

Assumptions and Constraints:

Assumptions are made to explain situations and dependencies where the project has no control or power over external factors and decisions.

Assumption ID	Description	Related BR/FR
AS-001	<i>It is assumed that users are defined in the system.</i>	ALL
AS-002	<i>In this document, it is assumed that the operations described as deletion will not physically remove the relevant records from the system; instead, their statuses will be updated.</i>	ALL
AS-003	The B2B tab will be disabled on the menu bar and will not be described, as tab transitions are not within the scope of this project.	ALL

Business Rules (BRs):

- **BR001:** The system should not allow invalid characters. Only valid characters are accepted.
- **BR002:** The NAT ID number field should only accept numeric characters. Any non-numeric entries should be rejected.
- **BR003:** Username requirements:
 - Textual format.
 - Minimum 11 and maximum 254 characters.
 - Must be unique.
 - Must follow the email format.
- **BR004:** Password requirements:
 - Textual format.
 - Length between 8 and 16 characters.
 - Must include at least one uppercase letter, one lowercase letter, and one number.
- **BR005:** NAT ID entry is limited to 11 numeric characters.

- **BR005.1:** When the user enters less than min characters for the NAT ID, an error message should appear: “NAT ID must be 11 characters.”
- **BR006:** Customer name fields (First, Middle, Last, Mother's, Father's) should allow only textual (alphabetic) characters, with a minimum of 2 and a maximum of 20 characters.
- **BR007:** Gender selection is limited to 3 options with dropdown: female, male and others.
- **BR008:** GSM, Fax, Home phone number requirements:
 - Must contain exactly 10 numeric characters (excluding the +90 prefix).
 - Only numeric input is allowed.
- **BR008.1:** When the user enters less than min characters for:
 - GSM number,
 - Fax number,
 - Home phone,
 - Order ID,
 - Account number, an error message should appear: “(field name) must be 10 characters.”
- **BR009:** Email address requirements:
 - Textual format.
 - Length between 11 and 254 characters.
 - Must be unique.
- **BR010:** Address fields should comply with the following constraints:
 - Street, House/Flat Number, and Address Description: Minimum 1 and maximum 200 alphanumeric characters.
 - The system should allow the user to select the customer's city from a dropdown menu. When the user types the first two characters, the dropdown should filter and display only matching cities.
 - The system should allow the user to select the customer's district from a dropdown menu. The district dropdown should be enabled only after a city is selected. When the user types the first two characters, the dropdown should filter and display only matching districts.
- **BR010.1:** Default address selection should be available via a radio button.
- **BR011:** For numeric fields Account Number, and Order ID, the system should enforce a 10-character length restriction.
- **BR011.1:** The Customer ID must be unique for each customer in the system and must not exceed 10 characters in length. Each new customer record

should automatically be assigned a sequentially incremented Customer ID by the system.

- **BR012:** When the user enters less than min characters for the (field name), an error message should appear: “(field name) must be (min) characters long.”
- **BR012.1:** When the user tries to enter more characters than the validation rules allow, they should not be able to continue typing.
- **BR013:** If there is a problem with the system’s functional actions. The system should display “There has been a problem. Please try again.” message.
- **BR014:** The system should allow the user to select the customer's date of birth using a calendar component.
- **BR015:** An email address must be in a valid format, containing an "@" symbol and a domain (e.g., example@domain.com). The system should validate the format and display an “Please enter email in format” message if the email is not in the correct format.
- **BR016:** When adding a new address pop-up, the following guideline should be followed:
 - a. There should be a “Cancel” button.
 - b. When there are changes, a pop-up should be displayed stating “Your changes have not been saved. Are you sure?” with the options “Yes” and “No”.
 - c. When the option is “Yes”, the pop-up should be closed automatically.
 - d. When the option is “No”, the warning message disappears, and the user should be returned to the “Add New address” pop-up.
 - e. When the user clicks the “Save” button, the pop-up should be closed and saved automatically.
 - f. The system should inform the user by displaying a message saying, “The new address has been added successfully.”
- **BR017:** The system must verify whether the NAT ID already exists. If it does, an error message should be displayed stating, “This customer already exists.”
- **BR018:** The button should remain disabled until all required fields are filled. E.g. While filling out the user fields, once any character is entered, the "Next/Login/Save/Create" button on the respective screen becomes active. Validation should be performed after the user clicks the button, and if there is an error, an error message should be returned for the relevant field.

FR_CRM_1: Users should be able to login to the system.

- ACC: User should login to the system by entering following fields:
 - Username (**BR003**)
 - Password (**BR004**)
- ACC: The "Login" button should remain disabled until all required fields are filled. (**BR018**) (See mockup – Login Screen)
 - ACC: When the user enters the correct credentials and clicks the "Login" button, the system must verify the user by comparing this information with the records contained in the database.
- ACC: When the user has made 5 incorrect login attempts, the user's account should be locked.
 - ACC: The system should be locked after 5 incorrect login attempts and the "login" button should be disabled.
 - ACC: User has 5 incorrect attempts. When 5 incorrect attempts are made in a row, the user's account should be locked. And the system shows the message saying "Incorrect username or password. Please try again. You have X attempts remaining." after each incorrect attempt.
 - ACC: When the user logs in to the system correctly without reaching 5 failed attempts, the "X remaining attempts" will be reset. After that, the user will have 5 failed attempts again for an unlimited duration.
 - ACC: When the user account is locked, administrative intervention is required. A warning message should be displayed stating "Your account has been locked. Please contact your administrator." (See mockup – Login Screen-5 wrong attempts)
 - ACC: Initially, the status is 0, but after 5 incorrect login attempts, it changes to 'is locked' and becomes 1 in the database. A status of 0 means the account is fine, while 1 means it is locked.
- ACC: When the user types their password in the password field, the characters should be masked (displayed as asterisks).
- ACC: The password that is already hidden behind the asterisks should be shown while the eye icon is being clicked. When the user stops clicking it should be masked immediately.
- ACC: When the user successfully logs in, the user icon should appear in the top-right corner along with user's first name, last name and title.

- ACC: When the Username and Password information matches the information in the database, the user should be directed to the “Customer Search” page.

FR_CRM_2: Users should be able to navigate between tabs.

- ACC: After the user logs in, they should be able to select from the B2B and B2C options on the menu bar and access the dropdown options to “Create Customer” and “Search for Customer” next to the relevant tab.
- ACC: While the user is editing and any pop-up is open, the B2C and B2B dropdown fields will be disabled.

FR_CRM_3: Users should be able to search for customers.

- ACC: The user should be able to search for a customer by entering the following criteria after *clicking the “Search” button. (mockup)*
 - NAT ID
 - Customer Id
 - Account Number
 - First Name
 - Middle Name
 - Last Name
 - GSM Number
- ACC: The “Search” button will remain inactive until the user fills any fields.
- ACC: The user should be able to enter Nat ID field. Nat ID character restrictions (**BR002, BR005, BR005.1, BR012.1**)
- ACC: The user should be able to enter name fields. Name fields character restrictions (**BR006, BR012, BR012.1**)
- ACC: The user should be able to enter GSM number. GSM Number fields character restrictions (**BR008, BR008.1, BR012.1**)
- ACC: The user should be able to enter Customer ID. Customer ID field character restrictions (**BR011.1, BR012.1**)

- ACC: The user should enter Account Number. Account Number field character restrictions (**BR011, BR008.1, BR012.1**)
- ACC: The user should enter Order ID. Account Number field character restrictions (**BR011, BR008.1, BR012.1**)
- ACC: There should be a “Clear All” button to clear all fields. The "clear all" button should be disabled when the user entered nothing.

FR_CRM_4: Search results should be displayed as a customer table.

The table should contain:

- Customer ID
 - NAT ID Number
 - GSM Number
 - First Name
 - Middle Name
 - Last Name
 - Account Number
- ACC: When the user clicks the “Customer ID” value, the system should display “Customer Info” screen. (See mockup)
- ACC: When no record is found, the “No customer found! Would you like to create the customer?” warning and ‘Create Customer’ button will be displayed. (See **FR_CRM_23: Users should be able to create a new customer.**)

FR_CRM_5: Users should be able to display customer data.

- ACC: There should be four tabs. All tabs should be displayed. The related tab should be displayed as selected. (See Mock-up Search Screen numarası)
 - ACC: The user should be able to switch between tabs.

“Customer Info” should be the first tab.

FR_CRM_6: Users should be able to display the Customer Info.

- ACC: The system should display the customer’s details:
 - First name
 - Middle name

- Last name
 - Gender
 - NAT ID Number
 - Birth date
 - Mother name
 - Father name
- ACC: All customer info fields should be populated with data retrieved from the database.

FR_CRM_7: Users should be able to update the customer's information.

- ACC: When the user clicks the “Edit” button, all editable fields on the page should become active.
 - ACC: The user should be able to enter name fields. Name fields character restrictions (**BR006, BR012, BR012.1**)
 - ACC: The user should be able to enter Nat ID field. Nat ID character restrictions (**BR002, BR005, BR005.1, BR012.1, BR017**)
 - ACC: The user should be able to select the gender. Gender character restrictions (**BR007**)
 - ACC: The user should be able to select customer's date of birth (**BR014**)
 - ACC: When the user clicks the “Save” button, the user's changes should be saved. (**BR018**)
 - When the changes were successfully saved to the system, “Customer info” tab and “The customer was successfully updated.” message should be displayed to the user.
- ACC: There should be a “Cancel” button.
 - When the user clicks the “Cancel” button, if there were changes, a warning message should be displayed stating “Your changes have not been saved. Are you sure?” with the options “yes” and “no”.
 - When the user clicks the “No”, the warning message should close, and the user should be able to continue editing.
 - When the user clicks “Yes”, the user should be redirected to the customer info tab.

FR_CRM_8: Users should be able to delete the customer account.

- ACC: The users should not be able to delete customer accounts while the customer has already active products in the customer account.
- ACC: When the user clicks the trash icon on the "Customer Info" page, the system will check if the customer has any active products.
- ACC: A warning message should be displayed saying “Are you sure?” with the options “Yes” and “No”.
 - When the option is “Yes”, the system performs the necessary checks, if the customer has active products the system should display a “Since the customer has active products, the customer cannot be deleted.” message.
- ACC: The users should be able to delete customer accounts while the customer has no active products in the customer account.
- ACC: if there are no active products, the system should delete the customer and display a message stating "Customer deleted. " **(BR013)**
- ACC: After the deletion, the system should direct the user to the customer search screen.
 - When the option is “No”, the warning message should be closed automatically after the user clicks the “No” button. The user should be able to remain on the “Customer Info” tab.

“Contact Medium” should be the second tab.

FR_CRM_9: Users should be able to display the Contact Medium.

- ACC: The user should be able to display the customer’s details:
(BR013)
 - E-mail (*)
 - Mobile phone (*)
 - Home phone
 - Fax

FR_CRM_10: Users should be able to update the Contact Medium.

- ACC: When the user clicks the “Edit” button, all fields should be editable.
 - ACC: The user should be able to update the customer’s Email address.
(BR009, BR015)

- ACC: The system should check if the e-mail exists. In that case, the system should display an error message saying, “This e-mail already exists.”
 - ACC: The user should be able to enter GSM number. GSM Number fields character restrictions (**BR008, BR008.1, BR012.1**)
 - ACC: The user should be able to enter a Fax number. a Fax number fields character restrictions (**BR008, BR008.1, BR012.1**)
 - ACC: The user should be able to enter home phone. Home phone fields character restrictions. (**BR008, BR008.1, BR012.1**)
- ACC: There should be a “Cancel” button, when the user clicks it.
 - If there were changes, a warning message should be displayed stating “Your changes have not been saved. Are you sure?” with the options “Yes” and “No”.
 - When the user clicks the “No” button, the warning message should automatically close. The user should then be able to continue editing on the “Contact Medium” tab.
 - When the option is 'Yes,' the user should also be able to return to the 'Contact Medium' tab to display."
 - ACC: When the user clicks the “Save” button, Contact Medium is successfully saved. (**BR013, BR018**)
 - If it was successfully saved to the system, “Contact medium” tab and “The customer was successfully updated.” message should be displayed to the user.

“Address” should be the third tab.

FR_CRM_11: Users should be able to display the Address Info.

- ACC: The system should display the customer’s details:
 - City (*)
 - Street (*)
 - District (*)

- House/flat number (*)
 - Address description (*)
 - Default address (radio button)
- ACC: The user should be able to switch between tabs by clicking on the tab bar located at the top.
- ACC: Added addresses should be displayed as a list on the “Adress” screen. **(BR013)**
- ACC: The user should be able to select default address from the customer's addresses using a radio button. **(BR010.1)**

FR_CRM_12: Users should be able to add a new address to the customer’s address information.

- ACC: When the user clicks to “Add New Address” button, a pop-up should be displayed. **(BR013, BR016, BR018)**
 - ACC: The user should be able to enter the customer’s new address. After clicking “Add New Address”, a pop-up should be displayed. Required fields should be shown in the pop-up:
 - City (*) (drop-down)
 - District (*)
 - Street (*)
 - House/flat number (*)
 - Address description (*)
 - Default Address (radio button)
 - ACC: Address fields must character restrictions **(BR010, BR010.1, BR012, BR012.1)**
- ACC: The user should be able to add more than one address by clicking “Add New Address” button for customer’s address.
- ACC: When the user clicks “Save” button, the “Add new address” pop-up should be closed, and the new address info should be saved. **(BR018)**
- ACC: Added addresses should be displayed as a list on the “Adress” screen.

FR_CRM_13: Users should be able to update the customer’s address information.

- ACC: The user should be able to update the customer's address information using the edit button next to the added addresses.
- ACC: When updating customer address information, the user must follow the validation rules in the new address addition pop-up. **(See FR_CRM_12)**
- ACC: While updating the user's address information, if the cancel button is clicked, a message should appear saying: "Your changes have not been saved. Are you sure?" with the options "Yes" and "No."
 - When the "Yes" option is clicked, the message should close automatically, and the user should be returned to the address information page.
 - When the "No" option is clicked, the user should be able to continue editing.
- ACC: When the user clicks "Save" button, the "Updated address" should be saved. **(BR018)**
- ACC: The system should display a "Customer address updated successfully." message.
- ACC: The user should be able to select the customer's default address using the radio button next to the added addresses.

FR_CRM_14: Users should be able to select default address.

- ACC: The user should be able to select default address from the customer's addresses using a radio button. **(BR010.1)**
- ACC: When the user changes customer's default address, the system should warn the user by displaying a message saying "There is already a default address. Are you sure?" with the options "Yes" and "No".
 - When the option is "Yes", the new address becomes the default. **(BR013)**
 - When the option is "No", the pop-up should be closed automatically after the user clicks the "No" button.
- ACC: When the address has been successfully changed, the system should display a message saying, "The default address of the customer has been successfully changed."

FR_CRM_15: Users should be able to delete the customer's Address.

- ACC: When the user clicks the “Delete” button, a pop-up should be displayed saying “Are you sure?” with the options “Yes” and “No”.
 - When the option is “Yes”, the system performs the necessary checks, a “Address was successfully deleted.” message is displayed to the user.” if it was successfully deleted from the system. **(BR013)**
 - When the option is “No”, the pop-up should be closed automatically after the user clicks the “No” button.
- ACC: The user should not be able to delete the customer’s address if there was only one address added to the system. The “Delete” button should be disabled.

“Customer account” should be the 4th tab.

FR_CRM_16: Users should be able to display the customer’s billing accounts.

- ACC: Billing accounts should be displayed in a list format with the following details:
 - Account Status
 - Account Number
 - Account Name
 - Account Type
- ACC: The system maintains 2 different account statuses:
 1. Active: The customer has met payment obligations, and services are running normally.
 2. Closed: The account is fully closed, either by customer request or due to unpaid debt.
- ACC: The billing account with the most recent order should appear at the top. Active accounts should be listed first, and inactive accounts last. The list should be paginated.
- ACC: When the user displays the customer account tab, if there is no account, a message saying, 'No billing account found' should appear.
- ACC: When the user clicks the drop-down icon next to each billing row, billing product table should be displayed with the following details based on order id:
 - Product ID
 - Product Name Action
 - Order ID
 - Action

- ACC: When the user clicks the 'Change Service Address' button that is under the billing product table, a pop-up should appear displaying the selected service address and “Add New Address” button.
- ACC: The user should be able to select a “New Service Address” from the customer's addresses using a radio button.
- ACC: The user should be able to add a “New Service Address”. **(See FR_CRM_12)**
- ACC: The newly added address should appear as the selected address. This newly added address should be added to the customer's addresses at the same time.
- ACC: When the user clicks the “Save” button, the pop-up should be closed, and the system should display a “The service address was changed” message. **(BR013)**
- ACC: When the user clicks “Cancel” in the “Change Service address” screen, the system should display a “Are you sure?” error message with the options “Yes” and “No”.
 - When the option is “Yes”, the user should be able to return to the “Customer Account” screen.
 - When the option is “No”, the pop-up should be closed automatically after the user clicks the “No” button.
- ACC: There should be an eye icon next to each product. When the user clicks the icon, a pop-up with the following fields should be displayed:
 - ACC: Service address, product characteristics, catalog name and price. Addition to these fields:
 - If the product has an offer:
 - Prod offer id
 - Prod offer name
 - Discount rate
 - If the product is on campaign:
 - Prod campaign id
 - Prod Campaign name
 - Discount rate
 - ACC: The user should be able to close the pop-up by clicking “Close” button.

FR_CRM_17: Users should be able to create a new billing account.

- ACC: When the user clicks “Create New Account” button, the system redirects the user to “Create New Account” screen.
- ACC: The user should be able to select account type using account type drop-down.
- ACC: An “Address Info” section should be present for the billing address. The customer's default address should be pre-selected automatically.
- The Create New Account screen should include fields:
 - Account Name (*)
 - Address Info (*)
 - Account Type (*)
- ACC: The system should automatically generate a 10-digit account number (containing only numbers).
- ACC: The Account Number must be unique for the customer account.
- ACC: The Account Type is automatically defined as a billing account.
- ACC: The Account Number and Account Name should be the same.
- ACC: The status of a newly created billing account should be automatically set to "Active."

FR_CRM_18: Users should be able to add a new billing address for the new billing account. (See FR_CRM_12)

- ACC: An “Address Info” section should be present for the billing address. The customer's default address should be pre-selected automatically.
- ACC: When the user fills in the information fields, the user should be able to click the "Create" button to create the account.
- ACC: When the account is successfully created, a message saying “New billing account is created” should be displayed. After that, redirect the user to the billing accounts list. **(BR013)**
- ACC: When the user clicks “Cancel” button, the system should display a “Are you sure?” error message with the options “Yes” and “No”.
 - When the option is “Yes”, the user should be able to return to the billing account page.
 - When the option is “No”, the pop-up should be closed automatically after the user clicks the “No” button.

FR_CRM_19: Users should be able to start a new sale.

- ACC: The user should be able to click the “Start New Sale” button in the customer's billing account.
- ACC: The campaign will be open to all customers; it will not be person specific.
- ACC: Offers will be customer-focused and will be assigned to customer IDs.
- ACC: When the user clicks the “Start New Sale” button, “offer selection” screen should appear to add a new sale.
- ACC: The user should be able to create a cart based on the customer's preferences.
- ACC: The products that the user can add to the cart can be categorized into three different types:
 - Products without offers and promotions at normal prices
 - Products with offers
 - Products with campaign
- ACC: The information for the products should be sourced as follows:
 - Products without offers should be sourced from the catalog.
 - Products with campaigns should be sourced from the campaign data.
 - Products with offers should be sourced from the offer data.
- ACC: These options will be displayed as three tabs:
 - the first tab is catalogs,
 - the second tab is campaigns,
 - the third tab is offers.
- ACC: On every page, there should be a “Catalog Selection” dropdown.
- ACC: The user should be able to use “Catalog Selection” dropdown to search as a characteristic feature. For example, phone, headphones, home internet package.
- ACC: The user should be able to filter the results, there should be search buttons for “Catalog selection”, "ID" and "Name" in all three tabs.
 - Under the **Catalog tab**, there should be dropdowns for “Catalog selection”, "Catalog ID" and "Catalog Name."
 - Under the **Campaign tab**, there should be dropdowns for “Catalog selection” "Prod Campaign ID" and "Prod Campaign name."
 - Under the **Offer tab**, there should be dropdowns for “Catalog selection”, "Product offer ID" and "Product offer name."

- ACC: When the user performs a search with a dropdown in the relevant tab, the existing dropdown options in that tab are filtered.
- ACC: The ID search and name search buttons in the tabs can be used simultaneously for more detailed searches.
- ACC: Even if only one of the ID or name search buttons is used, the searched product should still be listed below.
- ACC: When the user enters the first 2 characters of the desired dropdown menu, the items in the dropdown should begin to filter accordingly, displaying only the matching products.
- ACC: The user should be able to display the results by clicking the "Search" button to list. **(BR018)**
- ACC: When the user clicked the “Search” button, the results should be able to display as a list with corresponding price for each item
 - for Catalog tab: "Catalog ID", "Catalog Name",
 - for Campaign tab: "Prod Campaign ID", "Prod Campaign Name",
 - for Offer tab: "Prod Offer ID", "Prod Offer Name"
- ACC: Once the user lists the products, a stock check for the products should be automatically performed.

FR_CRM_20: Users should be able to add product to cart.

- ACC: The user should be able to add items to the cart by clicking the "Add to Cart" button next to each search result row.
- ACC: When the user adds a product to the cart, the **product ID, product name, Price and Quantity** should be displayed in cart.
- ACC: The product quantity should be adjustable using "-" and "+" buttons.
 - ACC: When only “1” unit of the product is in the cart and the "-" button is pressed, the product should be removed from the cart.
 - ACC: The prices of the cart items should be automatically calculated and displayed in the total price section.
- ACC: When the user presses the "**Clear All**" button, all products in the cart should be removed.
- ACC: If there is no product in the cart, “Next” button should be disable. **(BR018)**
- ACC: When the user clicks the “Next” button, the sale is created, the system should display a “Sale successfully added” message. **(BR013, BR018)**
- ACC: When the user clicks “Cancel” in the “Offer Selection” screen, the system should display a “Are you sure?” error message with the options “Yes” and “No”.

- When the option is “Yes”, the user should be able to return to the “Customer Account” screen.
- When the option is “No”, the pop-up should be closed automatically after the user clicks the “No” button.

FR_CRM_21: Users should be able to configure the product.

- ACC: The user should be able to view the selected products and their details on the “Configuration Product” screen. Each product added to the cart from the “Offer Selection” screen should be listed in boxes with the following details:
 - "Catalog ID" and "Catalog Name."
 - "Product Campaign ID" and "Product Campaign Name."
 - "Product offer ID" and "Product Offer Name."
- ACC: The user should be able to view the details of the products added to the cart completely on the “Configuration Product” screen.
- ACC: An “Address Info” section should be present for the service address. The customer's default address should be pre-selected automatically.
- ACC: The user should also be able to select a New Service Address from the customer's addresses using a radio button.
- ACC: An “Add New Address” button should be available in the “Address Info” section for new service addresses. **(See FR_CRM_12)**
- ACC: A “Previous” button should be available at the bottom left of the screen. The user should be able to click the “Previous” button to return to the previous “Offer Selection” screen.
- ACC: A “Next” button should be available at the bottom right of the screen **(BR018)**. The “Next” button should be active by default when the screen opens. The information entered by the user should be saved, and the user should be directed to the “Submit Order” screen.

FR_CRM_22: Users should be able to submit an order.

- ACC: The user should be able to view the details of the configured products on the “Submit Order” screen.
- ACC: The details of the configured products should be displayed with the following information:

- Order ID
 - Order Items
 - Service Address
 - Total amount
- ACC: A “Previous” button should be available at the bottom left of the screen. The user should be able to click the “Previous” button to return to the previous “Configuration Product” screen.
 - ACC: A “Submit” button should be available at the bottom right of the screen. When the user clicks this button, the order should be submitted.
 - ACC: When the order is successfully submitted, the system should display a “The order was successfully submitted.” message. **(BR013)**
 - ACC: When the user submits the customer's order, the user should be able to return to the billing account screen.
 - ACC: The user should be able to display the most recently created billing account at the top of the “Customer Account” tab.

FR_CRM_23: Users should be able to create a new customer.

- ACC: “Create Customer” screen has three tabs. For each tab, there should be a progress bar to show users where they are in the process.
- ACC: There should be a "next" and "previous" button for tab navigation in the "Create Customer" section. The user should be able to click these buttons to view and edit the previous or next tabs when the fields requirements are done.

The first tab should be “Customer Info”.

- ACC: The user should be able to enter customer information that is mandatory for new customer registration:
 - Name (*)
 - Middle name
 - Customer Last name (*)
 - Date of birth (*) (date)
 - Nat ID number (*)
 - Gender (*) (drop-down)
 - Mother name
 - Father name

- ACC: The user should be able to enter Nat ID field. Nat ID character restrictions (**BR002, BR005, BR005.1, BR012.1, BR017**)
- ACC: The user should be able to enter name fields. Name fields character restrictions (**BR006, BR012, BR012.1**)
- ACC: The user should be able to select customer's date of birth (**BR014**)
- ACC: The user should be able to select the gender. Gender character restrictions (**BR007**)
- ACC: There should be "Next" and "Cancel" buttons. When the user clicks the "Cancel" button, if there were changes, a pop-up should be displayed stating "Are you sure?" with the options "yes" and "no".
 - If the option is "Yes", the system returns the "Customer Search" page.
 - If the option is "No", the user continues their process. If there were no changes, the system returns the "Customer Search" page.
- ACC: "Next" button should be disabled until the user enters all required fields. As the user fills in each input field, the system should check the information and hold it momentarily without saving it.
- ACC: Each time the next button is clicked, the information should continue to be retained momentarily. (**BR018**)
- ACC: The user can return to pages where they have successfully moved on, otherwise no progress can be made. It means that consecutive tabs should be disabled.
- ACC: When the user clicks the "Next" button, the progress bar indicator should be increased.

The second tab should be "Address Info".

- ACC: The user should be able to enter customer's address info. (**BR010**)
- ACC: The user should be able to return to the previous tabs by clicking the 'Previous' button to review or edit the information."
- When the user clicks the "Next" button, the progress bar indicator should be increased. (**BR012, BR018**)
- ACC: The customer's address should be able to be assigned by default.
- ACC: There should be a "Cancel" button, when the user clicks the "Cancel" button, a pop-up should be displayed stating "Are you sure?" with the options "yes" and "no".
 - If the option is "Yes", the system returns the "Customer search" page.
 - If the option is "No", the user continues their process.

Third tab should be “Contact Medium”

- ACC: The user should be able to enter customer contact information for new customer registration:
 - E-mail (*)
 - GSM Number (*)
 - Home phone
 - Fax
- ACC: The user should be able to enter an E-mail address. E-mail address fields character restrictions (**BR009, BR015**)
- ACC: The system should check if the e-mail exists. In that case, the system should display an error message saying, “This e-mail already exists.”
- ACC: The user should be able to enter GSM number. GSM Number fields character restrictions (**BR008, BR008.1, BR012.1**)
- ACC: The user should be able to enter a Fax number. a Fax number fields character restrictions (**BR008, BR008.1, BR012.1**)
- ACC: The user should be able to enter home phone. Home phone fields character restrictions (**BR008, BR008.1, BR012.1**)
- ACC: The user should be able to return to the previous tabs by clicking the 'Previous' button to review or edit the information."
- ACC: As soon as the user enters the last required field, the progress bar should indicate that all process steps have been completed.
- ACC: When the "Create" button is clicked on the last page, the form should be finished, and this information should be saved to the database. (**BR018**)
- ACC: The "Create" button should be disabled until the user enters e-mail address and GSM Number.
- ACC: When the user clicks the “Create” button if it was saved to the system, “The customer was successfully created.” message is displayed to the user.” and “Customer Info” page for the created customer should be displayed. (**BR013**)
- ACC: When the customer was successfully created, an Information E-mail saying:

“Welcome to Etiya CRM System!
Hi [Customer’s Name],
Thank you for choosing Etiya. We’re excited to have you on board!

Best regards,

Etiya CRM System Team” should be sent to the created customer’s e-mail address.

- ACC: There should be “Cancel” button, when the user clicks the “Cancel” button, a pop-up should be displayed stating “Are you sure?” with the options “yes” and “no”.
 - If the option is “Yes”, the system returns the “Customer search” page.
 - If the option is “No”, the user continues their process.

FR_CRM_24: Users should be able to log-out from the system.

- ACC: The user should be able to log out by clicking the log-out icon next to profile icon.
- ACC: When the user clicks the log out icon, the following confirmation message should always be displayed: "Are you sure you want to log out?" with the options “Cancel” and “Log out”.
- When the user clicks “Log out”, the user should be able to log out and redirect to login page.
- When the user clicks “Cancel”, the message closes automatically and the user should be able to remain on the current page.

FR_CRM_25: The system should be able to automatically log -out.

- ACC: For security purposes, when there is no action for 10 minutes by the user, the system should automatically terminate the user session and direct the user to log in again.

FR_CRM_26: The system should support changing the language.

- ACC: The system screen on every page should allow the user to change the language they wish to continue with via an icon. The language options should be English and Turkish.

FR_CRM_27: The system should be able to warn the user if there is a system error.

- ACC: When the user attempts to perform any action and a system-related error occurs, the following message should always be displayed: "We are unable to process your request at the moment. Please try again."