Requirements

1   Constraints

This package contains the things that constrain the system. They are typically things such as existing conditions that the system must comply with or be built upon. Such things as hardware environments that the system must operate on are typical examples of constraints.
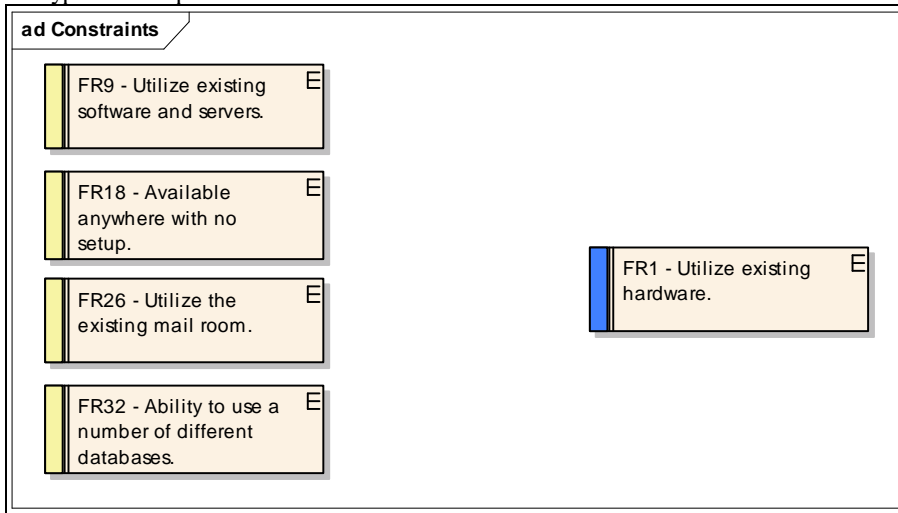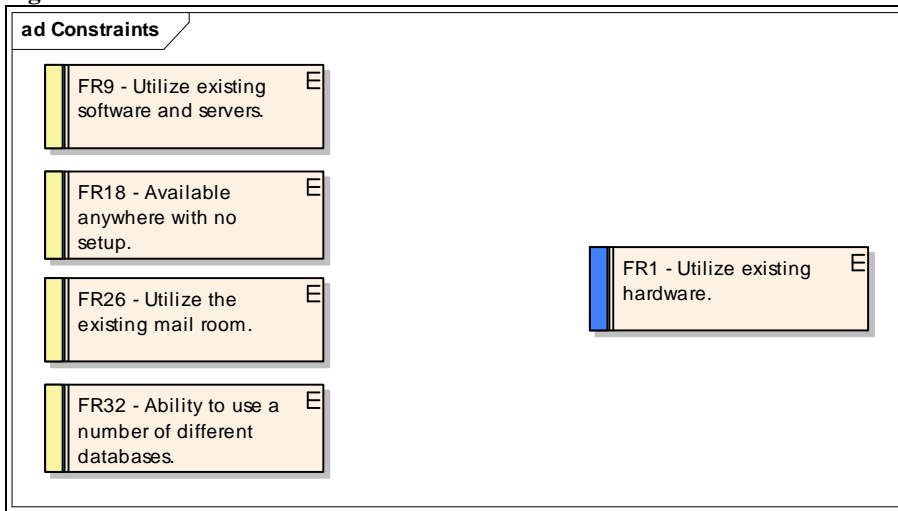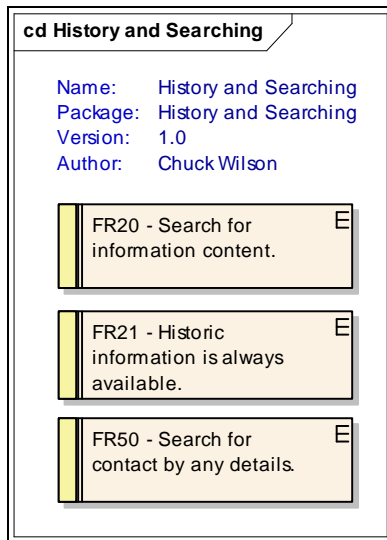

Figure 1: Constraints

Figure 2: Constraints

Name	Status	Difficulty	Priority	Notes
FR1 - Utilize existing hardware.	Approved			The system, where possible, must utilize existing hardware.
FR1 - Utilize existing hardware.	Approved			The system, where possible, must utilize existing hardware.
FR1 - Utilize existing hardware.	Approved	Medium	Medium	The system, where possible, must utilize existing hardware.
FR18 - Available anywhere with no setup.	Proposed			
FR18 - Available anywhere	Proposed			

Name	Status	Difficulty	Priority	Notes
with no setup.				
FR18 - Available anywhere with no setup.	Proposed	Medium	Medium	
FR26 - Utilize the existing mail room.	Proposed			The system needs to be able to send and receive postal mail. This feature needs to make use of the existing mail room facilities. It is envisaged that there may need to be some additions or adjustment to the way the mail is handled but where ever possible the existing facilities and procedures should be utilized.
FR26 - Utilize the existing mail room.	Proposed			The system needs to be able to send and receive postal mail. This feature needs to make use of the existing mail room facilities. It is envisaged that there may need to be some additions or adjustment to the way the mail is handled but where ever possible the existing facilities and procedures should be utilized.
FR26 - Utilize the existing mail room.	Proposed	Medium	Medium	The system needs to be able to send and receive postal mail. This feature needs to make use of the existing mail room facilities. It is envisaged that there may need to be some additions or adjustment to the way the mail is handled but where ever possible the existing facilities and procedures should be utilized.
FR32 - Ability to use a number of different databases.	Proposed			The system must be able to be deployed onto a
FR32 - Ability to use a number of different databases.	Proposed			The system must be able to be deployed onto a
FR32 - Ability to use a number of different databases.	Proposed	Medium	Medium	The system must be able to be deployed onto a
FR9 - Utilize existing software and servers.	Proposed			The organization has invested a significant amount of money purchasing, configuring and productionising software including software servers and the system need to utilize this investment.
FR9 - Utilize existing software and servers.	Proposed			The organization has invested a significant amount of money purchasing, configuring and productionising software including software servers and the system need to utilize this investment.
FR9 - Utilize existing software and servers.	Proposed	Medium	Medium	The organization has invested a significant amount of money purchasing, configuring and productionising software including software servers and the system need to utilize this investment.

2   Contacts and Address Book

Name	Status	Difficulty	Priority	Notes
FR23 - Address book management.	Proposed	Medium	Medium	
FR25 - Allows contacts to manage settings.	Proposed	Medium	Medium	The system will allow a defined set of the contacts to be able to configure their own settings and options for method and times of delivery.

3   History and Searching

```
cd History and Searching

    Name:      History and Searching
    Package:   History and Searching
    Version:   1.0
    Author:    Chuck Wilson

    ┌─────────────────────────┐ E
    │ FR20 - Search for       │
    │ information content.     │
    └─────────────────────────┘

    ┌─────────────────────────┐ E
    │ FR21 - Historic          │
    │ information is always    │
    │ available.               │
    └─────────────────────────┘

    ┌─────────────────────────┐ E
    │ FR50 - Search for        │
    │ contact by any details.  │
    └─────────────────────────┘
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Figure 3: History and Searching

Name	Status	Difficulty	Priority	Notes
FR21 - Historic information is always available.	Proposed	Medium	Medium	
FR50 - Search for contact by any details.	Proposed	Medium	Medium	Ability to search for a contact (customer or any recipient) by any information that has been given no matter how minimal. For example ability to search on first or family name organization.
FR20 - Search for information content.	Proposed	Medium	Medium	

4   Messaging

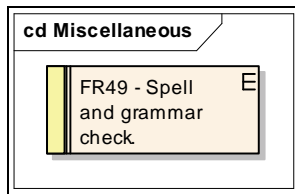| Name	Status	Difficulty	Priority	Notes
FR10 - Send and receive message in any format.	Proposed	Medium	Medium	Messages should be able to be sent in any format
FR11 - Send Email messages with attachments.	Proposed	Medium	Medium	
FR12 - Send and receive SMS messages.	Proposed	Medium	Medium	
FR13 - Send and receive Fax messages.	Proposed	Medium	Medium	
FR14 - Send and receive postal messages.	Proposed	Medium	Medium	
FR19 - Manage messages including save and delete.	Proposed	Medium	Medium	
FR24 - Unattended responses and actions.	Proposed	Medium	Medium	

5   Miscellaneous

Figure 4: Miscellaneous

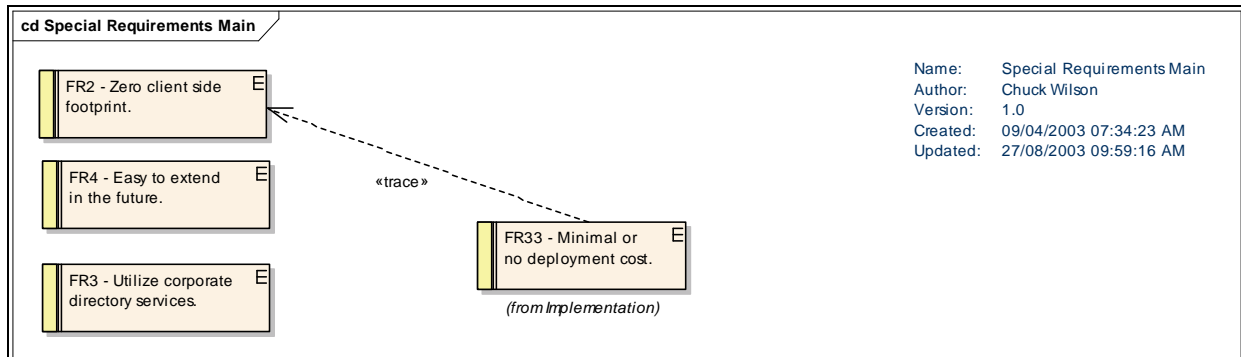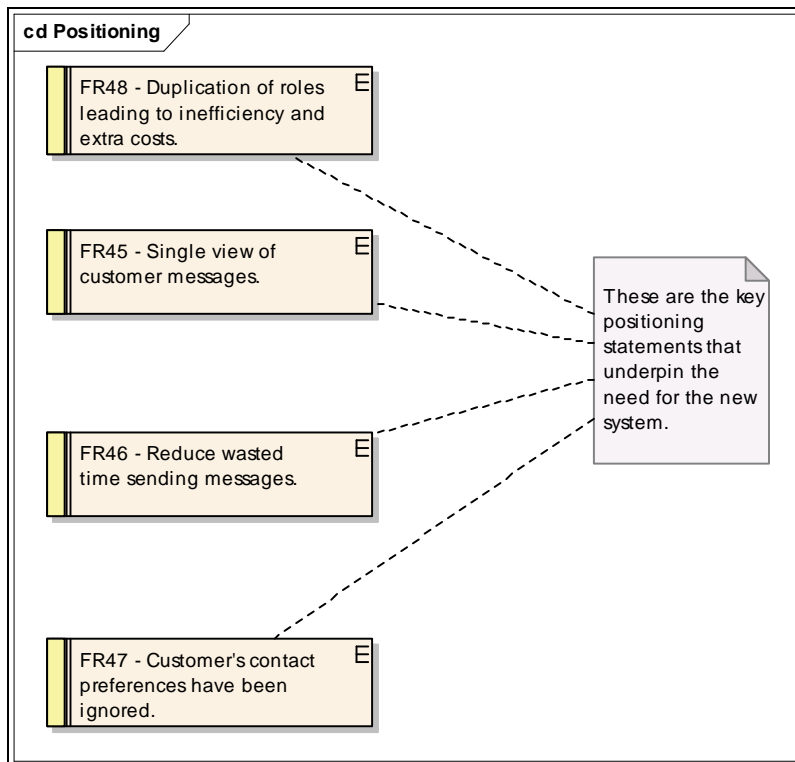| Name	Status	Difficulty	Priority	Notes
FR15 - Adjusts to international situation.	Proposed	Medium	Medium	
FR16 - Secure sensitive information.	Proposed	Medium	Medium	The system must be able to secure all sensitive information. This should be optional and able to be invoked if there is a need. It is appreciated that this may add to the cost of sending information.
FR22 - User defined folders management.	Proposed	Medium	Medium	
FR49 - Spell and grammar check.	Proposed	Medium	Medium	The system should have a fully featured spell and grammar check. It should have a provision for custom dictionaries allowing different departments to add their own word relevant to the market sector they are dealing with.

6   Special Requirements

Figure 5: Special Requirements Main

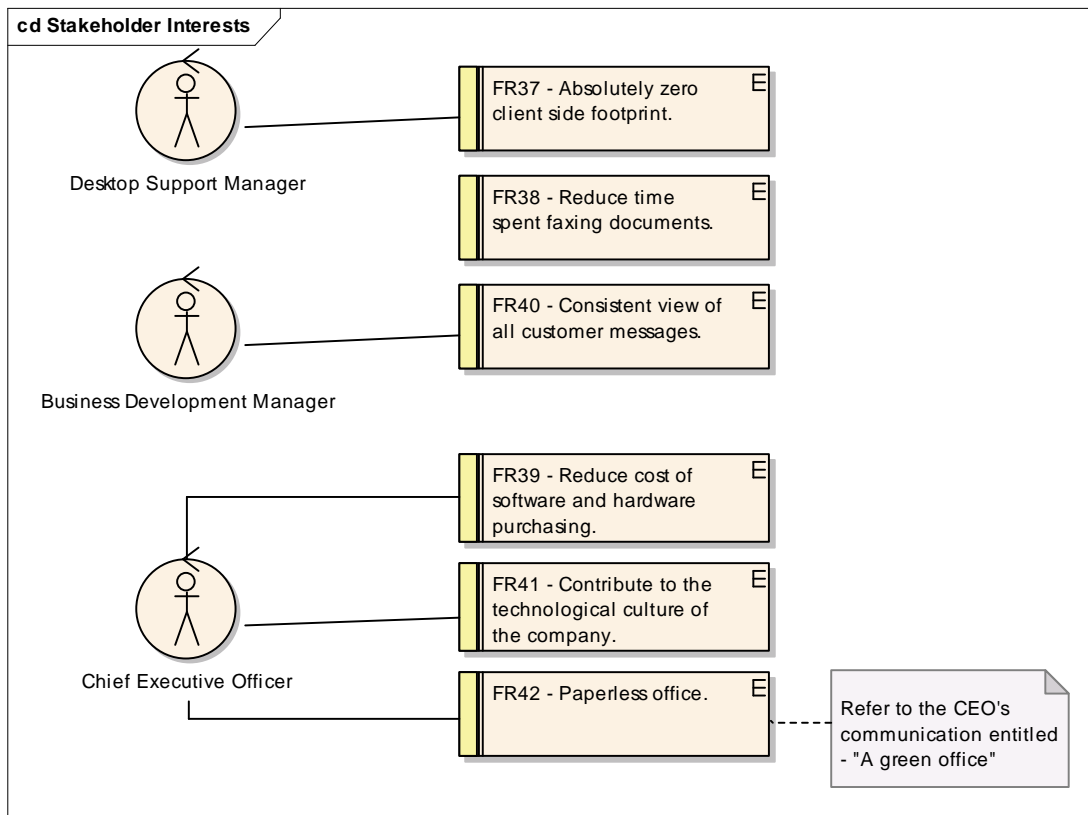| Name	Status	Difficulty	Priority	Notes
FR2 - Zero client side footprint.	Proposed	Medium	Medium	
FR3 - Utilize corporate directory services.	Proposed	Medium	Medium	
FR4 - Easy to extend in the future.	Proposed	Medium	Medium	

7   Positioning

Figure 6: Positioning

Name	Status	Difficulty	Priority	Notes
FR45 - Single view of customer messages.	Proposed	Medium	Medium	Considerable customer relationship issues have arisen due to disparate and often incomplete historical information regarding messages sent to customers.
FR46 - Reduce wasted time sending messages.	Proposed	Medium	Medium	A recent audit of efficiency showed that considerable amounts of time are wasted at all levels of the organization by staff sending messages. The main contributor to this problem seems to have been facsimile, postal mail and the location of sent documents.
FR47 - Customer's contact preferences have been ignored.	Proposed	Medium	Medium	Customers often have preferences about the manner in which they are contacted. This changes from customer to customer and with a single customer over time. The organization has not been able to meet even the most basic of these preferences leading to customer frustration and loss of sales.
FR48 - Duplication of roles leading to inefficiency and extra costs.	Proposed	Medium	Medium	Even though there is a single mail room, with people trained and experienced in the efficient and secure transmission of postal mail each department has created there own section dealing with mail or worse still individual consultants often take the sending of mail into there own hands. This is inefficient and does not allow the organization to take advantage of cost saving measures. It also does not allow for a consolidated view of customer messaging.

8   Stakeholder Interests

Figure 7: Stakeholder Interests

Name	Status	Difficulty	Priority	Notes
FR37 - Absolutely zero client side footprint.	Proposed	Medium	Medium	This interest is important because of the large and often hidden expense of installation.
FR38 - Reduce time spent faxing documents.	Proposed	Medium	Medium	A considerable amount of time is wasted by staff having to get up from their desks and wait in queues at the fax machine, and having to resend documents in some circumstances.
FR39 - Reduce cost of software and hardware purchasing.	Proposed	Medium	Medium	A large amount of money is currently spent on software licensing and hardware.
FR40 - Consistent view of all customer messages.	Proposed	Medium	Medium	Currently the organization has a disparate and difficult to manage view of the messages and communications sent to customers. Considerable time and money is spent searching for and retrieving messages sent to customer and from. Some are stored in filing cabinets other have been deleted from hand held devices such as phones.
FR41 - Contribute to the technological culture of the company.	Proposed	Medium	Medium	The company attracts some of the best employees because of its innovative and technological achievements. This system would be another example of the managements commitment to innovation.
FR42 - Paperless office.	Proposed	Medium	Medium	The organization has a commitment to being an essentially paperless office within a three year time

				frame. This system will contribute significantly to this aim.