

Internal Requirements Report

Business Process Model element

Business Process Model element - Sales Support

Status: Proposed, Version 1.0, Phase 1.0

Details: Created on: 1/01/2003, Modified on: 18/06/2003

Name	Notes	Type Status	Priority Difficulty	Stability
Test Requirement	This a requirement to be generated from the requirements section of the report	Display Proposed	Medium Medium	
Second requirement	This a second Requirement to be generated from the requirements section of the report.	Functional Approved	Medium High	

Business Process Model element - Customer Support

Status: Proposed, Version 1.0, Phase 1.0

Details: Created on: 1/01/2003, Modified on: 11/09/2003

Name	Notes	Type Status	Priority Difficulty	Stability
Customer Support	All customer support where possible should be dealt with within one working day of receipt of any request.	Performance Proposed	Medium Medium	

Business Process Model element - Standard Replies

Status: Proposed, Version 1.0, Phase 1.0

Details: Created on: 1/01/2003, Modified on: 9/08/2004

Name	Notes	Type Status	Priority Difficulty	Stability
Standard replies	A Requirement for Standard replies is that the Outgoing email address is defined as a BCC for the sending of the message	Functional Proposed	Medium Medium	
Replies	Replies must be emailed or faxed back with one working day of receipt.	Functional Proposed	Medium Medium	