**Call center service system**

1. Introduction:

CCSS is a call center ticking system, it amis to improve the working efficiency of the current call center work flow. We are currently using paper-based ticking which causes loss of informtion and miscommunication.

2. Stakeholder:

Call center service representative (CCSR); Post-sale service department; Trade compliance department.

3. Business requirement:

a. CCSR can log the information and customer identity(name, phone number etc.)

b. CCSR can escalate ticket if it requires approval from manager

c. Post-sales department can get alert for urgent ticket and about to expire ticket

d. The system can generate and send E-mail to customer when there is a result for a specific ticket.

e. Customers can give feedback to the process of ticket.

4. Timeline:

7 hours

5. Infrastructure:

a. Currently all CCSR is quipped with basic computer with only Chrome browser installed

b. CCSR doe not have access to internet.

c. The system can be hosted within the same intranet.