**SRS for ONLINE SUPPORT TICKETING**

**XYZ Company**

Version 1.3

**Document Control**

1. **Document Information**

|  |  |
| --- | --- |
| **Document Name** | SRS for Online Support Ticketing |
| **Document Number** |  |
| **Version** | 1.3 |
| **Document Author** | Md Arif Chowdhury |
| **Approval Date** |  |
| **Release Date** |  |

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1. **Document History**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Version No** | **Revision Date** | **Approval Date** | **A/M/ D/N** | **Description of Change** | **Document Owner** | **Approved By** |
| 1.0 | N/A |  | N | First Release | XYZ COmpany | CEO |
| 1.1 |  |  | A | Added use cases | XYZ |  |
| 1.2 |  |  | A | Added use case | XYZ |  |
| 1.3 |  |  | M | Modified use case | XYZ |  |

\*A= Added, M= Modified, D= Deleted, N= New Published

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# Introduction

## The objective of this Document

The System Requirement Specification (SRS) comprehensively describes the intended purpose and environment for software development. This SRS document fully describes what the software will do and how it will be expected to perform; after getting approval from the stakeholders, the software development process will initiate. The software development team will closely/only follow the SRS document for further software development.

The entire process and Functionality of the module (Software) were briefly incorporated to develop the proposed “Online Support Ticketing” software successfully.

## Audience

The primary audience for a System Requirements Specification (SRS) typically includes the development team, project stakeholders, and clients who are interested in or involved with the development of the System.

The development team, which includes developers, designers, testers, and project managers, uses the SRS as a blueprint to understand what needs to be developed and what requirements the System must meet. They use the SRS to ensure the development work is on track and aligned with the stakeholders' expectations.

# Purpose:

**Purpose goes here.**

# Business Process

**Business Process goes here.**

# Scope of the Application

* Support Ticket Management by Users
  + Creating New Support Ticket
  + Checking the Status of Support Ticket
* Login
  + Login
  + Reset Password
* Dashboard
  + Dashboard
* User Management
  + Permissions
    - Viewing the Permission List
    - Viewing a Single Permission
    - Adding New Permission
    - Updating a Permission
    - Deleting a Permission
  + Roles
    - Viewing the Role List
    - Viewing a Single Role
    - Adding New Role
    - Updating a Role
    - Deleting a Role
  + Users
    - Viewing the User List
    - Viewing a Single User
    - Adding New User
    - Updating a User
    - Deleting a User
  + Audit Logs
    - Viewing the Audit Log List
    - Viewing a Single Audit Log
* Statuses
  + Viewing the Status List
  + Viewing a Single Status
  + Adding New Status
  + Updating a Status
  + Deleting a Status
* Priorities
  + Viewing the Priority List
  + Viewing a Single Priority
  + Adding New Priority
  + Updating a Priority
  + Deleting a Priority
* Categories
  + Viewing the Category List
  + Viewing a Single Category
  + Adding New Category
  + Updating a Category
  + Deleting a Category
* Tickets
  + Viewing the Ticket List
  + Viewing a Single Ticket
  + Adding New Ticket
  + Updating a Ticket
  + Deleting a Ticket
* Comments
  + Viewing the Comment List
  + Viewing a Single Comment
  + Adding New Comment
  + Updating a Comment
  + Deleting a Comment
* Logout

# User Matrix

|  |  |  |
| --- | --- | --- |
| **User Class/Actor** | **Characteristics** | **Responsibilities** |
|  | | |
| General User | * Create a new support ticket * Check the status of the support ticket |  |
| Agent | * Review support ticket assigned by Admin * Comment on the support ticket * Update the support ticket | Review the support tickets assigned by the Admin |
| Admin | * Review support tickets * Comment on the support ticket * Assign support tickets to agent * Update the support ticket * Delete the support ticket |  |

# Use Case

## Support Ticket Management by Users

### Creating a New Support Ticket

| UCID: | UCID\_6.1.2 |
| --- | --- |
| Actors: | General Users |
| Description: | In this use case, user will create new support ticket |
| Trigger: |  |
| Preconditions: | * The online support ticket system URL should be accessible * The “Add Ticket” form should be visible |
| Post conditions: | * The user is successfully able to create a support ticket |
| Business Conditions: | In the “Add Ticket” section user will entry/select following information.   * Your Name (Manual Entry) * Your Email (Manual Entry) * Title (Manually Entry) * Content (Manually Entry) * Attachment (Upload files related to the issue)  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | R = Required, O = Optional | | | | | | | **SL** | **Field Name** | **Data Type** | **R/O** | **Input Type** | **Possible Values** | | 1 | Your Name | Char (50) | R | Text |  | | 2 | Your Email | Char (20) | R | Text (email) |  | | 3 | Title | Char (30) | R | Checkbox |  | | 4 | Content | Text | R | Text |  | | 5 | Attachment | - | R | File |  |   Business Rules:   * **Email**: Email should be unique and validated before saving the ticket. In case of invalid email, system should show error message * **Attachment**: Only jpg, png and pdf files should be allowed as attachments * Mandatory fields should be marked with (\*) |
| Normal Flow: | In the “Add Ticket” section user will entry/select following information.   * Your Name (Manual Entry) * Your Email (Manual Entry) * Title (Manually Entry) * Content (Manually Entry) * Attachment (Upload files related to the issue)   Upon selecting the "Submit" button:   1. System will create a new support ticket if input validation is successful and show success message “Support Ticket Created Successfully”. It will also provide a link to check the status of the ticket 2. System will show error message if the input validation is not successful. |
| Alternative Flows: |  |
| Exceptions: | 1. System fails to save information if couldn’t connect to DB Server. 2. System shows error message “Please enter valid email address” if invalid email is provided 3. System shows error message “Only jpg, png and pdf files are allowed” if different files are uploaded rather than the mentioned extensions |
| Includes: Mock Screen |  |
| Frequency of Use: | Frequent |
| Special Requirements: |  |
| Assumptions: |  |
| Notes and Issues: |  |

### Checking the Status of Support Ticket

| UCID: | UCID\_6.1.2 |
| --- | --- |
| Actors: | General Users |
| Description: | In this use case, user will check the status of support ticket |
| Trigger: |  |
| Preconditions: | * The online support ticket system status of support ticket URL should be accessible |
| Post conditions: | * The user is successfully able to check the status of the support ticket |
| Business Conditions: | In this section user will see the following information.   * Ticket # * Ticket title * Content * Attachment * Status * Author Name * Author Email * Comments   User will be able to add new comment on the support ticket. |
| Normal Flow: | Checking Status of a ticket:  User will be able to check the status of a ticket by clicking on the “here” button for the first time he created the support ticket or using the URL: http://BASE\_URL/tickets/{id}  Commenting on a ticket:   1. User go to the ticket status page following one of the mentioned ways above 2. Enter a comment in the comment box and click on the “Submit” button |
| Alternative Flows: |  |
| Exceptions: | 1. System fails to save information if couldn’t connect to DB Server. 2. System shows error message “No ticket found with the provided id” if invalid ticket id provided 3. System shows error message “Only jpg, png and pdf files are allowed” if different files are uploaded rather than the mentioned extensions |
| Includes: Mock Screen |  |
| Frequency of Use: |  |
| Special Requirements: |  |
| Assumptions: |  |
| Notes and Issues: |  |

## Login

### Login

| UCID: | UCID\_6.2.1 |
| --- | --- |
| Actors: | Admin or Agent |
| Description: | In this use case, Agent or Admin users will log into the system |
| Trigger: |  |
| Preconditions: | * The online support ticket system URL should be accessible * The “Login” form should be visible |
| Post conditions: | * Agent or Admin users will be able to log into the system. |
| Business Conditions: | In this section user (Admin or Agent) will see the label as “Login” with the following form header data.   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | R = Required, O = Optional | | | | | | | **SL** | **Field Name** | **Data Type** | **R/O** | **Input Type** | **Possible Values** | | 1 | Email | Char (50) | R | Text (email) |  | | 2 | Password | Char (6-12) | R | Text (password) |  | | 3 | Remember Me | Boolean | O | Checkbox |  | | 4 | Login | - | R | Button |  |   Business Rules:   * The Email should be unique and validated from both front-end and back-end * Password should be masked using (\*) so that nobody can read the password while user types the password * There should be a “Remember me” checkbox to retain the session of the user if checked * There should be a “Forgot Password” link using which user can reset his/her password if forgotten. |
| Normal Flow: | In “Login” screen, the user will enter/check the following:   * Email * Password * Remember Me (If user needs to retain his session)   After entering the email & password values, the user will click on the 'Login' button.  If the email and password are valid then the user will be successfully logged in to the system and redirected to the dashboard.  If the email or password is wrong, then error message will be displayed saying “Wrong email or password” |
| Alternative Flows: |  |
| Exceptions: | System fails to save information if couldn’t connect to DB Server. |
| Includes: Mock Screen |  |
| Frequency of Use: |  |
| Special Requirements: |  |
| Assumptions: |  |
| Notes and Issues: |  |

### Reset Password

| UCID: | UCID\_6.2.2 |
| --- | --- |
| Actors: | Authorized Super/AAO user of Accounts Office |
| Description: | In this use case, Agent or Admin users will reset their password if forgotten. |
| Trigger: |  |
| Preconditions: | * The online support ticket system URL should be accessible * The “Reset Password” form should be visible |
| Post conditions: | * Admin or Agent user is successfully able to reset his/her password |
| Business Conditions: | In this section user (Admin or Agent) will see the label as “Reset Password” with following form header data.   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | R = Required, O = Optional | | | | | | | **SL** | **Field Name** | **Data Type** | **R/O** | **Input Type** | **Possible Values** | | 1 | Email | Char (50) | R | Text (email) |  | | 2 | Send Password Reset Link | - | R | Button |  |   Business Rules:   * The Email should be unique and validated from both front-end and back-end * There should be a “Go back to Login” button to go to Login page * If email is validated and verified, system should send the password reset link and “We have e-mailed your password reset link!” success message should be shown * “We can't find a user with that e-mail address.” Message should be displayed if the email is not found in the system |
| Normal Flow: | In “Reset Password” screen, the user will enter/check the following:   * Email   After entering the email, the user will click on the 'Send Password Reset Link' button.  If the email is valid then the user will be sent with a password reset link via email and “We have e-mailed your password reset link!” success message should be shown  If the email is wrong, then error message will be displayed saying “We can't find a user with that e-mail address” |
| Alternative Flows: |  |
| Exceptions: | System fails to save information if couldn’t connect to DB Server. |
| Includes: Mock Screen |  |
| Frequency of Use: |  |
| Special Requirements: |  |
| Assumptions: |  |
| Notes and Issues: |  |

## Dashboard

### Dashboard

| UCID: | UCID\_5.1.2 |
| --- | --- |
| Actors: | SDO |
| Description: | In this Use Case Agent or Admin user will observe their total number of tickets, open tickets and closed tickets in a dashboard |
| Trigger: |  |
| Preconditions: | * Admin or agent user will logged into the system with authorized access for dashboard |
| Post conditions: | * Admin or agent user will be able to observe the total number of tickets, open tickets and closed tickets. |
| Business Conditions: | The user will observe the following information:   * Number of total tickets * Number of open tickets * Number of closed tickets   Business Rules:   * Each of the number will have a link to the particular list of tickets. For example: if the total number of tickets are 5, then the text “5” will be a hyperlink that will go to the list of that 5 tickets. Same goes for open and closed tickets |
| Normal Flow: | There are two ways, user can go to the dashboard page:   1. After logging into the system, the user will be automatically redirected to the dashboard. 2. If user is already logged in, they can click on the “Dashboard” menu and go to the dashboard page |
| Alternative Flows: |  |
| Exceptions: | System fails to save information if couldn’t connect to DB Server. |
| Includes: Mock Screen |  |
| Frequency of Use: |  |
| Special Requirements: |  |
| Assumptions: |  |
| Notes and Issues: |  |

## User Management - Permissions

### Viewing the Permission List

| UCID: | UCID\_5.1.2 |
| --- | --- |
| Actors: | Auditor |
| Description: | In this Use Case Admin or authorized user can see the permission list |
| Trigger: |  |
| Preconditions: | * Admin or authorized user is logged into the system with authorized access for permission list. |
| Post conditions: | * Admin or authorized user will be able to see the list of all permissions |
| Business Conditions: | The user will observe the following information of the permission list in a table:   * ID * Title * Action Column (View, Edit and Delete buttons) * Header Elements   + Show entries selectbox   + Copy, CSV, Excel, PDF, Print, Column Visibility buttons   + Delete Selected button   Business Rules:   * “Add Permission” button should be there to navigate to add permission page |
| Normal Flow: | The Admin or authorized user will click on the “Permissions” menu under “User Management” to get the list of all the permissions |
| Alternative Flows: |  |
| Exceptions: | System fails to save information if couldn’t connect to DB Server. |
| Includes: Mock Screen |  |
| Frequency of Use: |  |
| Special Requirements: |  |
| Assumptions: |  |
| Notes and Issues: |  |

### Viewing a Single Permission

| UCID: | UCID\_3.2.4 |
| --- | --- |
| Actors: | Authorized Super/AAO user of Accounts Office |
| Description: | In this Use Case Admin or authorized user can see the details of a specific permission |
| Trigger: |  |
| Preconditions: | * Admin or authorized user is logged into the system with authorized access for permission list. |
| Post conditions: | * Admin or authorized user will be able to see the details of a specific permission |
| Business Conditions: | The user will observe the following information of the permission list in a table:   * ID * Title   Business Rules:  “Back to list” button should be there to navigate to all permission list page |
| Normal Flow: | 1. The Admin or authorized user will click on the “Permissions” menu under “User Management” to get the list of all the permissions. 2. Then the user will click on the “View” button of a specific permission and see the details of that permission |
| Alternative Flows: |  |
| Exceptions: | System fails to save information if couldn’t connect to DB Server. |
| Includes: Mock Screen |  |
| Frequency of Use: |  |
| Special Requirements: |  |
| Assumptions: |  |
| Notes and Issues: |  |

### Adding a New Permission

| UCID: | UCID\_5.1.2 |
| --- | --- |
| Actors: | Auditor |
| Description: | In this Use Case Admin or authorized user can add a new permission |
| Trigger: |  |
| Preconditions: | * Admin or authorized user is logged into the system with authorized access for permission addition. |
| Post conditions: | * Admin or authorized user will be able to add a new permission |
| Business Conditions: | In this section user (Admin or Authorized user) will see the label as “Create Permission” with following filed(s).   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | R = Required, O = Optional | | | | | | | **SL** | **Field Name** | **Data Type** | **R/O** | **Input Type** | **Possible Values** | | 1 | Title | Char (20) | R | Text |  | | 2 | Save | - | R | Button |  |   Business Rules:   * The Permission Title should be unique |
| Normal Flow: | In “Create Permission” screen, the user will enter/check the following:   * Title   After entering the title of the permission, the user will click on the 'Save' button.  If the permission title is unique then the permission should be saved and “New Permission created successfully” success message should be shown  If the email is not unique, then error message will be displayed saying “A Permission with the same name already exists” |
| Alternative Flows: |  |
| Exceptions: | System fails to save information if couldn’t connect to DB Server. |
| Includes: Mock Screen |  |
| Frequency of Use: |  |
| Special Requirements: |  |
| Assumptions: |  |
| Notes and Issues: |  |

### Updating a Permission

| UCID: | UCID\_5.1.2 |
| --- | --- |
| Actors: | Auditor |
| Description: | In this Use Case Admin or authorized user can update a permission |
| Trigger: |  |
| Preconditions: | * Admin or authorized user is logged into the system with authorized access for permission update. |
| Post conditions: | * Admin or authorized user will be able to update a permission |
| Business Conditions: | In this section user (Admin or Authorized user) will see the label as “Edit Permission” with following filed(s).   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | R = Required, O = Optional | | | | | | | **SL** | **Field Name** | **Data Type** | **R/O** | **Input Type** | **Possible Values** | | 1 | Title | Char (20) | R | Text |  | | 2 | Save | - | R | Button |  |   Business Rules:   * The Permission Title should be unique |
| Normal Flow: | In “Edit Permission” screen, the user will enter/check the following:   * Title   After entering the updated title of the permission, the user will click on the 'Save' button.  If the permission title is unique then the permission should be updated and “Permission info updated successfully” success message should be shown  If the email is not unique, then error message will be displayed saying “A Permission with the same name already exists”.  If nothing is changed in the permission title, then user should not be able to update the permission info and a message should be displayed “No changes made in the permission title” |
| Alternative Flows: |  |
| Exceptions: | System fails to save information if couldn’t connect to DB Server. |
| Includes: Mock Screen |  |
| Frequency of Use: |  |
| Special Requirements: |  |
| Assumptions: |  |
| Notes and Issues: |  |

# APPENDIX A: GLOSSARIES

|  |  |
| --- | --- |
| SRS | System Requirements Specification |
|  |  |
|  |  |
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