

CRM FR PAIR_3

Assumptions

Business Rules

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FR -2 – Password reset should be accessible for all Etiya users

FR - 3 - All Etiya users should be able to search customers.

FR - 4 - All Etiya users should be able to create a new customer.

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FR9- All Etiya users should be able to manage customer accounts for existing customers.

FR10- All Etiya users should be able to manage billing account details.

FR11- All Etiya users should be able to sell new products.

FR12- All Etiya users should be able to navigate through the system.

Assumptions

- AS 1 - It is assumed that each user's username is registered as `'firstname.lastname'` based on the information provided when registering. It is also assumed that each user's password is stored in the system.
- AS2- Campaigns and Offer Management will be done on their own pages.

Business Rules

- **BR1** - The input fields that are mandatory to fill, must have asterisk (*) icon next to their labels.
- **BR2 - General Input Restrictions**
 - **BR2.1** - A business must have a tax number consist of 11 numbers.
 - **BR2.2** - National ID number must have 11 numbers exactly.
 - **BR2.3** - Order ID must have 9 numbers exactly.
 - **BR2.4** - Account Number must have 10 numbers exactly.
 - **BR2.5** - Tax Number must have 9 numbers exactly.
 - **BR2.6** - Customer ID must have 12 numbers exactly.
- **BR3** - When a customer is created more than one or more than one address information can be added on 'Address Information' tab.
- **BR4** - To start a sale for a customer, the customer should have a billing account.
- **BR5** - When deciding the status of a customer billing account, the system will consider whether there are products purchased on that billing account. When there is a sale made on a billing account, and account status is passive, it will be turned into active automatically by system.
- **BR-6** - The addresses to be chosen in the billing account must be selected from the addresses entered by the user to that customer's account.
- **BR-7** - The active accounts cannot be deleted due to products they contain.
- **BR-8** -Without choosing a product, no campaign and offer can be chosen.
- **BR-9** -Campaigns are based on products.
- **BR-10** -Offers are based on customers.
- **BR-11** - The system should execute validation rules based on the following criteria:

- All offers in the cart must be active.
 - At least one offer must be derived from a source.
 - At least one offer must be from an activation source.
 - At least one offer must be from an activation service.
 - **BR-12** - In case of a technical error that is not listed in this SRS, a warning message should be displayed to the customer 'There is a system error! We cannot continue with your process' in a pop-up. The pop-up should have a close icon to close the pop-up.
 - **BR-13**- To create a new customer, customer's demographic, contact medium and address information must be recorded.
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FR –1 – All Etiya users should be able to login to the system.

- **FR1 - ACC 1** - On login page there must be inputs, buttons, labels as below.
 - **ACC 1.1** - text label as '**Sign in with your organizational account.**'
 - **ACC 1.2 - required**, 'Username' titled username textbox input:
 - **ACC 1.2.1:** Inside of textbox, on the left: There must be placeholder named 'Enter Your Username'
 - **ACC 1.3 - required**, 'Password' titled textbox input:
 - Outside of textbox, on the right: There must eye shaped button. The password should not be seen unless the eye shaped button to make it visible is clicked next to the password input field.
 - **ACC 1.4** - Login button: 'Login' text should be written on the button.
 - **ACC 1.5** - When the user checks the 'Remember me' titled checkbox, next times user enters the system username input field should be filled with previous input to that field.

- **ACC 1.6** - 'Forgot Password' titled hyperlink.
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- **FR1 - ACC 2** - All required fields (username and password) must be filled before the 'Login' button becomes active.
- **FR1 - ACC 3** - For successful login user must enter valid username and password, and they must match to the record in the database.
- **FR1 - ACC 4** - When user enters inputs while Caps Lock is open or with invalid credentials, the system displays a small warning. ***'Please enter valid credentials!'***
- **FR1 - ACC 5** - After user filled valid username and password, login button will be clickable.
- **FR1 - ACC 6** - After successful login 'Search Customer' page should be displayed. There must be no intermediate error screens or interruptions during the redirection.
- **FR1 - ACC 7** - When the user enters a username that is not found in the database, or the user enters a valid username but the wrong password, the system displays the message ***'Wrong username or password. Please try again.'*** Before a new login attempt, page and its inputs will be refreshed.
- **FR1 - ACC 8** - When the number of failed login attempts reaches 4, the account should be temporarily locked, and the user should be shown an informative message ***'Due to your failed login attempts, your accounts will be blocked for 15 minutes!'***. Before a new login attempt, page and its inputs will be refreshed. During lock time, pop-up will stay on the screen.
- **FR1 - ACC 9** - The login form should support browser autofill to allow users to automatically complete their previous login information in case the user allows browser.
- **FR1 - ACC 10** - When user begins to enter password, the password input field must display with asterisk (*).
- **FR1 - ACC 11** - Once user login successfully enters the system, username and profession must be displayed on the 'Etiya top bar' upright corner.

- **FR1 - ACC 12** - Users must be able to access 'Password Reset' page by clicking 'Forgot Password' hyperlink. (FR-2)

FR –2 – Password reset should be accessible for all Etiya users

- **FR2 - ACC 1** - Users who forget their password must be able to reset it by clicking the 'Forgot Password' hyperlink in the login page and directed to 'Password Reset' page. **(FR1-ACC 10)**
- **FR2 - ACC 4**-There must be a group of caution that tells user what the constraints are to create new password above the first new password input.
 - Security Reminders
 - 1 - *'Regular Updates: Change your passwords periodically and consider using a password manager for better security.'*
 - 2 - *'Don't use easily can be guessed information like birthdays or special dates.'*
 - Real-time validation
 - 1 - *'Ensure that you do not enter the same password as your last 3 passwords.'*
 - 2 - *'Use at least 8 characters, including at least one uppercase letter, one lowercase letter, one digit, and one special character (e.g.!, @, #, \$).'*
- **FR2 - ACC 5** - Both of real-time validations will be red as default. If users enter new passwords according to rules above related rule sentence will turns to the green, otherwise real-time validations stay as red.
- **FR2 - ACC 6** - Only after the user enters two password inputs in accordance with validation 'Reset Password' button must be active. (FIGMA: *empty_new_password ⇒ full_valid_new_password*)

- **FR2 - ACC 6.1** - If password inputs do not match with each other display '2 password fields do not match with each other!' warning message.
 - **FR2 - ACC 7** - When the user clicks 'Reset Password' button, pop-up with 'Your Password Has Been Changed' text. (*FIGMA: password_changed_pop_up*)
 - **ACC 7.1** - User should be redirected to 'Login Page'.
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FR - 3 - All Etiya users should be able to search customers.

- **FR3 - ACC 1** - Users should be able to search B2B and B2C type of customers by using filter via search page.
- **FR3 - ACC 2** - In filter B2C tab will be displayed as default. User can also choose B2B tab. According to these tabs filters will be changed. B2B is not in the scope of this project, thus it will be only mentioned as a complementary object.
- **FR3 - ACC 3** - When B2C tab is opened all customers will be listed.
- **FR3 - ACC 4** - When B2C tab is selected its related filters should be displayed on the search page. These filters should be input.
 - **NAT ID Number** (int): This should be displayed with a placeholder (_ _ _ _). (BR-2.2)
 - **Customer ID** (int): This should be displayed with placeholder (_ _ _ _). (BR-2.6)
 - **Account Number** (int): This should be displayed with placeholder (_ _ _ _). (BR-2.4)

- **GSM Number** (int): GSM number must have a placeholder such as **(+90_ _ _ _ _ _ _ _)**. The country code '+90' must stay passive to help user to understand system accepts only phone numbers from Turkey.
 - **First Name** (char)
 - **Middle Name** (char)
 - **Last Name** (char)
 - **Order ID** (int): This should be displayed with placeholder **(_ _ _ _)**. (BR-2.3)
- **FR3 - ACC 5** - When all filters are empty, search button is disabled. When at least one filter field is filled with at least 2 characters or numbers, search button is enabled. The results will contain not only exact values but also similar values.
 - **FR3 - ACC 6** - User must be warned for the text inputs for input fields designated as integer with **'Only numeric values!'** written under the input field in red.
 - **FR3 - ACC 7** - User must be warned for the numeric inputs for input fields designated as string with **'Only text values!'** written under the input field in red.
 - **FR3 - ACC 8** - Applicable for B2C tab, apart from displaying the entire list, it is also sufficient to enter at least one input to filter matching customers.
 - **Pagination** will be applied to the customer list. A maximum of 20 customers will be displayed per page, and the user can navigate to subsequent pages if there are more than 20 matching results.
 - **FR3 - ACC 9** - Above of result section there must be sorting filter as dropdown menu:
 - **ACC 9.1** - All customers will be displayed according to Customer ID as default.
 - **ACC 9.2** - Each tab ought to have its own sorting filters.
 - **ACC 9.3** - B2C sorting menu options:
 - Ascending Customer ID

- Descending Customer ID
 - Ascending First Name
 - Descending First Name
 - Ascending Last Name
 - Descending Last Name
 - Ascending ID Number
 - Descending ID Number
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- **FR3 - ACC 10** - When the user clicks on the value in the 'Customer ID' column of any customer displayed in the result field, the 'Customer Information' page for that customer should be displayed. 'Customer ID' values should be displayed as blue-colored hyperlink to show user that its clickable. **(FR-5)**
 - **FR3 - ACC 11** - When any of the values entered to the input fields doesn't match with the any information of customer ***'No customer was found! Would you like to create the customer?'*** message must be displayed to user as pop-up.
 - **FR3 - ACC 12** - Clicking upon 'Yes' on the ***'No customer was found! Would you like to create the customer?'*** message, 'Demographic Information' page should be displayed. If 'No' is selected, the pop-up will close and return to the 'Customer Search' page.
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FR - 4 - All Etiya users should be able to create a new customer.

- **FR4 - ACC 1** - There must be two ways for users to redirect to 'Create Customer' section:
 - ACC 1.1 - On the 'Search Customer' page, when clicking 'Yes' on the '**No customer was found! Would you like to create the customer?**' pop-up, the 'Demographic Information' page corresponding to the B2C tab should be displayed.
 - **ACC 1.1.1** - If on the B2C tab, the B2C 'Demographic Information' page will open.

(FR3-ACC 11)

- ACC 1.2 - On all pages from the menu on the right upper corner, user should be able to display 'Demographic Information' page.
- **FR4 -SR1** - To create a customer user must enter Demographic Information.
 - **FR4 - SR1- ACC 1:** These data must be entered to Demographic Information page below listed fields:
 - **First Name** (mandatory)
 - **Middle Name** (optional)
 - **Last Name** (mandatory)
 - **Birth Date** (mandatory): This should be displayed with a placeholder ('MM/DD/YYYY').
 - **Gender** (mandatory): This must be selected from a dropdown. The dropdown values must be 'Male' and 'Female'.
 - **Father Name** (optional)
 - **Mother Name** (optional)
 - **Turkish Nationality** (mandatory)
 - **Nationality ID** (optional): This should be displayed with a placeholder (_ _ _ _ _). (BR-2.2)
 - **FR4 - SR1- ACC 2-** When user checks the 'Turkish Nationality' checkbox, Nationality ID input field must become active and mandatory to fill.

- **FR4 - SR1- ACC 3** - On the 'Demographic Information' page, there must be 2 buttons. One of them being 'Exit' and the other is 'Next'.
 - **SR1 - ACC 3.1** - In all pages of the 'Create Customer' section, the 'Next' button at the bottom right should not be active until the required input fields are filled in.
 - **SR1 - ACC 3.2** - The 'Previous' button should be located to the left of the 'Next' button **with the second page** and should be active under all circumstances.
 - **SR1 - ACC 3.3** - The 'Exit' button at the bottom left should always be active.
- **FR4 - SR1 - ACC 4** - If the user clicks on the 'Exit' button, a pop-up with the warning message **'Are you sure you want to exit without saving customer information?'** with a 'Confirm' button at the bottom left and a 'Cancel' button at the bottom right should be displayed.
 - **SR1 - ACC 4.1** - If the user clicks the 'Cancel' button, the pop-up closes, and the user continues from where they left off.
 - **SR1 - ACC 4.2** - If the user clicks on the 'Confirm' button, they should be directed to the 'Customer Search' page.
- **FR4 - SR1 - ACC 5** - If the user clicks the 'Confirm' button, **"Are you sure you want to cancel the customer creation process?"** question is displayed to the user.
 - **SR1 - ACC 5.1** - If the user clicks on the 'Yes' button customer is directed to the 'Customer Search' page.
 - **SR1 - ACC 5.2** - If the user clicks on the 'No' button, pop-up is closed, and process continues.
- **FR4 - SR1 - ACC 6** - If the user clicks the 'Next' button, Nationality ID input must be checked to see whether there is an existing customer in the system already.
 - **SR1 - ACC 6.1** - If there are, **'A customer already exists with this Nationality ID'** pop-up must be shown to the user. Pop-up dialog box must have close icon in the upper right corner.

- **SR1 - ACC 6.2** - If there is not a matching National ID in the system, user is directed to the 'Address Information' page.
- **FR4 - SR2** - To create a customer user must enter Address Information.
 - **FR4 - SR2 - ACC 1** - To add address information to the customer 'Add New Address' button should be clicked on the 'Address Information' page of 'Create Customer' section.
 - **FR4 - SR2 - ACC 2** - A pop-up opens with 'Cancel' and 'Save' buttons. 'Cancel' button should close the pop-up. 'Save' button saves the information and also closes the pop-up.
 - **FR4 - SR2 - ACC 2.1** - When the user clicks on the 'Cancel' button, there should be a warning message ***'You are abandoning the address entry process!'*** with 'Cancel' and a 'Confirm' button.
 - If user clicks 'Cancel' button pop-up closes and user can continue to address creation
 - If user clicks 'Confirm' button pop-up closes and user is redirected to address info tab without saving any information.
 - **FR4 - SR2 - ACC 2.2** - Pop-up must have below fields:
 - **Address Name** (mandatory)
 - **House/Flat Number** (mandatory)
 - **Street** (mandatory)
 - **Neighborhood** (mandatory)
 - **District** (mandatory)
 - **City** (mandatory)
 - **Address Description** (mandatory)
 - **FR4 - SR2 - ACC 3** - When pop-up closes, all previously saved addresses must be listed in full text form and 'Add New Address' button should be displayed on the page. (For list format, please refer to the mockup HFHFFK)

- **FR4 - SR2 - ACC 4** - On the left side of address items, there should be radio buttons to select one address as primary. When there is one address item for an existing customer, it is chosen as primary address. Radio button is clicked automatically. Radio buttons are labeled with 'Primary Address'.
- **FR4 - SR2- ACC 5** - When there is more than one address item for a customer, address with clicked radio button will be chosen as primary address and will be displayed in address related fields.
- **FR4 - SR2 - ACC 6** - Please refer to the FR7 - ACC3 to ACC4 for 'Delete' button related functions.
- **FR4 - SR2 - ACC 7** - In 'Address Information' page there must be 2 buttons below the page as 'Previous' and 'Next'. Clicking upon 'Previous' button, user should be directed to the 'Demographic Information' page.
- **FR4 - SR2 - ACC 8** - 'Next' button should not be activated until all the mandatory input fields are filled.
- **FR4 - SR2 - ACC 9** - When user clicks the 'Next' button, 'Contact Medium' page is displayed.
- **FR4 - SR3** - To create a customer user must enter Contact Information.
 - **FR4 - SR3 - ACC 1** - On 'Contact Medium' page, there must be 'Previous' button that directs the user to the 'Address Information' page, 'Create' button that completes the 'Create customer' section. Also, there must be these input fields:
 - **Email (mandatory)**
 - **Home Phone (optional):** Home phone must have a placeholder such as (+90_ _ _ _ _ _ _ _ _ _). '+90' section must stay passive to help user to understand system accepts only phone numbers for Turkey.
 - **Mobile Phone (mandatory):** Mobile phone must have a placeholder such as:
 - **(+90_ _ _ _ _ _ _ _ _ _).** '+90' section must stay passive to help user to understand system accepts only phone numbers for Turkey.
 - Fax (optional)

- **FR4 - SR3 - ACC 1.1** - 'Create' button should not be activated until all the mandatory input fields are filled.
- **FR4 - SR3 - ACC 2** - When user clicks 'Create' button on the last page, 'Customer Information' page must be displayed for the recently added customer.

FR - 5 - All Etiya users should be able to update the information on the 'Demographic Information' tab

- **FR5 - ACC 1** - There must be two ways for user to display the 'Demographic Information' tab:
 - **ACC 1.1** - When the user clicks on the blue-colored hyperlink value in the 'Customer ID' column of any customer displayed in the result field in the 'Search Customers', the 'Demographic Information' tab for that customer should be displayed. **(FR-3-ACC-10)**
 - **ACC 1.2** - The user should be automatically redirected to the 'Demographic Information' tab of the newly created customer of 'Customer Information' page when the customer creation process is completed. **(FR4 - ACC 17)**
- **FR5 - ACC 2** - On the 'Demographic Information' tab, there are pen icon as 'edit' button and trash icon as 'delete' button in the upper right corner of each tab of the 'Customer Information' page.
- **FR5 - ACC 3** - When the user clicks on the pen icon on the 'Demographic Information' tab, inputs on the tab should be filled with current values and editable.
- **FR5 - ACC 4** - On the editable tab there must be 'Cancel' and 'Save' buttons.
 - **ACC 4.1** - When the user clicks 'Save' button, user should be able redirected to the 'Demographic Information' tab of related customer and be able to view the last updated information just saved.

- **ACC 4.1.1** - When user clicks the 'Save' button, when there are empty fields among the mandatory fields, a pop-up message will show up with a message of 'Please fill all the mandatory fields!'.
- **FR5 - ACC 4.2** - When the user clicks 'Cancel' button, user should be able redirected to related tab of 'Customer Information' page of related customer be able to view that the information available before clicking on the edit remains unchanged.
- **FR5 - ACC 5** - When Nationality Id input field is updated, again system should check for matching nationality ID among existing customers.
 - **ACC 5.1** - When nationality ID matches with an existing customer, a pop-up will be displayed with message of 'A customer already exists with this Nationality ID'.
 - **ACC 5.1.1** - After the user closes this warning message, the user should be able to exit the process or update the data.
 - **FR5 - ACC 5.2** - When there is no matching customer, customer record is updated, and "Demographic Information" tab is displayed.

FR - 6 - All Etiya users should be able to delete existing customers

- **FR6 - ACC 1** - When the user clicks on the trash icon on the 'Demographic Information' tab, a pop-up with the message: **"Are you sure to delete this customer?"** with 'Cancel' and 'Confirm' buttons must be displayed.
 - **ACC 1.1** - If user clicks 'Cancel' button, record must not be deleted. When user clicks the 'Cancel' button, pop-up closes, and user is directed to the 'Demographic Information' tab.
 - **ACC 1.2** - If user clicks the 'Confirm' button, the record must be deleted. In either condition, pop-up should be closed. When the user presses the "Confirm" button, the system should query whether this customer has active products.
- **FR6 - ACC 2** - When the user clicks on the trash icon on the 'Demographic Information' tab and the customer has active products:

The system should display the pop-up with warning message 'Since the customer has active products, the customer cannot be deleted.' to the user. The customer can not be deleted, user closes the popup with close icon, 'Demographic Information' tab is displayed again.

- **FR6 - ACC 3** - If the customer has no active products:

The system should successfully delete the customer, should display a pop-up with the message for 10 seconds: **'Customer has been successfully deleted.'** and redirect the user to the 'Customer Search' page.

FR - 7 - All Etiya users should be able to update customer address information

- **FR7 - ACC 1** - On the address tab of the 'Customer Information' page, all customer addresses should be listed.
- **FR7 - ACC 2**- All list items should have three-dot icons next to them on the right, when the user clicks on the three-dot icon there should be 'Edit' and 'Delete' options.
- **FR7 - ACC 3** - When user has only one address item, 'Delete' option should stay passive. (**FR4 - ACC 12**)
- **FR7 - ACC 4** - If user clicks the 'Delete' button, a pop-up with message of **'Are you sure you want to delete this record?'** with 'Cancel' and 'Confirm' buttons must be displayed.
 - ACC 4.1 - If user clicks 'Cancel' button, record must not be deleted.
 - ACC 4.2 - If user clicks the 'Confirm' button, the record must be deleted. In either condition, pop-up should be closed.
- **FR7 - ACC 5** - When the user clicks on the 'Edit' button, an edit form should open where the address information can be updated.
 - ACC 5.1 - In the edit form, the user should be able to edit the existing address information and save the changes by pressing the 'Save' button or cancel the update process by pressing the 'Cancel' button.

- **FR7 - ACC 6** - Please refer to the FR4 - ACC 9 to ACC 11 for adding new address to an existing customer.

FR-8- All Etiya users should be able to edit contact medium

- **FR8 - ACC 1** - When the user clicks on the pen icon on the 'Contact Medium' tab of the 'Customer Information' page, inputs on the related tab should be filled with current values and editable.
- **FR8 - ACC 2** - On the editable tab there must be 'Cancel' and 'Save' buttons.
 - **ACC 2.1** - When the user clicks 'Save' button, user should be able redirected to 'Contact Medium' tab of related customer and be able to view the last updated information just saved.
 - **ACC 2.1.1** - When user clicks the 'Save' button, when there are empty fields among the mandatory fields, a pop-up message will show up with a message of **'Please fill all the mandatory fields!'**.
 - **ACC 2.1.2.**-When the user fills in all the mandatory fields and clicks the 'Save' button, the system should validate the entered data for format and correctness. If any field contains invalid data, a pop-up message will appear with the appropriate error message: **"One or more fields contain invalid data. Please review the highlighted fields and correct the errors before saving."**
 - **ACC 2.2** - When the user clicks 'Cancel' button, user should be able redirected to 'Contact Medium' tab of related customer be able to view that the information available before clicking on the edit remains unchanged.

FR9- All Etiya users should be able to manage customer accounts for existing customers.

- **FR9 - ACC 1** - When the user clicks on the 'Customer Account' tab, a screen will open where they can view the customer's billing accounts. If the customer does not have any billing accounts, no table will be displayed on the screen.
- **FR9 - ACC 2** - On the 'Customer Account' tab, invoice in the table showing the details of the accounts areas to be found:
 - **Account Status** (mandatory)(**BR-5**)
 - **Account Number** (int): This area must have a placeholder such as (_ _ _ _ _ _ _ _ _ _).
 - **Account Name** (mandatory)
 - **Account Type** (mandatory)
- **FR9 - ACC 3** - The user can create a new billing account and view and manage existing billing accounts.
- **FR9 - ACC 4** - There will be a 'Create New Account' button at the top left of the table, clicking this button will open the 'Create Billing Account' pop up.
- **FR9 - ACC 5** - When the 'Creating Billing Account' pop up is opened, the following information must be entered:
 - **Account Name** (mandatory)
 - **Account Description** (mandatory)
 - **Address** (mandatory)
- **FR9 - ACC 6** - There will be an 'Add Address' dropdown in the address field. The items of the address dropdown are the names of customer's registered addresses. The address information to be used here will be selected from the user's addresses registered in the system. After address is chosen, on the right textbox chosen address will be displayed. For chosen another address, user can click the close icon on the right text box. (BR-6)
- **FR9 - ACC 7** - There will be 'Create' and 'Cancel' buttons at the bottom of the page.
 - **ACC 7.1** - When the user enters the required information and clicks the 'Create' button, the billing account will be created. After clicking 'Create', the user will be redirected to the 'Customer Account' page.

- **ACC 7.2** - When the 'Cancel' button is pressed, **'You are canceling the billing account creation process. Are you sure?'** message will pop-up with the 'Yes' and 'No' choice buttons. If the user clicks 'Yes' on the pop-up, the billing account creation process will be canceled, and the user will be redirected to the 'Customer Account' page.
- **FR9 - ACC 8** - After successful creation, a confirmation message should be displayed, and the new billing account should appear in the table.
- **FR9 - ACC 9** - Each billing account detail will contain a pen icon and a trash icon.
 - **ACC 9.1** - The pen icon will redirect user to the 'Create Billing Account' pop up. The fields here will be filled with the entered information and will be editable.
 - **ACC 9.2** - Trash icon will delete the existing billing account. If there is a product in the billing account, the trash icon will remain passive (**BR-7**). When this icon is clicked **'You are about to delete the billing account. Are you sure?'** message will pop-up with the 'Cancel' and 'Confirm' button.
 - **ACC 9.2.1** - When the Confirm button is pressed, the user is shown the warning message **'Billing account deleted successfully'**.

FR10- All Etiya users should be able to manage billing account details.

- **FR10 - ACC 1** - In the table on the 'Customer Account' tab of 'Customer Information', the products linked to each billing account will be displayed. The up/down arrow on the left side of each row will be used to show/hide.
- **FR10 - ACC 2** - Products linked to each billing account, in the table in the detail of the billing account will be displayed. In the relevant table areas to be shown:
 - **Product ID**
 - **Product Name**
 - **Campaign Name**
 - **Campaign ID**

- **FR10 - ACC 3** - There will be a trash icon and an eye icon on the right side of the product information table.
- **FR10 - ACC 4** - When the eye icon next to the 'Product Information' table is clicked, the detailed information of the relevant product will open in a modal screen. Information that will appear on the modal screen:
 - **Product Offer Name**
 - **Product Offer ID**
 - **Product Spec ID**
 - **Service Start Date**
 - **Service Address**
- **FR10 - ACC 5** - Information on the modal screen are queried from database based on product and customer.
- **FR10 - ACC 6** - Next to the 'Product Information' table clicking on the trash icon will initiate the product cancellation process. However, since this process will not be performed within the scope of the project, this business interaction will not be described in this document.
- **FR10 - ACC 7** - There will be 'Start New Sale', 'Transfer' and 'Service Address Change' buttons just below the table.

FR11- All Etiya users should be able to sell new products.

- **FR11-SR1**- New sale for a customer should start with choosing a product, offer and sale.
 - **FR11 - SR1 -ACC 1** - When the user clicks on the 'Start New Sale' button, the 'Sale Selection' page should open.
 - **FR11 - SR1 - ACC 2** - Catalog, campaign and offer information should be presented in separate tabs on the left side. The user should be able to select products, campaigns and offers from all three tabs. Selected

products should be added to the cart by clicking the 'Add to Cart' button. The 'Add to Cart' button will be located between the tabs and the cart area.

- **FR11 - SR1 - ACC 3** - After searching in the 'Catalog', 'Campaign' and 'Offer' tabs, the results will be sorted in ascending order according to each tab's own ID attribute.
 - The catalog should be searchable by 'Product ID' and 'Product Name'.
 - The campaign should be searchable by 'Campaign ID' and 'Campaign Name'.
 - The offer should be searchable by 'Offer ID' and 'Offer Name'.
- **FR11 - SR1 - ACC 4** - On 'Catalog' tab all products available are listed.
 - Fields that should appear in the 'Catalog' tab:
 - Product ID
 - Product Name
- **FR11 - SR1 - ACC 5** - On 'Campaign' tab, campaigns are listed based on selected products in the 'Catalog' tab.
 - Fields that should appear in the campaign tab:
 - Campaign ID
 - Campaign Name
 - Campaign End Date
- **FR11 - SR1 - ACC 6** - On 'Offer' tab, offers available to that customer are listed.
 - Fields that should appear in the offer tab:
 - Offer ID
 - Product ID
 - Offer Name
 - Discount Percentage
- **FR11 - SR1 - ACC 7** - After choosing the product, user can choose 'Offer' and 'Campaign' from related tabs based on a chosen product.

- The user can choose both an offer and a campaign and they can be chosen after selecting the product for a customer. (BR-8).
- **FR11 - SR1 -ACC 8**-On 'Cart' tab, items available to that customer are listed.
 - Fields that should appear in the 'Cart' tab:
 - Product Name
 - Product ID
 - Price
 - Total Amount
- **FR11 - SR1 -ACC 9** - A 'Clear' button will be available to empty the cart. Upon clicking this button, the cart will be cleared entirely.
- **FR11 - SR1 -ACC 10** - If there is at least one product in the cart, the 'Next' button should be active, otherwise it should remain inactive, the user should be directed to the 'Product Configuration' screen with the 'Next' button.
- **FR11 - SR1 -ACC 11**- If any validation rules fail, appropriate error messages should be displayed to the user, indicating the issue with the cart contents.
- **FR11 - SR1 -ACC 12** - When the user adds two or more products or campaigns that are mutually exclusive, there is an error message written below the cart in red; ***'The selected products are incompatible. Please remove conflicting products or campaigns from your cart.'***
- **FR11 - SR1 -ACC 13** - When the user selects a campaign that requires specific products to be in the cart (e.g., a discount campaign that applies only when certain products are purchased together), but the user has not added all the required products, Then the system should display the following error message written below the cart in red : ***'The selected campaign cannot be added to the cart without the required products. Please ensure all campaign prerequisites are met.'***
- **FR11 - SR1 -ACC 14** - When the user adds an offer or campaign that requires a minimum cart amount (e.g., the total value of products in the cart must meet a specific threshold to apply the discount or promotion), but the total cart amount is less than the required threshold, Then the

system should display the following error message written below the cart in red: ***'The required cart amount for applying this offer or campaign has not been reached. Please add more items to meet the required total.'***

- **FR11 - SR1 - ACC 15** - The user should be able to enter the required specification information (product features, options, etc.) for each product.
- **FR11 - SR2** - To complete the sale, configuration of the selected products must be done:
 - **FR11 - SR2 - ACC 1** - On the 'Product Configuration' page, the products added to the cart appear as a list. Product ID and product name appear for each product. The fillable specification fields of these products should be specified below them.
 - **FR11 - SR2 - ACC 2** - The 'Next' button will remain inactive unless the user fills in the required specification and address information. When the 'Next' button is active and clicked, the 'Submit' screen will open. Address information must be selected from the registered addresses. The "Previous" button returns to the "Sale Selection" page.
 - **FR11 - SR2 - ACC 3** - When the 'Submit' screen is opened, the details of the products configured here should be displayed.
 - **FR11 - SR2 - ACC 4** - When the user clicks 'Submit', the order needs to be transmitted to the middle tier and processed.
 - **FR11 - SR2 - ACC 5** - When the 'Previous' button is clicked, the user should go back to the 'Product Configuration' screen.

FR12- All Etiya users should be able to navigate through the system.

- **FR12 - ACC1** - When the user is on any page, clicking on the menu icon (hamburger menu) should display a menu with the options: "Customer Search," "Customer Information" and "Log out."

- **FR12 - ACC2** - When the menu is open and the user clicks on the "Customer Search" option, the system should navigate the user to the "Customer Search" page.
- **FR12 - ACC3** - When the menu is open and the user clicks on the "Customer Information" option, the system should navigate the user to the "Customer Information" page.
- **FR12 - ACC4** - When the menu is open and the user clicks on the "Log out" option, the system should log the user out and redirect them to the login page.
- **FR12 - ACC5** - The menu icon (hamburger menu) should be visible on all pages, and the user should be able to access this menu from every page.
- **FR12 - ACC5** -Any redirection from customer creation, customer update or sale pages is resulted in uncompleted process and all data given are deleted from the memory, in other words they are not saved automatically user can not continue from where he/she left off. User will be informed with a pop-up message of 'You are leaving the process, your data will not be saved!'.
 - **FR12 - ACC5.1** -Pop up will have 'Confirm' and 'Cancel' buttons. Cancel button directs user to the same page. Confirm button directs user to the chosen option.