Business Requirements Document

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| **Customer** | ABC Pvt Ltd |
| **Customer Project Lead** |  |

Revision History

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| **Version** | **Date (MM/DD/YYYY)** | **Changes** | **Author** |
| 1.0 | 19/12/2024 | Initial Document | Suryakant |
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Requirements:

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| What business process/problem will this workflow solve? Customer Support Escalation and Collaboration Workflow |
| Create a brief description of the workflow that provides an overview of the business process/problem it will solve.  Example:   * Get new registrant data (email, first name, last name) from Eventbrite   + Create a new lead in Salesforce if the registrant information (email) has not been added as a lead in Salesforce * Update the lead information (phone number) if the registrant information has been added as a lead in Salesforce. * Post a message on “marketing” Channel in Slack when a new registration happens |
| What is the expected deployment date for this workflow? |
| Example:   * 01 June 2020 |

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| What are the applications involved in this workflow / business process? |
| The source and destination application(s) used in this workflow. This could be a cloud app, an on-premise app or database, files, SFTP/FTP servers etc.  Example:   * Eventbrite, Salesforce, NetSuite etc. |
| When/how will this workflow execute? |
| You can choose to trigger the execution of the workflow based on events in your business app (e.g. new opportunity created, contact updated etc.) or on a schedule using the native scheduler app.  Example:   * Automatically based on an event:   + When a new user registers for the event on Eventbrite * Scheduled:   + Run at 5PM everyday |
| How soon do you want this data synced/moved? |
| How time-sensitive is the business process to the availability of data? This will determine if you want to process near real-time data, poll for new data or just fetch periodically.  Example:   * As soon as it happens: e.g. alerting on payment failures in Stripe * Every 5-10 mins e.g. adding or updating lead information in Marketo * At the end of day/week/month e.g. moving files from one BOX storage account to another BOX storage account. |
| What data do you want to process? |
| This is important to know for defining any filters and conditions that must be applied to the data that is fetched from the source.  Example:   * New or updated data * Only data that meets criteria e.g. tickets updated after July 19th, 3PM * Based on the output from a query * Data in a file |

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| Workflow Diagram |
| A diagram that describes the flow of data from source to destination(s). It does not have to be very detailed but should provide a high-level understanding of how data needs to travel between systems. |

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| Example: |