

Requirements Traceability Matrix
Call Center Enhancements to I.D.A.

Project Requirements	Item Requested?	Design				Build/Development				Testing				Approved Exclusions or Comments
		In Delivered Solution?	In Custom Interface?	In Customization per GAP analysis?	Accounted for in Design?	RFC Req?	Development Complete?	Unit Tested?	Accounted for in Development?	System Tested?	User Acceptance Tested?	Performance Tested?	Accounted for in Testing?	
A. Requirement 1 - CHECK-IN FUNCTIONALITY - I.D.A. must provide role-based users with "Quick Check-In" functionality (Closing an order) for iO provisioning overflow calls.	Deferred to 2009	Yes	Yes	N/A	Yes									RFC # 0006- To remove the DSL message
B. Requirement 2 - CLEARTRAN ACCOUNT LOCK ISSUES - When ClearTran is launched as a payment option in the payment screen, I.D.A. must close the payment screen, force the user to close out additional open interactive screens and bring the user back to the 'Interaction Home' page prior to launching ClearTran.	Development	Yes	Yes	N/A	Yes									
C. Requirement 3 - LINK TO ALL OTHER ACCOUNTS AT CORP/HOUSE - I.D.A. must provide the user with a tab that contains links to all other accounts at that corp/house (active and inactive).	Development	Yes	Yes	N/A	Yes									
D. Requirement 4 - IGNORE CERTAIN WRAP CODES FOR REPEAT CALLER INDICATOR - The repeat caller indicator logic in I.D.A. must be modified to ignore specific configurable Inbound/Outbound Reason 1, 2 or 3 wrap-up codes when determining repeat caller criteria to eliminate false customer contacts.	Development	Yes	Yes	N/A	Yes									
E. Requirement 5 - EASTERN TIME ZONE - I.D.A. must default to the Eastern Time zone in the sign on screen.	Development	Yes	Yes	N/A	Yes									RFC# 0004 - to display messaging to user in the
F. Requirement 6 - BOX HIT STANDARDIZATION - The 'Equipment Overview Page' must be revised to present the box hits identically to those presented in the 'Box Authorization' tool in the repair page (with explanation what to use them for).	Development	Yes	Yes	N/A	Yes									Pending RFC-to change number of new OV TN's
G. Requirement 7 - BUSINESS RULES FOR TC TASK CODES - A new business rule must be created to automatically add 'Trouble Call Code' 900 (Bz Acct-Priority SLA) as the first code when scheduling a trouble call on all business accounts. The current Business rule that adds the 400 task code when a repeat T/C is set up must be modified to add the 400 task code if the	Development	Yes	Yes	N/A	Yes									
H. Requirement 8 - EXISTING SVCS. IN PRODUCT NEGOTIATION PAGE - I.D.A. must prepopulate the customer's existing services as a default when loading the 'Product Negotiation' tab	Development	Yes	Yes	N/A	Yes									
I. Requirement 9 - LAUNCH OUTAGE BOARD IN CONTEXT - I.D.A. must launch the Outage Board in context (as a new Internet Explorer window) whenever an active account is brought up in the Interaction Home page that has a current outage in their area (census/node).	Development													RFC# 0003 - To change the wording of req 9.3.2-
J. Requirement 10 - LAUNCH IO BLUE PAGE IN CONTEXT - I.D.A. must launch the IO Blue page in context, utilizing the Customer's Account Number	Development													
K. Requirement 11 - ADDITIONAL EXIT POINT MILESTONES FROM THE IVR - The memo data screen pop must be modified to include additional exit milestones from IVR (1) Four Dash Box Hit Successfully Sent & (2) Four Dash Box Hit Attempted).	Development													
W. Data Conversion / History														
X. Security														
Y. Performance														