

Requirement #	Details
1	System should have capability to recover password/ generate a new one based on authenticity of the user.
2	Notification system should be in place which notify user upon the completion of their request.
3	Set priorities on issues that are newly created (should be allowed and accessed only by staff/ supporters).
4	Setting estimated time of delivery and priority while creating a ticket should be made mandatory.
5	System warning/notifications to be sent out (email or text) if issues are not closed in time (approximate estimated close time or completion date as stated by the reps or staff).
6	Ticket should have workflow options which can be set as status. Status needs to be set to the tickets once status is changed. (Statuses can be following) <ul style="list-style-type: none"> • First Line • Second Line • Taken • Parked • Reminder • Closed
7	System should be able to get contact information from MS Active directive. System should only have 'read-only' access to MS AD.
8	System should note and mandate first supporter and second supporter (if applicable) mandatory to contact the supporter in case of questions
9	Notification will be sent out to supervisor of the staff working the ticket/issue. If ticket is not updated for greater than X days (can be set based on the type of business).
10	While entering or creating new ticket there should be way to tag the problem. What category it belongs to? (Helps for pulling up statistics)
11	As soon as ticket is assigned to someone, estimated time of completion should be specified. Estimation will be approximate and can be changed later depending upon the complexity of the problem.
12	System support for internationalization [i.e. support for languages other than English] Set of new language can be specified in a config file e.g. If Danish is specified in a config file, system should be able to read and understand Danish characters.
13	As soon as reporter creates a new request, system should send email notification to the person who worked on it to provide root cause analysis and close the request.
14	Whenever the ticket is assigned or transferred to anyone, it should be mandatory to record all the steps taken so far.
15	When the request is completed, system should require that assignee needs to specify what all steps taken to resolve and mention analysis.

Note: supporters and reps (customer representatives) can be used interchangeably.