

Software Requirement Specification Document

Sonic Gas Services

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Table of Contents

1. Introduction	3
2. Assumptions	3
3. User Stories	3
3.1. Adding Servicing Information for Non-Existing Customers	3
3.1.1. Acceptance Criteria	3
3.1.2. Wireframe	4
3.2. Adding Servicing Information for Existing Customers	5
3.2.1. Acceptance Criteria	5
3.2.2. Wireframe	6
3.3. Viewing Servicing Due Information	7
3.3.1. Acceptance Criteria	7
3.3.2. Wireframe	8
4. Process Flow Diagram	9

1. Introduction

Sonic Gas Services is in the industry for last 15 years offering one of the best water heating solutions to their customers. Been having over 100,000 customers and sold over 500,000 units, sonic gas has decided to step into servicing industry. Where they will also be providing regular maintenance and periodic services to their existing, old, or new customers.

They have decided that they will give an additional 15 percent discount to customer who have bought heaters from them within the 3 years of period, and 5 percent of discount to customer who have not bought heaters from them but have a model installed withing last 3 years of servicing date.

2. Assumptions

Sonic gas has already been collecting information about the heating systems been installed by their clients.
Sonic gas has already created servicing packages based on no of months and size of the water heaters.
Sonic gas required to use their existing customer information to add servicing information into it.
Sonic gas has set a criterion where servicing is required after every 3 months from the installation date or from the last servicing dates.
Sonic gas has currently offered three types of servicing options, 6-month package, 12-month package, or one time service package. Costs for each will be varied based on the size of water heater.

3. User Stories

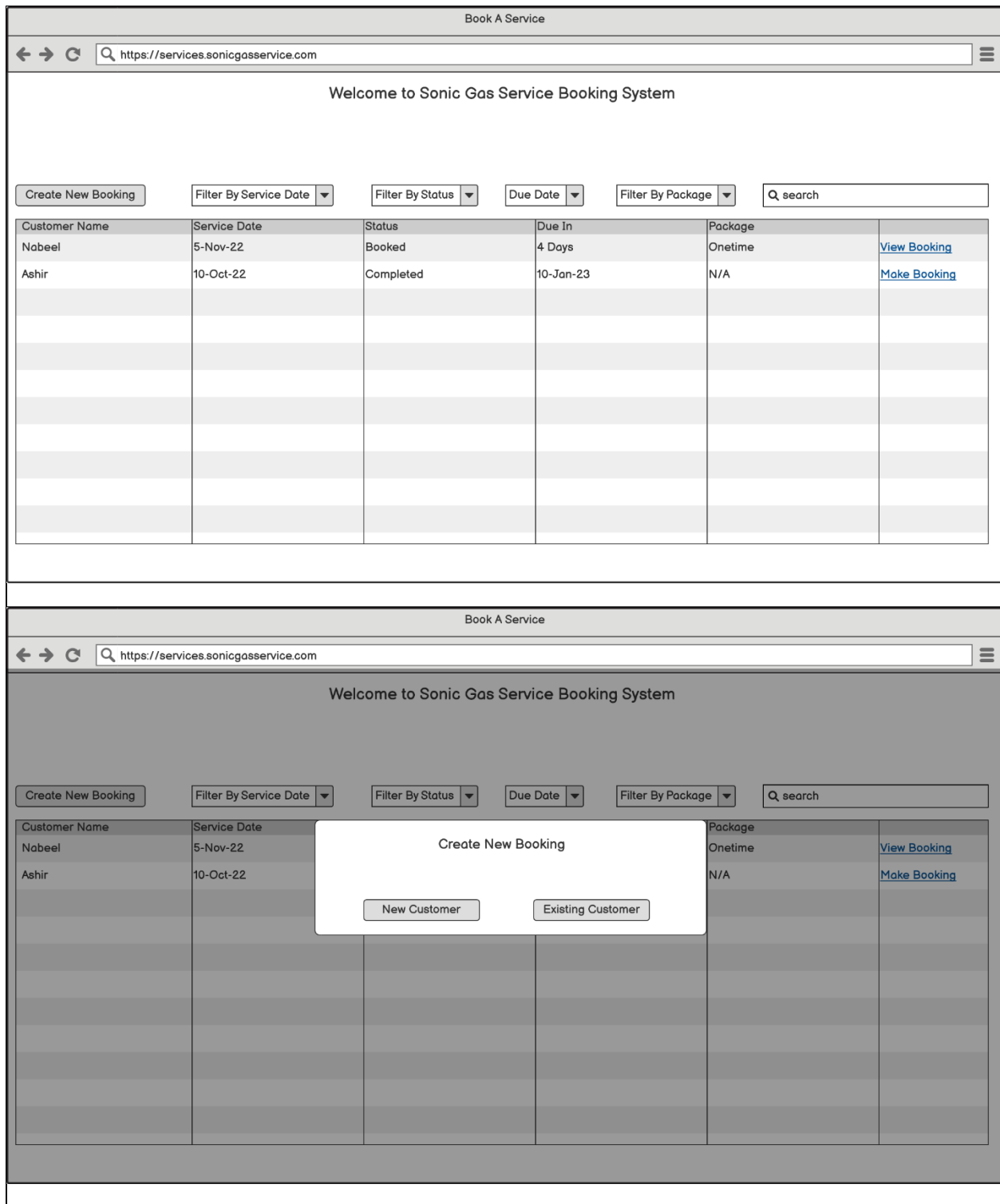
3.1. Adding Servicing Information for Non-Existing Customers

A new form will be created into their existing system to record services for their new customers (non-existing customer). Information from this form will then be used in view servicing due screen to see their next service due from their last servicing date.

3.1.1. Acceptance Criteria

- Customer shall not already exist in the system.
- All mandatory information required to create a new customer to be filled in the form.
- Servicing Date should be entered to show next due service date.
- Installation date should be required, to offer 5 percent discount if applicable (Installed within last 3 years.
- Options to attach image as a proof on service done and/or to attach proof of installation date.
- Status workflow shall be implemented to rack in what state is current booking in (i.e., Booked, Rescheduled, On Premise, Completed.

3.1.2. Wireframe



The screenshot shows a web browser window titled "Book A Service" with the URL "https://services.sonicgasservice.com". The page content includes a header "Welcome to Sonic Gas Service Booking System". Below the header, there are three buttons: "Go Back to Bookings" on the left, and "Cancel" and "Save" on the right. The main content area is titled "Create Booking New Customer" and contains two stacked form sections: "Customer Details" and "Booking Details".

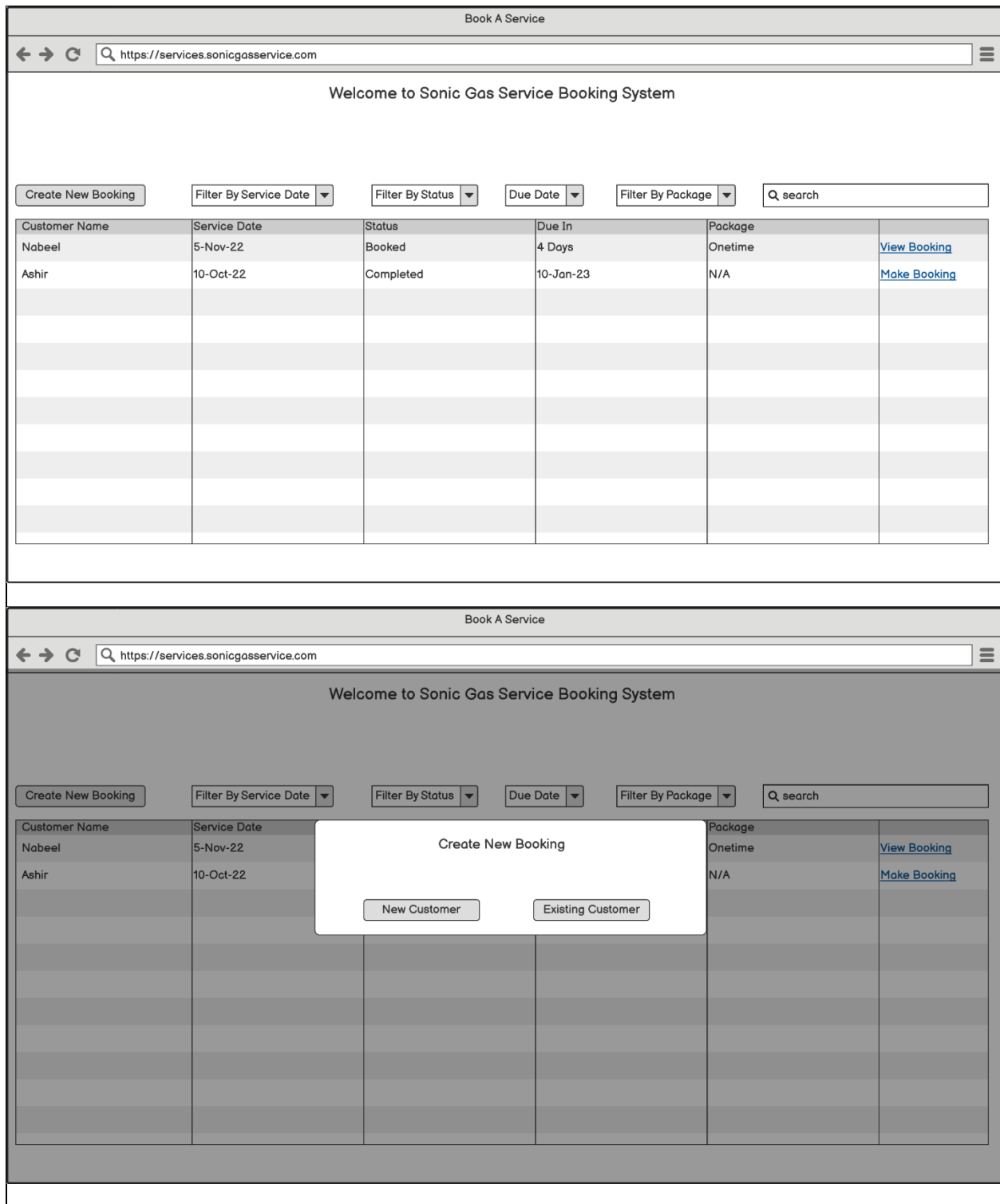
3.2. Adding Servicing Information for Existing Customers

A button will be added to book a service in the existing customer form, also on the customer lists screen. So that booking can easily be scheduled for any of the existing customers.

3.2.1. Acceptance Criteria

- Already existing customer information shall be updated/appended.
- If installation date is within last 3 years of an existing customer a 15 percent discount will be applied automatically.
- If installation date is more than 3 years old, and customer has never got a service booked will be offered a 10 percent discount of their first service.
- All the servicing information shall be made available to service due screen.
- Options to attach image as a proof on service being completed.
- Status workflow shall be implemented to track in what state is current booking in (i.e., Booked, Rescheduled, On Premise, Completed).

3.2.2. Wireframe



The screenshot shows a web browser window titled "Book A Service" with the URL "https://services.sonicgasservice.com". The page header says "Welcome to Sonic Gas Service Booking System". Below the header, there are three buttons: "Go Back to Bookings" on the left, and "Cancel" and "Save" on the right. The main content area is titled "Create Booking Existing Customer" and contains two sections: "Customer Details" and "Booking Details". The "Customer Details" section has a "Search for Customer" label and a search input field with a magnifying glass icon and the text "search". The "Booking Details" section is currently empty.

3.3. Viewing Serving Due Information

A screen to be created where all the information related to services being booked, rescheduled, or completed will be shown in a table, along with next due service date.

There should also be an option to filter services based on the status, servicing dates or due dates.

3.3.1. Acceptance Criteria

- Only customer who have got their service done or in booked state will be shown here.
- There should be an option to directly book a service from the following screen.
- Next due service should be shown here.
- In case of package, service shall automatically get booked within the tenure of package purchased.
- There should be an option to view previous service details along with the details for the new / booked service.

3.3.2. Wireframe

Book A Service

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https://services.sonicgasservice.com

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Welcome to Sonic Gas Service Booking System

Create New Booking

Filter By Service Date ▾

Filter By Status ▾

Due Date ▾

Filter By Package ▾

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search

Customer Name	Service Date	Status	Due In	Package	
Nabeel	5-Nov-22	Booked	4 Days	Onetime	View Booking
Ashir	10-Oct-22	Completed	10-Jan-23	N/A	Make Booking

Book A Service

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Welcome to Sonic Gas Service Booking System

Go Back to Bookings

Booking Details

4. Process Flow Diagram

