# Chapter 3. Methodology

3.1 Requirement Elicitation

For gathering information of user requirements for improving SugarCRM system, we arranged Athena to go to the company and spent 3 months to take part in the operation and gain experiment of using it. After being as one of the user of SugarCRM, the following three points are collected:

* + Search engine

The search engine just can search the first letter or word. If you want to search the key word in the subject. It can’t be work.

* + Interface

It provides different department to use. But each account can see the same function in the interface.

* + Import/export

The system just can export the English word in case. If the tittle is Chinese word, it will show unreadable code However, if input some data in the system. You just can use its template. But I can’t see anyone try to follow the structure. Making easy to input the data.

For problems mentioned above, two user requirements are rise for improving the system into a better version and enable user in the company can use this system much more efficiency.

* + Create a client server

This system just can use in the sky office. Sometime IT department will receive the floor manager called. They said that there was betting terminal had problem. If they can directly put those problem in the system via the client side.

* + Report function

The system don’t have any analyzing function. It can’t count the total of time that problem have been occurred before in a machine.