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Ticketing System Web - Solved date for tickets

**Functional Requirement Document**

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1. **TICKET DETAILS**

|  |  |
| --- | --- |
| **Ticket ID** | TT19186 |
| **Ticket description** | We need solved date field in my tickets -> export & grid when tickets are marked as solved. If ticket is not marked as solved then it should be blank whereas it should display date and time when tickets are marked as solved. |
| **Created by** | Manali Bhadirage |
| **Created on** | 22/01/2024 |
| **Priority**  | Medium |

1. **VERSION CONTROL**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No** | **Version no** | **Version Date** | **User name** | **User department** |
| **1** | **1.0** | **27/01/2024** | **Manali Bhadirage** | **Techne AI BA** |
|  |  |  |  |  |

1. **APPROVALS**

|  |  |  |
| --- | --- | --- |
| **Field** | **Name of the User** | **Approved date by the user** |
| **Actual User NameActual User DepartmentOrganization Name** | Manali BhadirageBATechne AI |  |
| **Assigned BA** | Manali bhadirage |  |
| **Assigned Developer** |  |  |
| **Assigned Tester** |  |  |

1. **ESTIMATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Department name** | **Estimated Time (In hr)** | **Scheduled Date (Starting date)** | **Estimated date** | **Actual delivery date** |
| **BA** |  |  |  |  |
| **Development** |  |  |  |  |
| **Testing** |  |  |  |  |

1. **INTRODUCTION**

Tech Ticket is tool designed for planning & managing your projects by creating tickets. It is easy to use IT software for scheduling tasks of team under each ticket and thus further increasing productivity of each member.

Ticket management software provides a centralized, structured and efficient way to handle tasks, issues, or requests, offering numerous benefits for organizations seeking streamlined workflows.With the ability to conveniently pause and resume tasks at any point, users can have greater control over their workflow. Tickets can be categorized and prioritized, allowing for organized task management and ensuring that critical issues are addressed promptly. Each ticket can be assigned to a specific individual or team, promoting accountability and clear ownership of tasks. By efficiently managing tasks and resolving issues in a timely manner, businesses can optimize their resources. Users can receive real-time updates on the status of their tickets, facilitating quick issue resolution and preventing delays. The reports collectively provide a comprehensive view of the performance and history of a ticket, enabling organization to make data-driven decisions.

1. **BUSINESS REQUIREMENT**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement ID** | **Requirement Name** | **Short Description** | **Priority** |
| BR001 | Solved Date | Display solved date for solved tickets in grid of ‘search result tab’ when searched through filter. | Medium |
| BR002 | Solved Date | Display solved date column in exported file of my tickets from all tabs. Solved date field should be blank for the tickets whose status is not solved. | Medium |

1. **SCOPE**

Once assigned to user changes the status of the ticket as solved or when ticket creator confirms ticket as solved, then the solved date should be displayed for that ticket in grid, view action and exported file. When user searches any solved ticket through filter option or using the search tab, then its solved date should be displayed in the grid. For rest of the ticket status, solved ticket column shouldn’t be displayed in any of the tabs above. Moreover, when user clicks on export button of any of the tab, then excel file should get downloaded displaying ticket details along with the solved date column in it.

1. **BUSINESS & SYSTEM RULES**
* User should be registered in the system.
* User should be logged in.
* System should display error message for incorrect details if entered.
* Solved date is expected only for the tickets having status as solved.
1. **ABBREVIATIONS & TERMS**

ID - Identification number

1. **EXISTING SYSTEM**

Currently, we do not have solved date for the tickets in the system and thus could analyze the data of tickets solved by the users during specific period.

1. **GRAPHICAL REPRESENTATION**



Fig: process flow diagram

1. **PROPOSED SYSTEM**

Assigned to user can click on assigned to me tab -> edit action of ticket-> status -> solved and click on submit button to mark the tickets as solved which are assigned to them. Moreover, the ticket creator can mark the ticket as solved from their end through created by me -> confirm action of ticket -> mention comment and click on yes.



Fig: Assigned to user’s edit action to mark ticket as solved



Fig: Ticket creator’s confirm action to mark ticket as solved

Further, when the user enters any valid ticket number in the search tab or selects stayus as solved in filter options and clicks on search button, expected ticket details will be displayed in the ‘search by me’ tab. It should have following columns:

* Action
* Sr. No.
* Ticket ID
* Description
* Ticket Date
* Expected Date
* Priority
* Type
* Passed status
* Status
* Assigned to dept.
* Assigned user
* Created by
* Solved date

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **FIELDS** | **INPUT TYPE**  | **MANDATORY/ OPTIONAL** | **EDITABLE** | **DESCRIPTION** |
| Solved Date | Text | - | No | It will display the date on which the ticket was marked as solved by the assigned to user / confirmed by the ticket creator. It will be displayed in YYYY/MM/DD format. If ticket status is not solved, then soved date will be blank in the grid.  |

Moreover, when user clicks on export button of any of the tab, excel file will get downloaded displauying list of tickets as in the grid. It should have following columns:

* Sr. No.
* Ticket ID
* Ticket created date
* Expected date
* Assign to dept
* Assign to user
* Query type
* Priority
* Ticket Status
* Description
* Created by
* Created at
* Basket configured
* Confirmation
* Reference ID
* From dept
* Passing status
* Passing status at
* Passed by
* Passed remark
* Project name
* Module name
* Sub module name
* Template ID
* Tenant ID
* Solved date

Change sequence as mentioned above. Remove ID and status which is in P and Q column respectively.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **FIELDS** | **INPUT TYPE**  | **MANDATORY/ OPTIONAL** | **EDITABLE** | **DESCRIPTION** |
| Craeted at | Date | Mandatory | No | It will display the time on which the ticket was created.  |
| Solved Date | Text | - | No | It will display the date on which the ticket was marked as solved. It will be displayed in YYYY/MM/DD format. If ticket status is not solved, then soved date will be blank in the cell.  |



Fig: Solved Date in grid of search tab



Fig: solved date in exported file

1. **TEST DATA & SCENARIOS**



1. **ODUS (Open Discussion Unhandled scenarios)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No.** | **Topic**  | **Priority****(High / medium / low)** | **Remark** | **Status****(Open/****Closed)** |
| 1 | Date : Query and its description |  | Write solution which is decided by user or head or us.  | Open for queries which are recently asked and which are pending. |
| 2 |  |  |  |  |
| 3 |  |  |  |  |

1. **REFERENCES OF THE USERS**

|  |  |  |  |
| --- | --- | --- | --- |
| **User** | **Name** | **Mail** | **Contact number** |
| **Actual user** | Manali Bhadirage | Manali.bhadirage@techneai.com |  |
| **Ticket created by (if any)** | Manali Bhadirage | Manali.bhadirage@techneai.com |  |
| **Assigned business analyst** | Manali Bhadirage | Manali.bhadirage@techneai.com |  |
| **Assigned developer** |  |  |  |
| **Assigned tester**  |  |  |  |