ABC application

Applications Development

Functional and Technical Requirements Document

July 25, 2022

Version 2.0

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THE PURPOSE OF THIS DOCUMENT IS TO DEMONSTRATE A SAMPLE OF MY FUNCTIONAL AND TECHNICAL REQUIREMENTS DOCUMENTATION SKILLS

THIS DOCUMENT IS <u>INCOMPLETE</u>

UML Overview of the Search and Results Fields - Landing page

Parent

Attributes
SLIC

SLIC number (code)
SLIC name
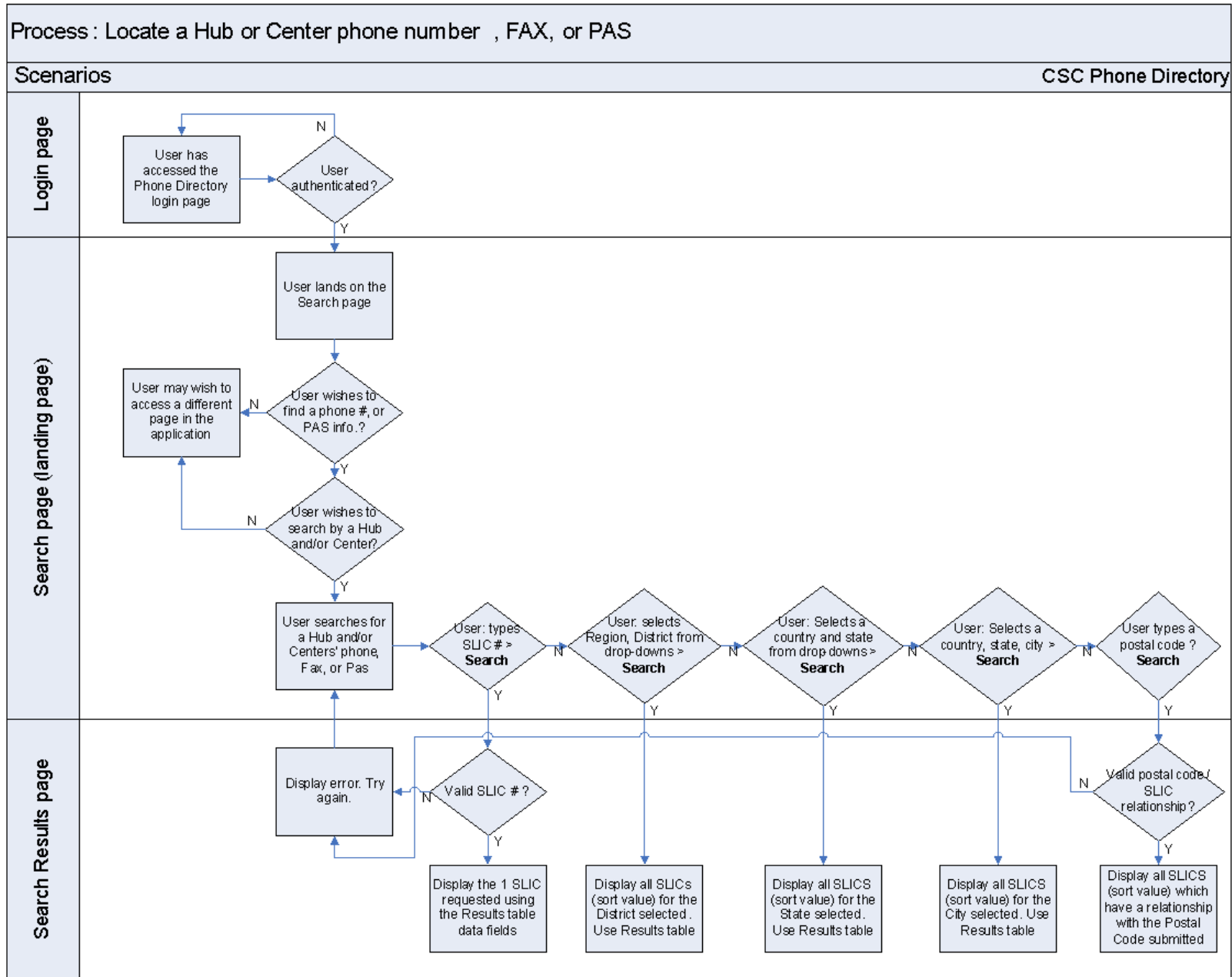Operation type (Hub or Center)
Country code
Postal code(s)

Methods
Used to identify UPS business organizations such as Package Centers, Hubs, Busir   ts, and other UPS facilities

Child

Attributes
Identification numbers of Regions

Region number
District number

Methods
District - A geographic boundary within a region. Must be used in conjunction with both a region and district number to ensure uniqueness

Child

Attributes
Physical Location

State
City

Methods
A physical location in the United States which will be used as a search parameter in the application.

Child

Attributes
Contact Information

M – F Phone No.
Atlas Phone No.
Saturday Phone No.
FAX Phone No.
PAS (Y / N)

Methods
Phone numbers and the PAS attribute is used to contact SLIC loc.......... employees and anonymous users
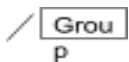
Login Page

1. The ABC application login page does not require multiple language support.

2. The login page must support 2 methods for authentication

- o Active directory ID and password

- o A user's ID and password stored in the application's database

3. After a user fills out the User ID and Last Name fields, and clicks the Continue button, the system must check that the entries are valid.

4. In a design meeting, the App Dev team decided to remove self service password; however, a user can change his or her password

5. Login Page - other considerations

- o When a user attempts to login with an incorrect user ID or password - An error message should be displayed in English: Check Username/Password

- o The login page should be designed to accommodate future enhancements such as multilingual support for version 2.0.
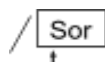
Flow Chart of possible search outcomes

Process : Locate a Hub or Center phone number , FAX, or PAS

Scenarios   **CSC Phone Directory**

Login page

- User has accessed the Phone Directory login page
- User authenticated? → N
- Y

Search page (landing page)

- User lands on the Search page
- User wishes to find a phone #, or PAS info.? → N → User may wish to access a different page in the application
- Y
- User wishes to search by a Hub and/or Center? → N
- Y
- User searches for a Hub and/or Centers' phone, Fax, or Pas
- User: types SLIC # > **Search** → N
- Y
- User: selects Region, District from drop-downs > **Search** → N
- Y
- User: Selects a country and state from drop-downs > **Search** → N
- Y
- User: Selects a country, state, city > **Search** → N
- Y
- User types a postal code ? **Search** → N
- Y

Search Results page

- Display error. Try again.
- Valid SLIC # ? → N (to Display error)
- Y
- Display the 1 SLIC requested using the Results table data fields
- Display all SLICs (sort value) for the District selected. Use Results table
- Display all SLICS (sort value) for the State selected. Use Results table
- Display all SLICS (sort value) for the City selected. Use Results table
- Valid postal code / SLIC relationship ? → N
- Y
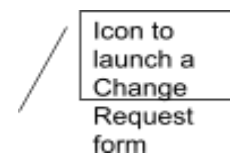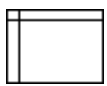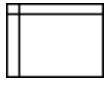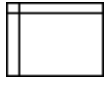- Display all SLICS (sort value) which have a relationship with the Postal Code submitted

Results Table

1. Regardless of the values selected or entered in the Search Page, the results page should display the following information contained in the table below

2. The ABC order to display information must be five-character alphanumeric text, comparing from left to right, using the following collating sequence (lowest to highest):

   o   Blank
   o   The digits from zero to nine
   o   The letters from A to Z

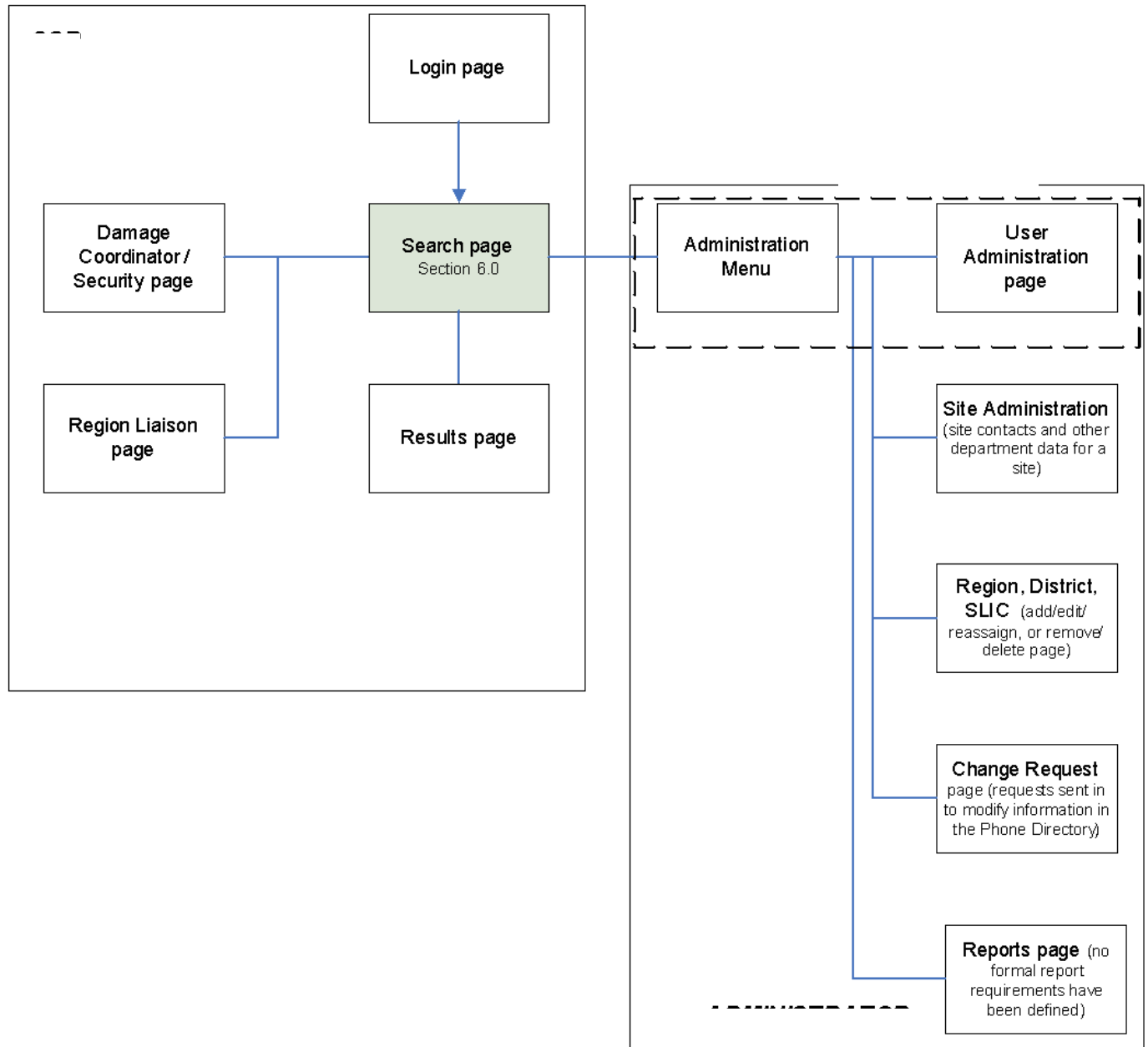3. The table below is not intended to represent the full design for the results page

Icon to launch a Change Request form

Group

Sort

RRDD	ABC	Type	Name	Column X	Column Y	
xxxx	4635	Center	City Name	M-F 219-845-0834 Atlas 5-219-0834	FAX 219-845-1285 SAT 219-845-0834	
xxxx	4635	Center	City Name	M-F 219-845-0834 Atlas 5-219-0834	FAX 219-845-1285 SAT 219-845-0834	
xxxx	6019	HUB	City Name	M-F 847-346-3357 Atlas 5-346-3324 Atlas 5-346-3383 Atlas 5-346-357	SAT 702-319-2929	

4. More than 1 phone number can exist for each phone number and fax field.

Application web page layout

```
┌──────────────────────────────────────────────┐
│  ┌─ ─ ─┐                                       │
│                    ┌─────────────┐             │
│                    │  Login page │             │
│                    └─────────────┘             │
│                           │                    │
│                           ▼                    │
│  ┌──────────────┐   ┌─────────────┐            │
│  │   Damage     │   │ Search page │            │
│  │ Coordinator/ │───│ Section 6.0 │            │
│  │ Security page│   └─────────────┘            │
│  └──────────────┘         │                    │
│  ┌──────────────┐   ┌─────────────┐            │
│  │ Region Liaison│  │ Results page│            │
│  │     page     │   └─────────────┘            │
│  └──────────────┘                              │
└──────────────────────────────────────────────┘
```

Box	Contents
Login page	
Search page	Section 6.0
Damage Coordinator / Security page	
Region Liaison page	
Results page	
Administration Menu	
User Administration page	
Site Administration	(site contacts and other department data for a site)
Region, District, SLIC	(add/edit/ reassaign, or remove/ delete page)
Change Request	page (requests sent in to modify information in the Phone Directory)
Reports page	(no formal report requirements have been defined)

ADMINISTRATOR

Email Distribution List

1. When an agent or Supervisor submits a Change Request, it must be delivered to 2 locations:

- o   A controller's e-mail account receives specific Change Requests

- o   A list containing Change Request(s) in the application

2. The e-mail distribution administration screen should be designed similar to the IRIS e-mail distribution screen. The page should include the following fields:

E-mail Distribution List Administration	
List Name	
E-mail Addresses	(one per line)
Location	
Active	Y / N

Email Distribution List Type
 	
(A controller selects one or more items from a multi-select option an e-mail distribution list.
	1. change to RRDD SLIC Alignment
	
	2. Change to the Results page table for Region, District, SLIC Phone numbers, etc.
	   o M-F phone number(s)
	   o Saturday phone number(s)
	   o FAX number(s)
	
	3. Change to the Complaint Coordinator List
	   o primary/secondary (type)
	   o name
	   o e-mail address
	   o Primary Phone No.
	   o Secondary Phone No.
	
	4. Change to the Region / District Contact page
	   o Primary/secondary (type)
	   o Mon-Fri phone number(s)
	   o Saturday phone number(s)
	   o Mobile / Cell Phone number

Save	button
Cancel	button
Add	Icon
Edit	icon
Delete	icon
Active	Y / N

List containing Change Requests

1. The Change Request screen may need 3 or more tabs.

    o Users' request

    o Data Store
       updates required (after comparing recent data store pulled weekly)

    o Past changes
       will display all updates made by controllers for the past 12 months

2. Below is a proposed design created to demonstrate a mockup for a Change
Request page.

User Requests	Data Store	Past Changes

ID	Change Request Type	Change Request Summary	Date Submitted
1001	Region/District Info.	SLIC CHANGE M-F 219-845-0834. ADD M-F 219-823-9003. PAS = YES	31 May 2011

3. Similar to the Important News page, when a Controller clicks an ID number or any
alpha/numeric character in the corresponding row, an Editor appears proving an
administrator the ability to verify and approve a Change Request. When the
administrator approves a change in the Editor, the change should automatically be
updated in the database.

Reports Page

Report #1 – Use Case

Name	Run the Region, District, SLIC report
Goal	Identifies all the SLICs and corresponding information for a specific Region and/or District
Description	The user will be able to run a report which displays: 1) all SLICs and with phone numbers, fax numbers, and PAS 2) SLICs for a specific District displaying corresponding phone numbers, fax numbers and PAS 3) SLICs for an entire Region displaying corresponding phone numbers, fax numbers, and PAS
Actor(s)	A user with reports access has logged in (authenticated) to the system
Pre-Condition	A user with reports access has logged in (authenticated) to the system
Trigger	A user clicks the Reports icon(or link) from the Search Page (Landing Page) and clicks the Region, District, SLIC report in the menu tree

Basic Course	Step	Actor Action	System Response
	1	Click the Reports icon located on the Search Page (landing page)	
	2		Validate user security
	3		Display the Reports menu tree hierarchy
	4	Click the appropriate Report Topic (if necessary) to expand the Reports tree	
	5		Expand the Reports list in tree hierarchy
	6	Click the Region, District, SLIC report to run	
	7		Validate user security
	8		Display the report parameters in the Content Frame
	9	Select the parameters for the report using the parameter controls	
	10	Select Run	

	Step	Actor Action	System Response
	11		Run the report against the database filtering parameters selected by the user
	12		Display the report
Alternative Courses	Step	Actor Action	System Response
	12	Select EXCEL or PDF from the Export drop-down	
	13	Click the Export button	
	14		Export report
	15		Display contents on screen in XLS or PDF format
	16		
	17		

Success End Condition	1. The Report has executed 2. The report is displayed on the screen in the desired format		
Failed End Condition	The report is not displayed on the screen. An error message may be displayed to the user.		
Related Use Cases	Before	During	After
	View Reports Menu use case		NA
Decision Support Frequency	Priority	Frequency	Duration
	Low	Anytime	< 5 minutes
Criticality	Low		
Risk	Low		

Assumptions	Resources have been created in the Phone Directory system. The actor has permission to run the report. Unauthorized users have no access to reports
Parameters	Region [drop down - include ALL], District [drop down - include all] , M-F Phone No., Sat Phone No. Fax Phone No., PAS (Y/N) [multi select box]
Sort Criteria	SLIC number (lowest to greatest)
Group By	Region, District
Design Options	
Business Rules	
Open Issues	

Element	Data type	Format	Description / Formula	Notes
Report Title	TEXT	Alpha Letter	Name of Report: Region, District, SLIC Report	
Run Date	Date Time	Date dd/mm/yyyy	Date the report was executed	
Date Range	TEXT	Alpha Letter	String that displays dates on which the report is constrained	
RRDD	ALPHA	Alpha Letter		Group By
SLIC	ALPHA	Alpha Numeric		Sort Column
M - F Phone No.	ALPHA	Numeric		
Sat Phone No.	ALPHA	Numeric		
Fax Phone No.	ALPHA	Numeric		
PAS (Y/N)	ALPHA	Alpha Letter		

Report #1 – Storyboard