**Requirements:**

* All company employees will be able to submit the requests.
* Submitted requests will be editable by Technicians and Manager users from same department e.g. request raised by Employee will be editable by Manager.
* System will send an email notification to the manager when a new request is raised.
* System will not allow approvers to reject requests without adding comments for rejection however, they will be able to approve them without comments.
* Email notification will be sent to the requesters on any changes requested by Tech team or Manager.
* The system will not allow approvers to reject the request once it has already been approved by them.

|  |  |  |  |
| --- | --- | --- | --- |
| Field Name | Required(Y/N) | Field Type | Comments |
| Subject | Yes |  |  |
| Requestor | Yes |  |  |
| Assignee | No |  |  |
| Status | Yes |  |  |
| Created on |  |  | OOB |
| Priority | Yes |  |  |
| Approver | Yes |  |  |
| Comments | No |  |  |

* Knowledge base need to added in the system
* Reporting and Dashboards to view the tickets
* Extensive alerts and Notifications
* Customizable email notifications
* User satisfaction survey
* Reporting functionality with export to CSV and MS Excel

