |  |
|  | Search already uploaded documents by following attributes:  Date uploaded  Document Title  Document Content |  |
|  | Sort uploaded documents by name and date of upload |  |
|  | Communicate issues with uploaded documents with admin |  |

**Sign-off**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Name** | **Department** | **Signature** |
|  | Jayeola, Olalekan | BPU/MIS\_IS SUPPORT UNIT,  Customer Care |  |
|  | Olubukola Lasaki | BPU/MIS\_IS SUPPORT UNIT,  Customer Care |  |
|  | Ben Nevoh | PROJECT MANAGER,  Customer Care |  |
|  | Issac Thomas | OPS & DEV. HEAD,  Customer Care |  |
|  | Catherine Bomett | DIRECTOR,  Customer Care |  |