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Requirements Document for Customer Lookup and Order Tracking System.

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Business Need

Our customer service representatives need the ability to look up a customer who might be on the phone and find their customer information in a web browser. Once the customer information is displayed, the representatives need a quick and easy way to see all of the orders for this customer and those order's status. While viewing a list of all orders for a customer, the customer service representative should be able to click on any order in the list to get a detailed description of the order and what is in it.

Overview

We are a mid-sized manufacturer of *widgets* headquartered in Green Bay, WI with manufacturing facilities in Syracuse, NY. Our primary business and most of our core business applications are web based, with some back-office applications in Java, Visual C#, Perl and PHP. Databases currently in use at our facilities are MySQL, MS SQL Server, and Oracle.

When a customer goes to our web site and registers, a record is created in Oracle that contains standard customer information – name, login info, billing address, shipping address, credit card info, etc. When that same customer logs into the web site and places an order, records are created in two different databases – Orders and Order Items that contain all of the info about this particular order and the customer's unique ID number.

When an order is shipped, our purchased shipping application creates an entry in SQL Server to track the order and show that it has shipped to the customer at the shipping address in their record.

Functional Requirements

Customer Service Pages

The system we are requesting will need to interface with Oracle and SQL Server to allow the user to log into a web browser, search or browse for any customer in the customer database, and allow them to select a customer to see details on. Selection will take the user to a separate web page where the list of customer information will be displayed. On this second page there will also be a button that the user can click to go to a third page which will show them all orders by customer – taken from the Oracle database – along with which orders have been shipped and their shipping method – from the SQL Server database. There is no data entry capability in the customer service pages.

Management Pages

A separate set of pages is required to maintain information about whom has access to the customer service interface being implemented. This set of pages will access an SQL Server database the format of which is up to the vendor, but must contain at least username and encrypted password. Encryption must be industry standard. These "management pages" will allow the administrator to add and delete users, and to change their password. The administrator may not see individual user's passwords, only change them (ie: They should be displayed as a random series of asterisks (*) where ever they would be displayed).

Relationship of Pages

No one should be able to access the Customer Service website until such time as they have been entered into the Management pages. Only a user who has admin rights under Microsoft Active Directory Services can log into the Management pages. If the user's password is changed in the Management Pages, the next time that user logs in the new password must be required. Any number of users could be logged in to both sites at the same time.

Data Relationships

The Customer Table has a unique key named CustomerID that ties the customer table to the Orders table.

Each Order has a unique key named OrderID that ties the Orders table to the Order_Items table.
Each Order also has CustomerID as a foreign key for relationship back to the customer table

Each Shipment has a unique shipmentID that is used to tie each of (possibly) several shipping records together.
Each Shipment also has OrderID as a foreign key to tie it back to the Orders table.

Total database structure and relationships will be divulged to companies after acceptance of this assignment.