
Software Requirements Specification

for

<Support Tickets Database Manager>

Version 1.1 approved

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<Order clothing online>

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Revision History

Name	Date	Reason For Changes	Version

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1. Introduction

1.1 Purpose

we are making a ticket system that will support an online clothing website, we chose this especially product because as much as we know there are many problems in a clothing website that need to be resolved, people might be confused about the way things works. there is no actual seller that could help people with their questions. in addition when a client buying online he might have problems that does not exist in real stores for exemple: how to return, how to pay or details about product etc...sometimes a client need the system just for himself to know that there is someone in the other side that there for hie, the purpose of our ticket system is to give the client responses for all his problems, the system should be a user friendly and comfortable to use. when a client open a ticket he should know where and what going on with his problem.

1.2 Document Conventions

There are no document conventions.

1.3 Intended Audience and Reading Suggestions

The SRS document contains explanation about the program function/features.
the document is intended for, such as developers, project managers, marketing staff, users, testers, and documentation writers.

the Software Interfaces in 3 intended for the project managers, developers.
the System Features in 4 intended for the software engineers
we suggest to read the document from the beginning to the end

1.4 Product Scope

This software system will be a system for solving customer inquiries. This system is designed to maximize system performance based on up-to-date data, and provide detailed information on existing history by maximizing work efficiency. It will also give the customer the ability to feel backed by the company and get the service he wants.

1.5 References

There are no references in this SRS document

2. Overall Description

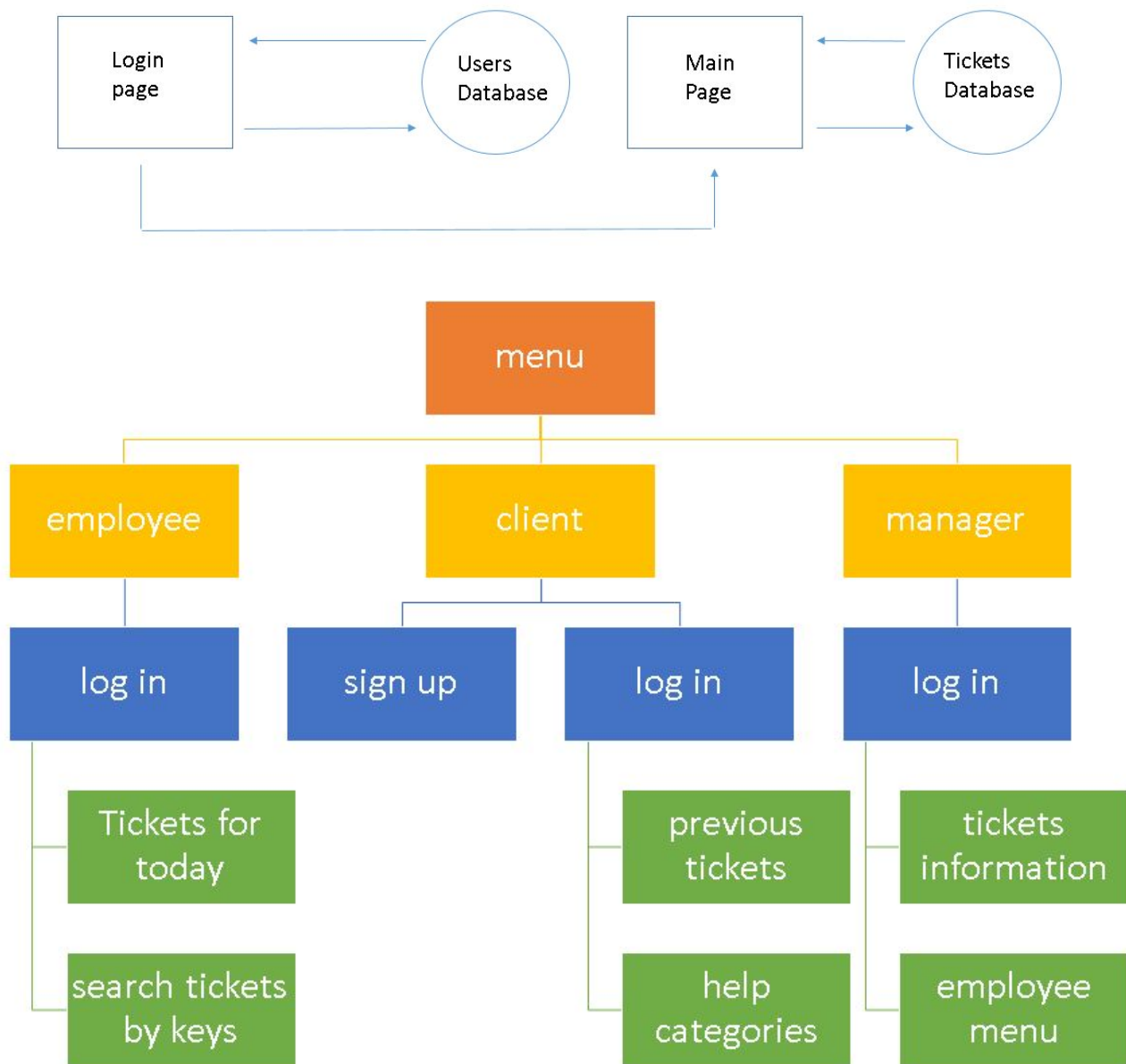
This section will provide an overview of the entire program, the program will be explained and introduced in this section.

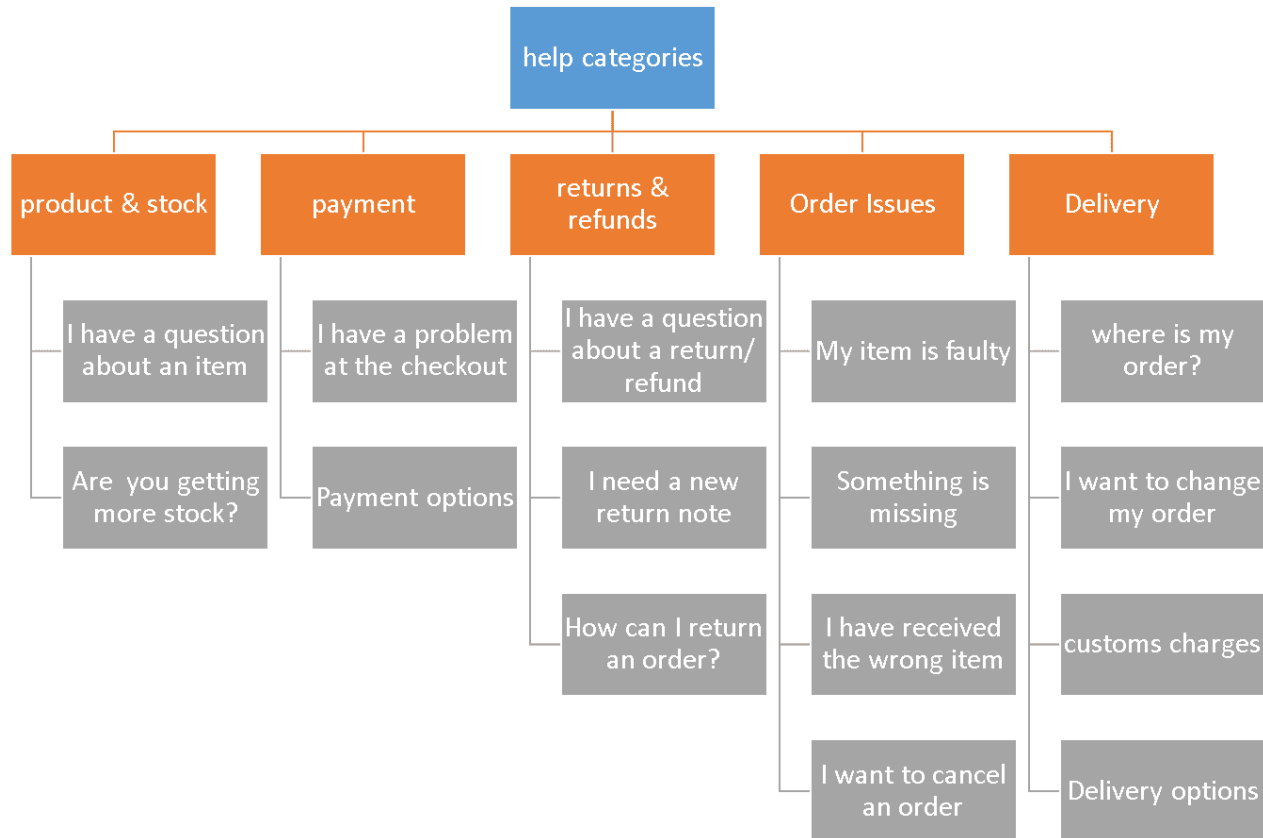
2.1 Product Perspective

The origins of this program stemmed from the need to resolve the bugs that exist as a result of purchasing online instead of in-store.

That's why our development team decided to create an effective solution for all of these. By creating a digital referral system that will allow customers to get the service they want.

2.2 Product Functions





2.3 User Classes and Characteristics

The program is primarily designed to provide inquiry management services to customer service departments. By providing easy search tools while simultaneously providing database security. Managers are the second audience to use the program. They will have access to all software features.

The program is very user-friendly and easy to navigate.

We can assume that both users will use this program on daily bases.

2.4 Operating Environment

the system will support excel, windows 10, visual system etc...

2.5 Design and Implementation Constraints

The software depends on the high internal memory of the computer, whether it is RAM or HDD and its permutations. The customer service employee must have access to the entire customer database. There is a restriction on the use of its features by different users based on roles (manager / employee). The security of the software must be assigned by the programming team as required by its security protocols. The development team will be responsible for integrating / maintaining the software delivered to enable customer service providers to provide the best customer service.

2.6 User Documentation

The customer service center will receive a manual user who will know how to use the functional user in the product and they should give the customers an explanation of how to fill in the required fields on the ticket and how to handle their request.

2.7 Assumptions and Dependencies

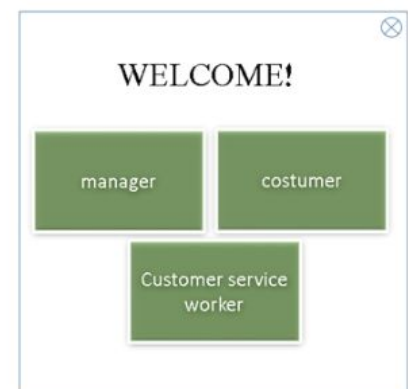
- Card fields can be changed as long as they are not sent.
- We trust the customer to provide real information about bugs encountered during / after purchase.
- All entered card information should be inside the server and database and cannot be accessed outside of network communications.

3. External Interface Requirements

3.1 User Interfaces

3.1.1 a short view of how our program will be like, to understand how it look the full requirement will be writing In detail below .

3.1.2 this is the first page for the support system, the user press the right bottom.



3.1.3 client page:

3.1.3.1 the client has 2 option to sign up or log in



Sign - In

User name

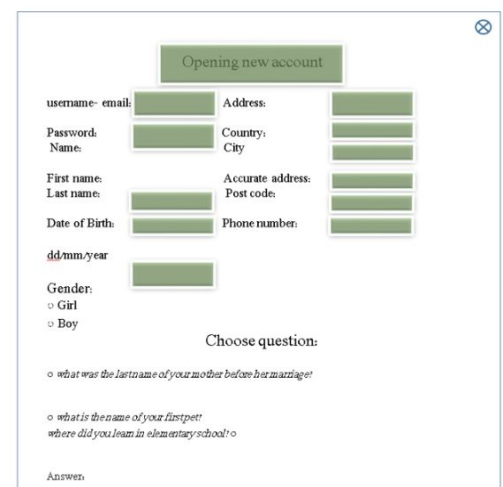
Password

Login

Register

Sign-up

3.1.3.1.1 in case he choose to sign up:



Opening new account

username- email: Address:

Password: Country:

Name: City:

First name: Accurate address:

Last name: Post code:

Date of Birth: Phone number:

dd-mm-year

Gender:

☐ Girl

☐ Boy

Choose question:

☐ what was the last name of your mother before her marriage?

☐ what is the name of your first pet?

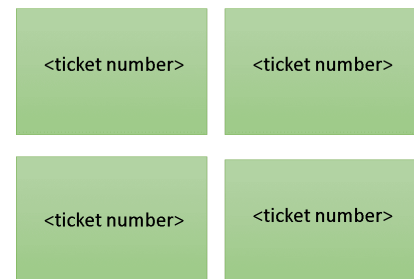
☐ where did you learn in elementary school?

Answer:

3.1.3.2 after the client login he had to choose again between watch previous tickets or to make new one in the help categories:

3.1.3.2.1 watch previous tickets:

your previous tickets

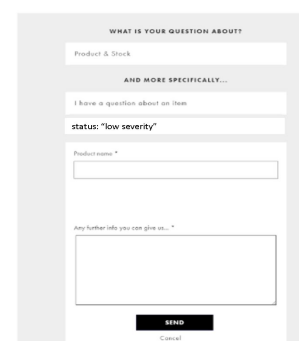


<ticket number> <ticket number>

<ticket number> <ticket number>

3.1.3.2.1.1 watch specific ticket:

For example



WHAT IS YOUR QUESTION ABOUT?

Product & Stock

AND MORE SPECIFICALLY...

I have a question about an item

status: "low severity"

Product name *

Any further info you can give us... *

SEND

Cancel

3.1.3.2.2 create new ticket, first the client will chose category from the help category that mention above and then will make his own ticket:

Opening new account

username- email: Address:

Password: Country:

Name: City:

First name: Accurate address:

Last name: Post code:

Date of Birth: Phone number:

dd/mm/year

Gender:

☐ Girl

☐ Boy

Choose question:

☐ what was the lastname of your mother before her marriage?

☐ what is the name of your first pet?

☐ where did you learn in elementary school?

Answer:

3.1.3.2.3 the opening ticket will be like this, the client will fill page:

WHAT IS YOUR QUESTION ABOUT?

Product & Stock [Change](#)

AND MORE SPECIFICALLY...

I have a question about an item [Change](#)

Product name *

Any further info you can give us... *

SEND

[Cancel](#)

3.1.4 **service worker** page:

3.1.4.1 the employee will have option to choose between tickets for today to search ticket by keys

3.1.4.1.1 ticket for today:

tickets for today: <date>

<category and severity>

<category and severity>

<category and severity>

<category and severity>

3.1.4.1.2 search ticket by keys:

Search by keys

by status o	<input type="text" value="Search..."/>
by number of ticket o	<input type="text" value="Search..."/>
by category o	<input type="text" value="Search..."/>
by name of the user o	<input type="text" value="Search..."/>
by name of employee o	<input type="text" value="Search..."/>
free words o	<input type="text" value="Search..."/>
by creation date o	<input type="text" value="Search..."/>

3.1.4.1.2.1 will appear all the ticket with the key. this is how ticket will be shown by the employee:

Watch ticket

<<Number of ticket	
<creation date>	
<contact details of the client>	
<Name>	:First name :Last name
<gender>	Girl o Boy o
<address>	:Country :City :Accurate address :Post code :Phone number
<category and subcategory>	
<description by the user>	<number of orders>/<number of products>
<status>	
<severity>	
<employee name>	

3.1.5 manager page

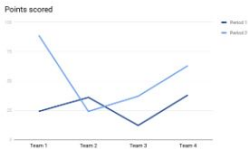
3.1.5.1 the manager will chose between “employee page” or “tickets information”

Ticket information

Employee menu

3.1.5.1.1 tickets information:

- how many problems there are in each category o
- how many problems need to be solved o
- particular Item that has the most tickets o
- particular question (category) that has the most tickets o



3.2 Hardware Interfaces

The application requires a monitor and working computer with OS installed.

3.3 Software Interfaces

The system sends a request to the user database to confirm that the user exists and his password is correct(after the user logged in).

If it is, the user is then welcomed into the main project page of the website.

A request is send to the database and all the projects that are linked with the user are presented.

If not the visitor can register to the website.

3.4 Communications Interfaces

non relevant.

4. System Features

menu:

1. client manu

- 1.1. **sign up** ,open new account, the user will enter his own details, all the fields are Mandatory fields if its not says otherwise
 - 1.1.1. user name- email
 - 1.1.1.1. check if the email is valid with “@” and so on.
 - 1.1.1.2. check in the database if the email exists
 - 1.1.1.2.1. if the email exists, will be displayed on screen “the email is already in use”
 - 1.1.2. Password
 - 1.1.2.1. check if the password is valid in this terms: the password must contain at least 8 characters and include letters, numbers and signs . if not so displayed on screen “the password is invalid, write one with letters, numbers and signs ”
 - 1.1.3. name, only contain letters max 15 letters
 - 1.1.3.1. first name,
 - 1.1.3.2. last name
 - 1.1.4. Date of birth , must be valid.
 - 1.1.4.1. day
 - 1.1.4.2. month

- 1.1.4.3. year
 - 1.1.4.3.1. the user must be older than 16 so the input must be between 1900-2003
- 1.1.5. gender choose between the 2 options
 - 1.1.5.1. Girl
 - 1.1.5.2. Guy
- 1.1.6. address
 - 1.1.6.1. city - can consist only letter max 15 Characters
 - 1.1.6.2. postcode -only numbers
 - 1.1.6.3. phone number -9 digits only
 - 1.1.6.4. accurate address- max 15 Characters
 - 1.1.6.5. A list of all countries within the delivery range will be displayed.
- 1.1.7. question to ask when the user forget the password, the user need to choose one question from the following and answer it :
 - 1.1.7.1. what was the last name of your mother before her marriage?
 - 1.1.7.2. what is the name of your first pet?
 - 1.1.7.3. where did you learn in elementary school?
- 1.1.8. there is a check that the user is not a robot by asking him to write letters and number that are not clear, or pictures of objects and need to name the object.
- 1.1.9. enter “submit” and if everything right then we will send email to him with link to log in function.
- 1.2. **log in**, enter Identifying information
 - 1.2.1. user name- email
 - 1.2.1.1. need to check in the database that the email inside. if not so will be displayed on screen “the email is not exists” after 3 trying we will send the user to ‘sign up’ function.
 - 1.2.2. password
 - 1.2.2.1. check in the database if the password is correct, if not we will give the user 3 trying than he will be blocked, and will be displayed on screen “the password is incorrect you blocked from the system, you can enter ‘forget password’”
 - 1.2.2.1.1. forget password function:
 - 1.2.2.1.1.1. the user will get a question to identify him if its right we will send to his email an option to change his password otherwise the user will be blocked
 - 1.2.3. enter “continue”
 - 1.2.3.1. if everything right the output will be “You've logged in successfully” and the client has to choose between previous tickets or the help categories.
 - 1.2.3.1.1. previous tickets:
 - 1.2.3.1.1.1. the client can chose to watch his previous tickets that he made,it will be shown by creation date from the newest to the oldest, he will see the same details that he wrote, in addition he will see the status.

- 1.2.3.1.2. create new ticket, help categories, all the description box, max be with 100 characters, the item number and the number of the order need to be alphanumeric and valid from their database, the severity is not shown to the client, it made automatic with the category he chooses.
 - 1.2.3.1.2.1. Product & stock ,low severity
 - 1.2.3.1.2.1.1. I have a question about an item
 - 1.2.3.1.2.1.1.1. mandatory field - item number
 - 1.2.3.1.2.1.1.2. mandatory field - description box
 - 1.2.3.1.2.1.2. Are you getting more stock?
 - 1.2.3.1.2.1.2.1. mandatory field - item number
 - 1.2.3.1.2.1.2.2. optional field - description box
 - 1.2.3.1.2.2. Payment , high severity
 - 1.2.3.1.2.2.1. I have a problem at the checkout
 - 1.2.3.1.2.2.1.1. mandatory field - description box
 - 1.2.3.1.2.2.2. Payment options
 - 1.2.3.1.2.2.2.1. mandatory field - description box
 - 1.2.3.1.2.3. Returns & refunds, high severity
 - 1.2.3.1.2.3.1. I have a question about a return/ refund
 - 1.2.3.1.2.3.1.1. mandatory field - number of the order
 - 1.2.3.1.2.3.1.2. mandatory field - description box
 - 1.2.3.1.2.3.2. I need a new return note
 - 1.2.3.1.2.3.2.1. mandatory field - number of the order
 - 1.2.3.1.2.3.2.2. optional field - description box
 - 1.2.3.1.2.3.3. How can I return an order?
 - 1.2.3.1.2.3.3.1. mandatory field - number of the order
 - 1.2.3.1.2.3.3.2. optional field - description box
 - 1.2.3.1.2.4. Order Issues, high severity
 - 1.2.3.1.2.4.1. My item is faulty
 - 1.2.3.1.2.4.1.1. mandatory field - item number
 - 1.2.3.1.2.4.1.2. optional field - description box
 - 1.2.3.1.2.4.2. Something is missing
 - 1.2.3.1.2.4.2.1. mandatory field - number of the order
 - 1.2.3.1.2.4.2.2. mandatory field - item number
 - 1.2.3.1.2.4.2.3. optional field - description box
 - 1.2.3.1.2.4.3. I have received the wrong item
 - 1.2.3.1.2.4.3.1. optional field - description box
 - 1.2.3.1.2.4.4. I want to cancel an order - severity -urgent
 - 1.2.3.1.2.4.4.1. mandatory field - number of the order
 - 1.2.3.1.2.4.4.2. optional field - description box
 - 1.2.3.1.2.5. Delivery, high severity
 - 1.2.3.1.2.5.1. where is my order?
 - 1.2.3.1.2.5.1.1. mandatory field - number of the order
 - 1.2.3.1.2.5.1.2. optional field - description box

- 1.2.3.1.2.5.2. I want to change my order, severity -urgent
 - 1.2.3.1.2.5.2.1. mandatory field - number of the order
 - 1.2.3.1.2.5.2.2. optional field - description box
 - 1.2.3.1.2.5.3. customs charges
 - 1.2.3.1.2.5.3.1. mandatory field - description box
 - 1.2.3.1.2.5.4. Delivery options
 - 1.2.3.1.2.5.4.1. optional field - description box
 - 1.2.3.1.3. enter "send"
 - 1.2.3.1.4. after a successful input the output to the screen will be "your ticket successfully created your ticket number is <ticket number>" the number of the ticket will be unique to each ticket and alphanumeric can contain all the characters, 6 digits. in addition the date of the creation of the ticket will be upload to the ticket.
2. manager manu
- 2.1. login //there is no sign up because if the user is a manager so we assume that he has his own account and there is no need to create one
 - 2.1.1. username-email
 - 2.1.1.1. need to check in the database that the email inside. if not so will be displayed on screen "the email is not exists" after 3 trying we will send the user to the 'sign up' function.
 - 2.1.2. password
 - 2.1.2.1. check in the database if the password is correct, if not we will give the user 3 trying than he will be blocked, and will be displayed on screen "the password is incorrect you blocked from the system, you can enter 'forget password'"
 - 2.1.2.1.1. forget password function:
 - 2.1.2.1.1.1. the user will get a question to identify him if its right we will send to his email an option to change his password otherwise the user will be blocked
 - 2.1.3. enter "Continue"
 - 2.1.3.1. if everything corect from the database the output will be "You've logged in successfully" and have these functions:
 - 2.1.3.1.1. tickets information: all the information will be from the tickets database
 - 2.1.3.1.1.1. how many tickets there are in each category
 - 2.1.3.1.1.1.1. will be shown by "<name of subcategory>:<number of tickets>"
 - 2.1.3.1.1.2. how many tickets need to be solved
 - 2.1.3.1.1.2.1. "<number of tickets that are not solved>"
 - 2.1.3.1.1.3. particular Item that has the most tickets
 - 2.1.3.1.1.3.1. "<number of the item>:<number of times>"
 - 2.1.3.1.1.4. particular question (category) that has the most tickets
 - 2.1.3.1.1.4.1. "<the name of the question>:<number of times>"

2.1.3.1.2. employee manu - exactly as the one that will be right down in the employee.

3. employee manu:

3.1. login //there is no sign up because if the user is a employee so we assume that he has his own account and there is no need to create one

3.1.1. username-email

3.1.1.1. need to check in the database that the email inside. if not so will be displayed on screen “the email is not exists” after 3 trying we will send the user to the ‘sign up’ function.

3.1.2. password

3.1.2.1. check in the database if the password is correct, if not we will give the user 3 trying than he will be blocked, and will be displayed on screen “the password is incorrect you blocked from the system, you can enter ‘forget password’”

3.1.2.1.1. forget password function:

3.1.2.1.1.1. the user will get a question to identify him if its right we will send to his email an option to change his password otherwise the user will be blocked

3.1.3. enter “Continue”

3.1.3.1. if everything corect from the database the output will be “You've logged in successfully” and will have these functions:

3.1.3.1.1. searching by keys:

3.1.3.1.1.1. by the creation date of the ticket:

3.1.3.1.1.1.1. the user will write a date and all the tickets that are in database that are opened at this day will appear, if no ticket created this day so the output will be “no tickets found”.

3.1.3.1.1.2. by status :

3.1.3.1.1.2.1. the user will enter a status of a ticket it could be one of these options: In process, escalated, closed, open.

3.1.3.1.1.3. by number of ticket

3.1.3.1.1.3.1. the number of the ticket is alphanumeric and the user can search by it and watch all the tickets.

3.1.3.1.1.4. by category

3.1.3.1.1.5. by name of user

3.1.3.1.1.5.1. will be shown all the tickets that owns to the name of the client that we search for

3.1.3.1.1.6. by name of the employee that work on it

3.1.3.1.1.6.1. the user could watch all the tickets that related to specific employee.

3.1.3.1.1.7. by free words

3.1.3.1.1.7.1. there will be a search for the word in the description box from all the tickets

- 3.1.3.1.1.8. by number of product
 - 3.1.3.1.1.8.1. will search for this particular item in the tickets database
- 3.1.3.1.1.9. by number of order
 - 3.1.3.1.1.9.1. will search for this particular number of order in the tickets database
- 3.1.3.1.2. Tickets for today:
 - 3.1.3.1.2.1. the employee watch all the tickets that he should work on them this day, by oldest to newest and by severity, also all the previous tickets that he worked on and did not solved yet. then will enter the ticket by the following Instructions below.
- 3.1.3.1.3. (this requirement is when the user enter a ticket after he choose one from the “tickets for today” or from “search by keys”. entering specific ticket, the ticket consist:
 - 3.1.3.1.3.1. number of ticket
 - 3.1.3.1.3.1.1. we will make a unique number to represent each ticket
 - 3.1.3.1.3.2. creation date of the ticket:
 - 3.1.3.1.3.2.1. the date the user opened the ticket
 - 3.1.3.1.3.3. all the details of the client.
 - 3.1.3.1.3.4. category of the ticket and the subcategory
 - 3.1.3.1.3.5. description of the ticket by the user
 - 3.1.3.1.3.5.1. if the number of the order or the number of the product exist it also will appear.
 - 3.1.3.1.3.6. status of the ticket by employee “In process, escalated, closed,opened”
 - 3.1.3.1.3.6.1. the employee can approach and change the status
 - 3.1.3.1.3.7. will provide a status regarding the stakeholder who are involved in various ways in the specific instance
 - 3.1.3.1.3.8. the severity of the issue : “urgent, low severity, high severity, normal severity”.
 - 3.1.3.1.3.8.1. the severity is made automatic when the ticket created, but the employee can change it by his discretion.
 - 3.1.3.1.3.9. the name of the employee that working in this particular ticket.
 - 3.1.3.1.3.9.1. the employee can approach and change the name.
 - 3.1.3.1.3.10. check credit:
 - 3.1.3.1.3.10.1. the employee can see the client check credit, that will help the employee determine if the ticket is important, reliable and serious.

5. Other Nonfunctional Requirements

5.1 Performance Requirements

- Registering or logging gives the user 30 minutes to fill out or change the complaint details for which the ticket was opened.
- The master repository can store up to 1,000 customers at a time.
- The system should be prepared for a busy periods (for example : before and after holidays and sales periods).

5.2 Safety Requirements

Explained in detail below.

5.3 Security Requirements

The product should be secure because

- The need for the card to securely store the complaint details within the database.

This internal database will be encrypted to prevent leakage of the same personal information.

5.4 Software Quality Attributes

- The software is easy to use.
- Updated technology.
- Compact software.
- The software will be available to every member of the customer service department.

5.5 Business Rules

- Only a manager can watch all the Queries.

6. Other Requirements

All requirements were mentioned above.

Appendix A: Glossary

non relevant.

Appendix B: Analysis Models

non relevant.

Appendix C: To Be Determined List

- The user will have the option to change his personal details in any time he want
- The employee will have the option to add a new client by himself, right now are system doesn't support it because there is no direct contact between the user to the employee in this version.