# Software Requirements Document (SRD)

## 1. Project Identification

* **Project Name:** Complaint Management System (CMS) by ABC Limited
* **Document Version:** 1.0
* **Date:** October 2025
* **Author(s):** Software Project Specialist

## 2. Document Purpose

This document aims to describe, in a clear and organized manner, the functional and non-functional requirements necessary for the development of the proposed system, in addition to presenting the business rules, and constraints associated with the project.

## 3. System Overview

* **System Description:** The Complaint Management System (CMS) is a comprehensive, modern platform developed by ABC Limited for large customers in the Banking and Telecom sectors. It is projected to function as part of a larger Helpdesk application. The CMS is designed to streamline the entire complaint management and resolution lifecycle, enabling consumers to log problems and receive timely resolution via web, mobile, and telephone channels.
* **System Objectives:** The primary objectives are to enhance problem-solving quality, thereby increasing customer satisfaction; provide a seamless, consistent experience across all user channels; implement a scalable and continuously available system; streamline the resolution lifecycle; facilitate data-driven decision-making; and ensure adherence to relevant data privacy, security, and accessibility regulations.
* **Target Audience/End Users:** The system is designed for use by four primary employee roles and one external role:
  + **Consumers:** Customers of the client companies (e.g., Natwest customers).
  + **Help Desk Agents:** Employees who log problems, provide initial solutions, and manage the problem status.
  + **Support Persons:** Employees who resolve specialized problems and update resolution notes.
  + **Help Desk Managers:** Employees who monitor performance metrics and resolution times.
  + **System Administrators:** Central role responsible for organization onboarding and user management.
* **General Functional Scope:** The CMS covers the management of the problem lifecycle, including initial logging, assignment to staff, status updates, problem resolution, and final closure based on consumer confirmation. The scope includes supporting multi-tenant organization setup and internal performance monitoring tools.

## 4. Functional Requirements

List of functionalities that the system must perform.

| **Code** | **Name** | **Description** | **Acceptance Criteria** | **Priority** |
| --- | --- | --- | --- | --- |
| RF01 | Problem Registration (Online) | The system must allow consumers to register a new problem via the web application or mobile application. | Given the consumer accesses the platform, when a problem is submitted, then the problem is logged and a confirmation is provided to the consumer. | High |
| RF02 | Problem Assignment | The system must allow Help Desk Agents to assign a problem to a specialized Support Person if necessary. | Given a problem requires specialized support, when the agent assigns the problem, then the Support Person is notified and the problem status changes to 'assigned'. | High |
| RF03 | Problem Resolution (Agent) | The system must allow Help Desk Agents to resolve a problem online immediately if possible, and update the consumer. | Given a problem can be solved remotely, when the agent applies the solution, then the problem status is updated as 'resolved by agent'. | Medium |
| RF04 | Problem Status Inquiry | The system must allow consumers to get the resolution status of their reported problem online, via email, or messages.1 | Given a consumer requests status update, when the system retrieves the current problem status, then the latest status is displayed/communicated.1 | High |
| RF05 | Resolution Notes Update | The system must enable Support Persons to update resolution remarks and change the status of the logged problem. | Given a problem is resolved by a Support Person, when resolution notes and status are updated, then the system reflects the changes and triggers consumer notification. | High |
| RF06 | Problem Closure Confirmation | The system must allow consumers to confirm satisfaction (online or via phone) for successful resolution, enabling the agent to close the problem. | Given consumer confirmation of satisfaction is received, when the agent closes the problem, then the problem lifecycle ends and the status is marked 'Closed'. | High |
| RF07 | Performance Monitoring | The system must allow Help Desk Managers to monitor the resolution time for problems and the performance of both Support Persons and Help Desk Agents. | Given the Manager selects a time period, when the system executes the monitoring report, then metrics like average resolution time and staff performance are displayed. | High |
| RF08 | Organization Onboarding | The System Administrator must be able to onboard a new organization for multi-tenant use of the CMS. | Given a new organization is configured, when the Administrator completes the onboarding process, then the organization is set up with isolated data access. | High |

## 5. Non-Functional Requirements

System quality aspects (performance, security, usability, etc.).

| **Code** | **Type** | **Description** | **Priority** |
| --- | --- | --- | --- |
| RNF01 | Availability | The online services of the system must maintain continuous availability, operating 24/7. | High |
| RNF02 | Scalability | The system must be architected to handle a large user base (e.g., 20 million users) and accommodate a 10% yearly increase in user load while maintaining performance and reliability. | High |
| RNF03 | Accessibility | The system must meet strict accessibility standards, specifically adhering to **WCAG 2** criteria, to ensure inclusivity for users with disabilities. | High |
| RNF04 | Security/Data Isolation | The application must be developed using a **multi-tenant approach** to ensure data is securely isolated between different client companies (e.g., Natwest data invisible to Barclays). | High |
| RNF05 | Usability | The system must provide a user-friendly interface with easy navigation, supporting diverse user needs. | High |
| RNF06 | Extensibility | The system must be designed to be extensible to allow future deployment in other continents beyond the initial scope of the United Kingdom and Europe. | Medium |

## 6. Business Rules

Set of rules that define the logical behaviour of the system.

| **Code** | **Description** |
| --- | --- |
| RN01 | The problem resolution lifecycle must flow sequentially through logging, allocation to staff, resolution, and closure only after end-user confirmation. |
| RN02 | Telephone support services are governed by standardized hours of operation, which are subject to variation based on the specific client company utilizing the CMS. |
| RN03 | Problem closure must be contingent upon the consumer providing explicit satisfaction confirmation regarding the successful resolution. |
| RN04 | The system must support diverse problem types specific to the target domains, including common Banking (e.g., false transactions, card issues) and Telecom (e.g., SIM issues, broadband complaints) problems. |

## 7. Integration Requirements

Integrations with other systems, services, APIs, or databases.

* Integration with existing Helpdesk application infrastructure of the client companies.
* Future integration capability with a **Chatbot** to solve a significant number of problems.
* Integration with client company communication systems (e.g., email, SMS gateways) to provide regular status updates to consumers.
* Integration with systems for managing user base data (e.g., investor updates/company websites) to validate scalability requirements.

## 8. Technical Restrictions

Required technologies, supported platforms, architectural standards, or limitations imposed by the project context.

* The system must be developed utilizing a **multi-tenant architecture** to ensure data isolation.
* Required access points include **web application, mobile application, and telephone support integration**.
* Initial deployment scope is restricted to customers in the **United Kingdom and Europe**.
* The project outcome must include a fully defined **architecture and design** plus a **proof-of-concept** application for use in funding meetings with Venture Capitalists.

## 9. General Acceptance Criteria

Objective criteria that must be met for the system to be considered ready for delivery.

* All defined functional requirements (RF01-RF08) must be implemented and verifiable, linking back to the system's core objectives.
* The system must successfully demonstrate operation within the **multi-tenant environment**, with strict data isolation verified between organizations.
* The application must support the required scalability benchmark (e.g., 20 million users + 10% yearly growth) while meeting all performance and availability (24/7 online) requirements.
* All mandatory Non-Functional Requirements, particularly WCAG 2 and compliance with relevant data privacy/security regulations, must be demonstrably adhered to.

## 10. Annexes/References

Links, diagrams, external documents, or supplementary materials used in the preparation of this Software Requirements Document.

* Assessment Case Study: Complaint Management System (CMS) by ABC Limited
* Applicable Data Privacy, Security, and Accessibility Regulations (to be researched/defined)
* Projected User Base Data from targeted Banking and Telecom companies (to be sourced/verified)