



TSTS Software Requirements

Doc. No.	TSTS-002
Est./Rev. on	07.07.2023
Rev. No.	1.0
Page	1 / 5

Tech Support Ticketing System Development Requirements

Product Name	RMXC Tech Support Ticketing System		
Model Name	-----	Serial No.	NA
H/W Version No.	-----	S/W Version No.	NA
Document Date	07/07/2023	Deadline for Delivery	-----
Manufacturing Company	RMXC Inc	Developing Country	Mexico

QUALIFIED / APPROVED		
Dev Team	R&D Manager	President
07/07/23		

Abstract:

The RMXC Tech Support Ticketing System is a software solution designed to streamline the management of support tickets for efficient customer support. This document presents an overview of the software requirements, categorized into identifiable sections for easy reference.

The requirements cover various aspects of the system, including user registration, user roles and permissions, ticket creation, ticket management, ticket escalation, ticket tracking and notifications, ticket resolution, reporting and analytics, security and data privacy, and customization and integration.

The system aims to provide a user-friendly interface accessible through web browsers and mobile devices, ensuring compatibility with popular platforms.

Key considerations include integration with email services for efficient communication, reliable data backup and storage mechanisms to ensure data integrity, and the availability of supporting infrastructure such as servers, networking equipment, and database systems.

The document serves as a reference for the development team, stakeholders, and other parties involved in the project.

R1) GUI

R1.1.- The software will have a button to create a ticket, update a ticket, close a ticket or delete a ticket.	
R1.2.- Under the 'Create Ticket' button, the system will register the date-time.	
R1.3.- Under the 'Create Ticket' button, the system will register the receiver of the call.	
R1.4.- Under the 'Create Ticket' button, the user will be able to register the name of the company needing tech support.	
R1.5.- Under the 'Create Ticket' button, the user will have a field to input the name of the caller.	
R1.6.- Under the 'Create Ticket' button, the user will be able to specify the status of the ticket.	
R1.7.- Under the 'Create Ticket' button, the user will have a field to register an additional call back phone number.	
R1.8.- Under the 'Create Ticket' button, the system will specify if this is a direct customer or a dealer. This will also be user-editable in case no information is available.	
R1.9.- Under the 'Create Ticket' button, the user will be able to specify if this is an RMXC, Examion or Assigned customer or dealer.	
R1.10.- Under the 'Create Ticket' button, the system will populate customer's data according to the company name (account number, default telephone number and email). This fields will be also editable in case there is no information related to the company name.	
R1.11.- Under the 'Create Ticket' button, the user will have a field to input /specify the customer's name.	
R1.12.- Under the 'Create Ticket' button, the user will have a field to input / specify the type of product.	
R1.13.- Under the 'Create Ticket' button, the user will have a field to input / specify the serial number of the product.	
R1.14.- Under the 'Create Ticket' button, the system will populate the fields of warranty and billing criteria. These fields will also be user editable in case there is no information related.	
R1.15.- Under the 'Create Ticket' button, the user will be able to put a description of the ticket.	
R1.16.- Under the 'Create Ticket' button, the user will have a field to include a TeamViewer session number.	

R1.17.- Under the 'Create Ticket' button, the user will have a field to input / specify who this ticket is assigned to.	
R1.18.- Under the 'Create Ticket' button, the user will have a field to register an additional call back phone number.	
R1.19.- Under the 'Create Ticket' button, the user will have a field to include a TeamViewer session number.	
R1.20.- Under the 'Create Ticket' button, the system will generate a ticket ID.	
R1.21.- Under the 'Create Ticket' button, the system will send an email to the assigned tech support agent.	
R1.22.- Under the 'Create Ticket' button, the system will provide a notification in the system seeable from all tech support agents.	
R1.23.- Under the 'Update Ticket' button, the system will register who is updating the ticket.	
R1.24.- Under the 'Update Ticket' button, the system will register the date-time of the update.	
R1.25.- Under the 'Update Ticket' button, the user will have a field to add the tech support action taken.	
R1.26.- Under the 'Update Ticket' button, the user will have a field to specify the time taken on this case up to the point where the ticket is being updated.	
R1.27.- Under the 'Update Ticket' button, the user will be able to modify all fields that were available when clicking the 'open' button, except the ones automatically populated such as date/time of opening, receiver of the call, caller and ticket ID.	
R1.28.- Under the 'Close Ticket' button, the user will be able to change the status of the ticket.	
R1.29.- Under the 'Close Ticket' button, the user will be able to add an invoice number if needed.	
R1.30.- Under the 'Close Ticket' button the system will send an email to the technical support assigned agents.	

User Registration

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User Roles and Permissions

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Ticket Creation



TSTS Software Requirements

Doc. No.	TSTS-002
Est./Rev. on	07.07.2023
Rev. No.	1.0
Page	4 / 5

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Ticket Management

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Ticket Escalation

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Ticket Tracking and Notifications

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Ticket Resolution

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Reporting and Analytics

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Security and Data Privacy

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Customization and Integration

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Performance Criteria

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Scalability

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TSTS Software Requirements

Doc. No.	TSTS-002
Est./Rev. on	07.07.2023
Rev. No.	1.0
Page	5 / 5

Search and retrieval Speed

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System Uptime

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