SRS

General Cleaning Department

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NTG CLARITY
ARCHITECTURE AND MODELING TEAM

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Document Release History

#	Version	Issue Date	Author	Role	Comments
1	v 1.0	19/11/2023	Mohamed Ali	Lead Business Analyst	Initial publication

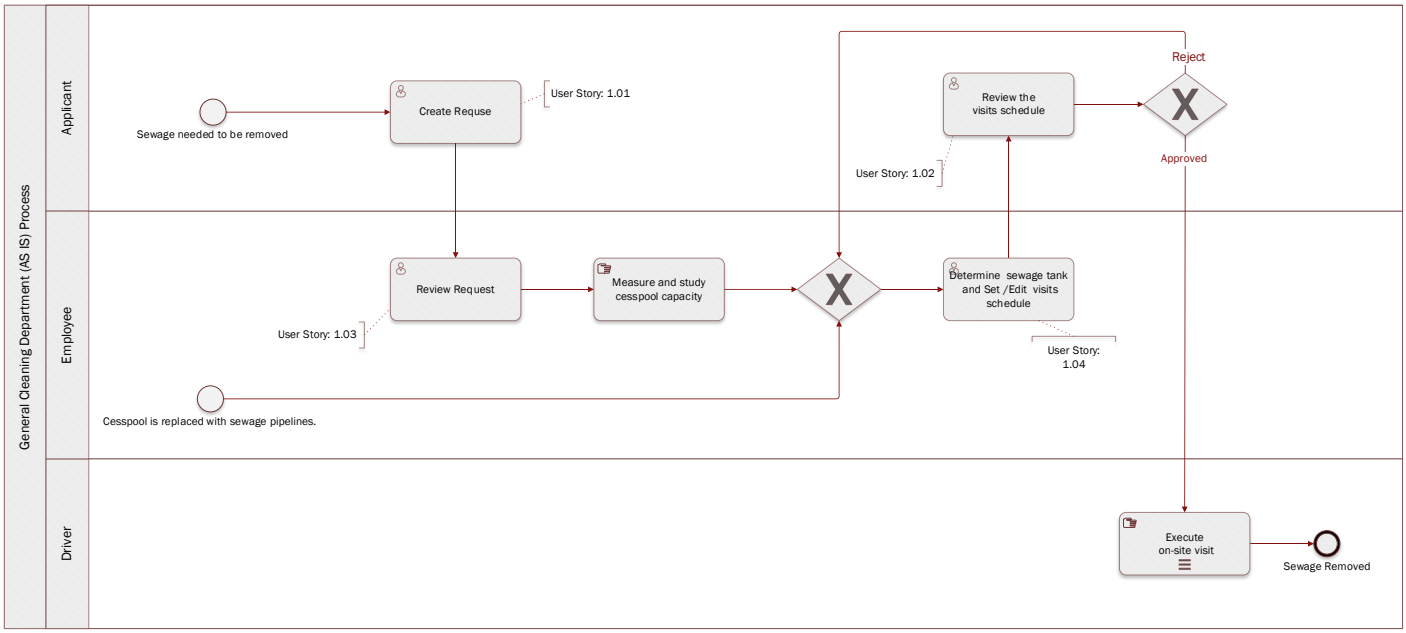
Reviewers

#	Name	Role
1		

Backlog

#	User Story ID	User Story Description
1	1.01	Applicant Submit On-Site Visit Request
2	1.02	System displays the employee feedback for the customer
3	1.03	Employee views and filter the On-Site visit requests list
4	1.04	Employee releases a single or multiple requests

User Story Diagram



1. On-Site Visit Request

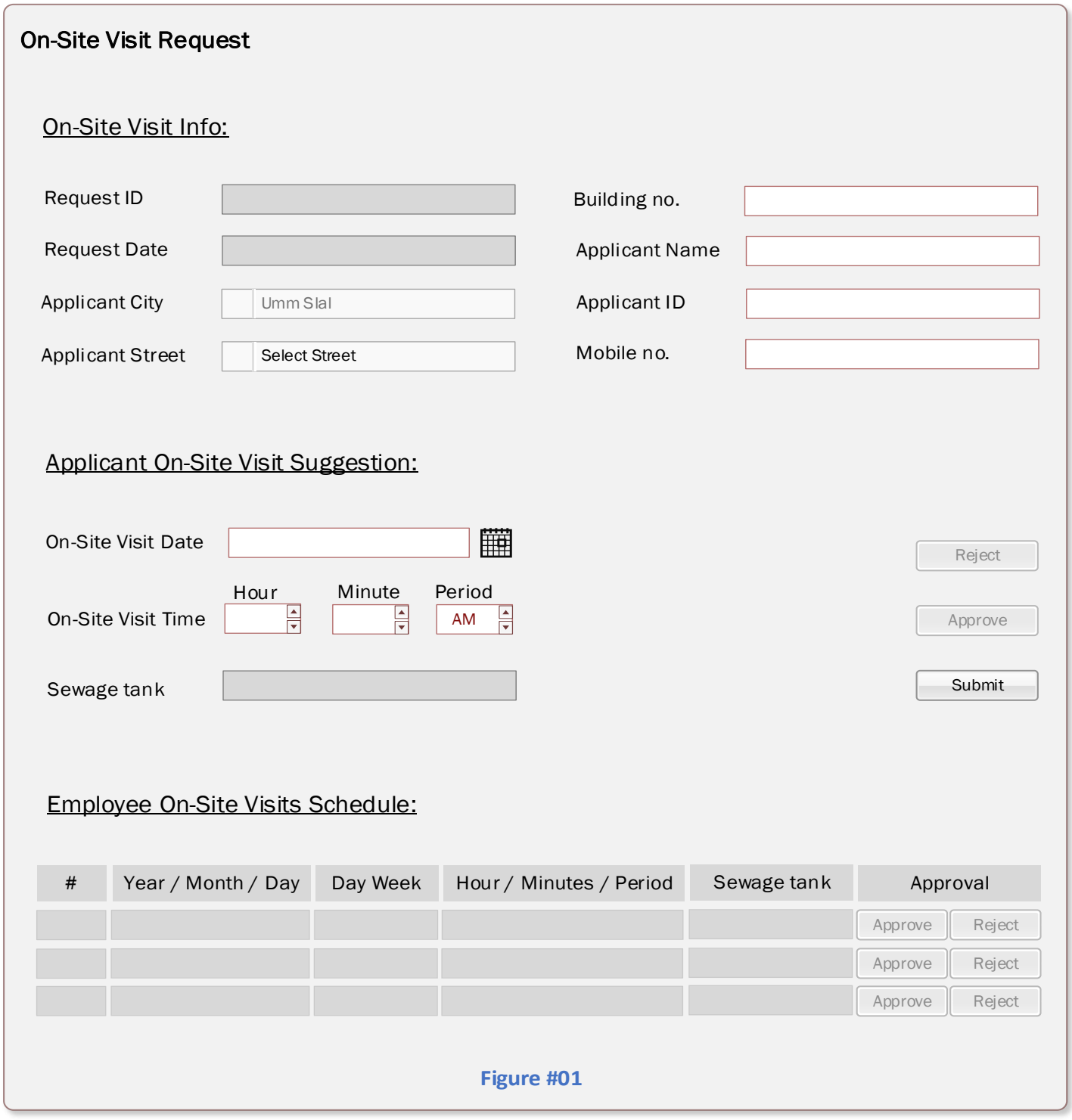


Figure #01

1.01	Applicant Submit On-Site Visit Request
✓ As a/an	✓ Applicant
✓ I want to	✓ Submit On-Site Visit Request
✓ So that	✓ Can remove the sewage
✓ Scenario	✓ The applicant submits a request to appoint an on-site visit to Remove the sewage
✓ Given	✓ Applicant login to the “Cleaning department” application and see the “On-Site request” page
✓ When	✓ Applicant filling up the On-Site Visit request form • Request ID (string/unique/auto generate/ non-editable) • Request Date (Date time stamp/ non-editable) • Applicant City (Static lookup/ default value “Umm Slal”) • Applicant Street (Dynamic lookup/ mandatory) • Building no. (String/mandatory) • Applicant Name (String/mandatory) • Applicant ID (String/mandatory) • Mobile no. (String/number/11 digit/unique/mandatory) • On-Site Visit Date (calendar/mandatory) • On-Site Visit Time (mandatory) o Hour (12 available values “1” to “12”) o Minutes (60 available values “0” to ”59”) o Period (available values “am” and “pm”)
✓ Then	✓ System allows applicant to submit the request by click on the “submit” button
And	System validates the input fields: • Display successfully message if response true • Display message “Please check validation” if response false

1.02	System displays the employee feedback for the customer
✓ As a/an	✓ System
✓ I need to	✓ Display the employee feedback
✓ So that	✓ Allow Applicant to approve/reject the On-site Visit
✓ Scenario	✓ System displays the employee feedback and allow applicant to approve/reject the single/multiple request
✓ Given	✓ Employee submitted the On-Site visit requested by the applicant
✓ When	✓ Applicant opens the created On-Site visit request by himself in the display mode
✓ Then	✓ System displays the output fields • Sewage Tank field • Serial column • Year/Month/Day column • Day Week column • Hour/Minutes/Period • Sewage Tank column
And	System allows applicant to: • Approve or reject the Single request • Approve or reject the multiple requests per visit

2. On-Site Visit Requests List

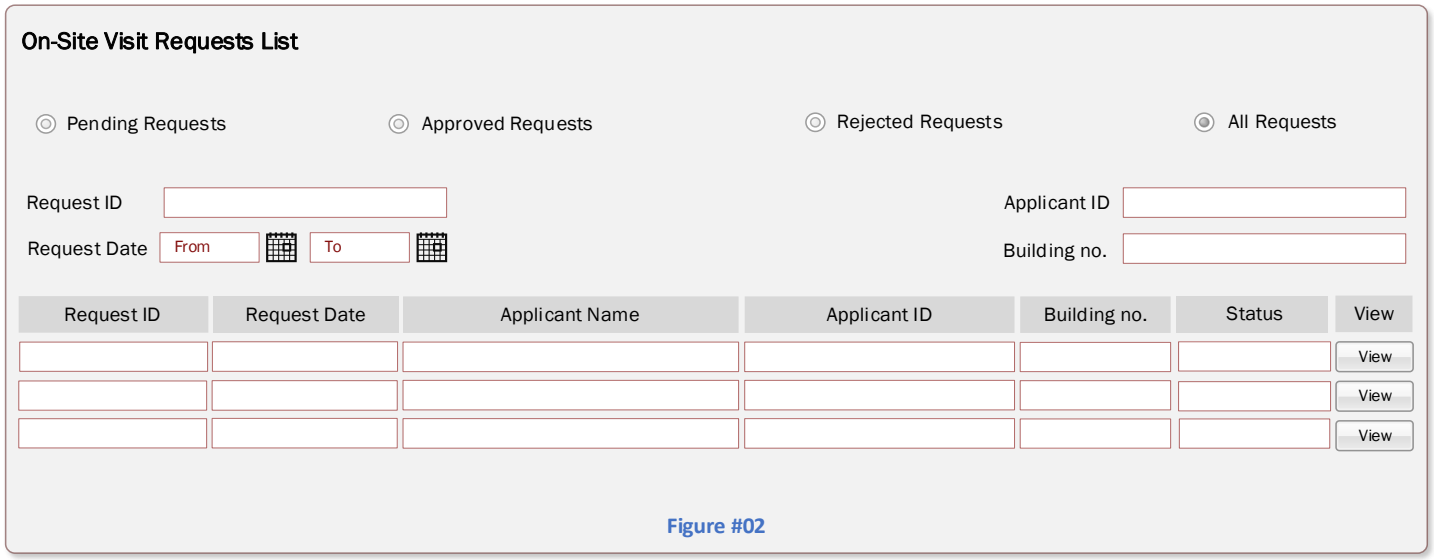


Figure #02

1.03	Employee views and filter the On-Site visit requests list
✓ As a/an	✓ Employee
✓ I want to	✓ View the On-Site visit requests list and filter
✓ So that	✓ Can get a short list and/or view a specific request
✓ Scenario	✓ Employee views the On-Site visit requests list and filter to get short list and/or can view a specific request
✓ Given Or Or	✓ Applicant submitted an On-Site visit request successfully Applicant rejected at least on visit from the visits scheduled by the employee Applicant approved all visits scheduled by the employee
✓ When	✓ Employee Open the On-Site visit requests list • Request ID • Request Date • Applicant Name • Applicant ID • Building no. • Status
✓ Then	✓ System allows employee to: • filter by: o Request Status (Radio button/mandatory) ▪ Pending Requests ▪ Approved Requests ▪ Rejected Requests ▪ All Requests (Default) o Request Date Range • Search by: o Request ID (Text box/not mandatory) o Applicant ID (Text box/not mandatory) o Building no. (Text box/not mandatory)
And	System allows employee to view a specific request by click on “view” button

3. On-Site Visit Schedule

On-Site Visit Request

On-Site Visit Info:

Request ID		Building no.	
Request Date		Applicant Name	
Applicant City	Umm Slal	Applicant ID	
Applicant Street	xxxx	Mobile no.	

Applicant On-Site Visit Suggestion:

On-Site Visit Date			
On-Site Visit Time	Hour: 06	Minute: 30	Period: AM
Sewage tank	zzz		

Employee On-Site Visits Schedule:

#	Year / Month / Day	Day Week	Hour	Minute	Period	Sewage tank	Approval
01	18 / 11 / 2023	Saturday			AM	zzz	Rejected
02	19 / 11 / 2023	Sunday			AM	yyy	Approved
03	20 / 11 / 2023	Monday			AM	yyy	Pending

Update Submit

Figure #03

1.04	Employee releases a single or multiple requests
✓ As a/an	✓ Employee
✓ I want to	✓ Sumit suggested request by the applicant or create schedule
✓ So that	✓ Can allow the applicant to accept or reject the released request
✓ Scenario	✓ Employee views a specific request and release/update the single request which submitted by the applicant or submit multiple requests
✓ Given	✓ Employee clicks on the “view” button on a specific request from the “On-Site Visit Requests List” Page
✓ When	✓ System displays the submitted request by the applicant on the Edit mode
✓ Then	✓ System allows employee to: o Select “Sewage Tank” (dynamic lookup/mandatory) For the suggested On-Site visit by the Applicant o Add multiple requests by click on the “Plus” icon o Serial (Auto generate incremental numbers) o Year/Month/Day (Calendar/mandatory) o Day Week (base on the selected date) o Hour (12 available values “1” to “12”/mandatory) o Minutes (60 available values “0” to ”59” /mandatory) o Period (available values “am” and “pm” /mandatory) o Sewage Tank (dynamic lookup/mandatory) o Approval Status (based on applicant response)
And	System allows Employe to Update/ Submit Requests