

Hotline Support System

Requirements specification

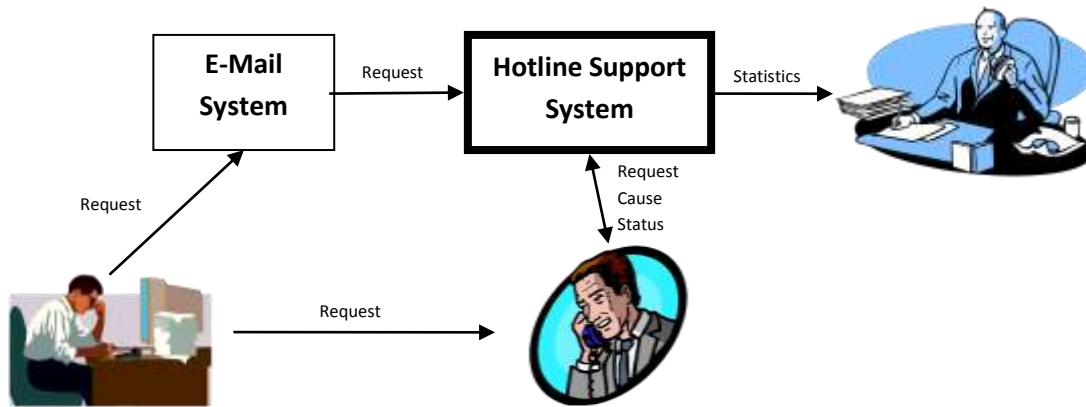
Version 0.5

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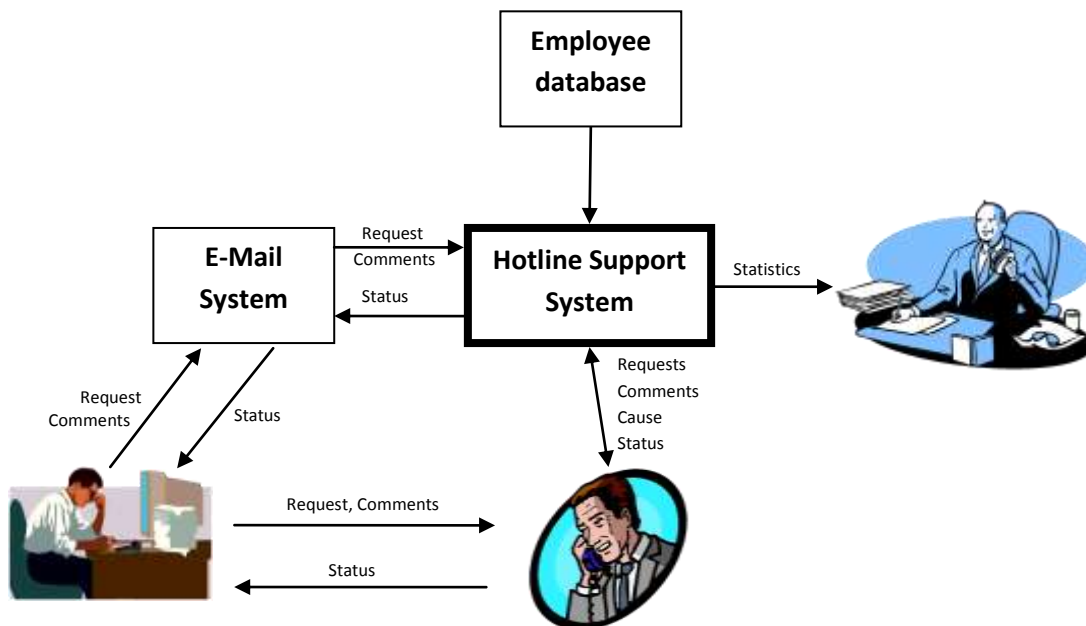
1. Background and Vision

The company has around 1000 IT users with its own hotline (help desk). The hotline is unhappy with their present open-source system for hotline support, and wants to acquire a better one.

The present situation is illustrated below.



The future situation is illustrated below



It has not been decided if the current system shall be modified or replaced with a new one.

2. Tasks to support

Work area 1: Hotline (help desk)

The hotline comprises 10-15 employees, who occasionally or full time serve as supporters. They know each other and know who is expert in what. The supporters frequently change between first and second line, for instance to get variation.

T1 Handle request

Start: Contact with an IT user

End: When the request has been resolved

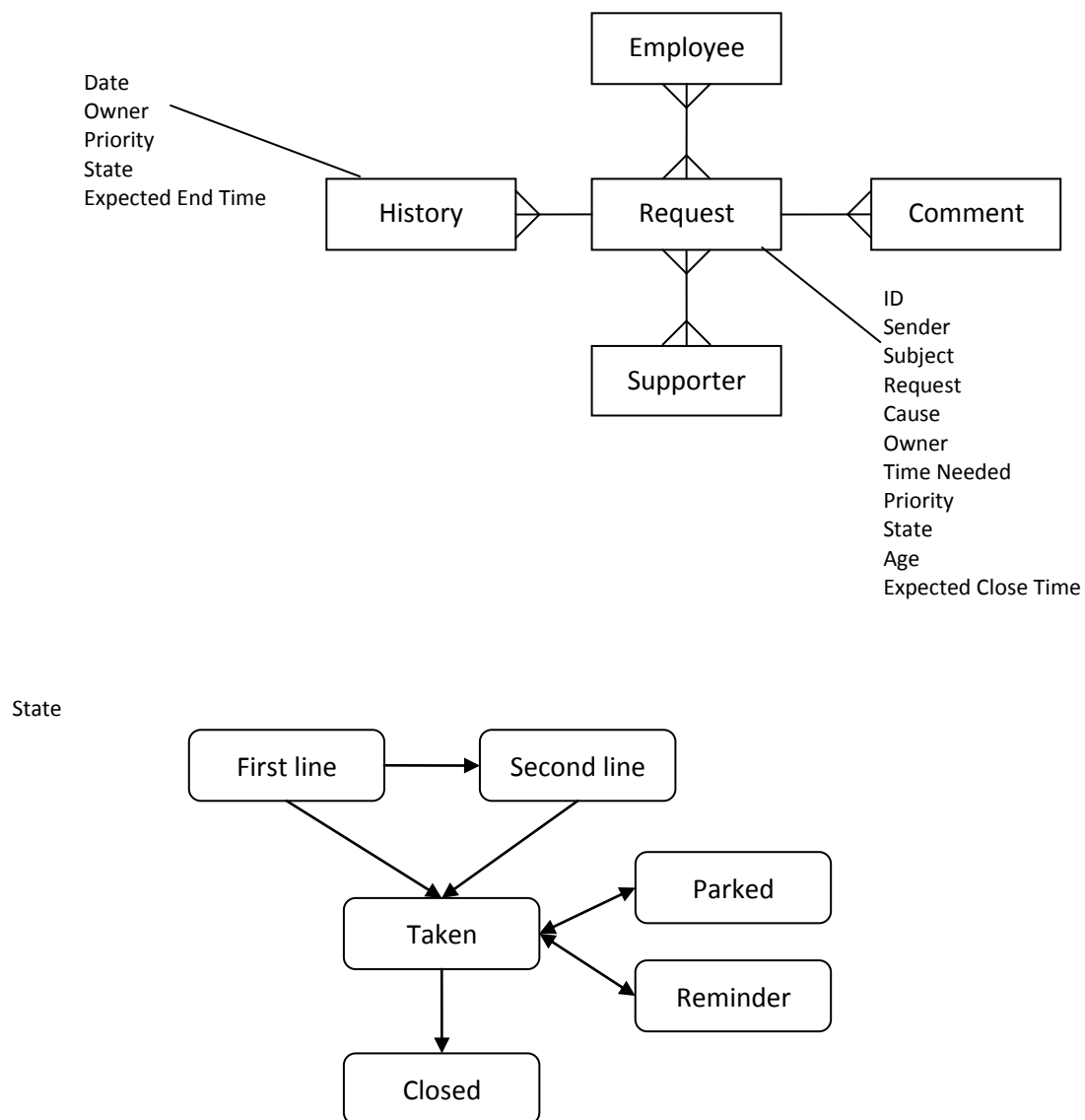
Users: Supporters in first-line and second-line support.

Frequency: Around 50 requests arrive per day (80% simple, 10% difficult, 10% I)
Around 100 requests may be open (unresolved)

#	Sub tasks and variants	Suggested solution	Code
1.	Receive call face-to-face or through phone or e-mail. It may be a new request or information about an existing request.	The system catches e-mail sent by IT-user to <i>hotline@....</i>	
1p.	Problem: Hotline prefers to get request through e-mail, but users are sometime unable to e-mail, e.g., when the user has forgotten a password and needs a new one.	Support for sending requests via SMS.	
1q.	Problem: It happens that a supporter moves to second line without realizing that nobody remains in first line.		
2.	Find request record.	The supporter sees a list of request on the screen so she can follow what is going on.	
		It is possible to see when a request should be closed according to what the user expects.	
		The system warns about requests that are not completed on time.	
2a.	Create new request record.		
2p.	Problem: The user must be manually registered into the system.	Integrate with employee database. See Section "Integration Requirements"	
2q.	Problem: A request may be hard to find, e.g., if the user doesn't know the request id or user id.		
2r.	Problem: Supporters sometimes do not register requests that are easy to resolve. This makes statistics incorrect. One reason is that it is too cumbersome to register a request.		
2s.	Problem: The current system requires the registration of a cause for new request. This is not always possible. The cause may not be known until later.		

#	Sub tasks and variants	Suggested solution	Code
2t.	Problem: The list of causes must be manually configured, which is considered cumbersome.		
2u.	Problem: In the current system it is possible to see when someone last looked at the request (ActOn), which is not very useful.		
3.	Add information to request.		
3p.	Problem: Today it is difficult to add information to a request.		
4.	Resolve request in first line.		
4a.	Resolve request in second line. First line can give the request a priority and an estimated time for the solution.		
4p.	Problem: If the user cannot have his problem solved right away, it is annoying not knowing when it will be solved. How often will he for instance have to go to the printer to check whether it has got toner now? In many cases the problem has been solved, but the user doesn't know.		
4q.	Problem: The present support system allows the user to look up his problem request to see what has happened, but it is inconvenient and how often should she look?		
4r.	Problem: Requests sometimes are lost because a supporter has started working on it, but becomes ill or goes on vacation before it is finished.	The system warns about requests that are not completed on time.	
4s.	Problem: In busy periods, when many issues may be open (unresolved), it is hard for the individual supporter to survey the problems he is working on and see which problems are most urgent.		
5.	Transfer request to a hotline person with special expertise.		
5p.	Problem: Transferring the problem often fails. The supporter places a yellow sticker on the expert's desk, but the stickers often disappear.		
5q.	Problem: Transferring the problem often fails. Expert misunderstands the problem.		

3. Data to record



4. Other Functional Requirements

#	Requirement	Suggested solution	Code
1.	E-Mail reminder for supporters.		

4.1. Reports

(Virtual window showing the kind of statistical information needed)

4.2. Screens

(Virtual windows showing the information to show to the supporter)

5. Integration with other systems

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