**BUSINESS REQUIREMENT SPECIFICATION**

 Contact Form for customers on website



1. **Contact form structure:**

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| --- | --- | --- |
| **Field** | **Valori field** | **Specificatii/validari field-uri/valori** |
| **Alege-ti subiectul** | Informații și suport   | Camp obligatoriu - drop down list (one single selection) |
|   | Sugestii și reclamații |   |
|  |  |  |
| **Alege produsul despre care sa vorbim** | Asigurari de Viata | Camp obligatoriu - drop down list (one single selection) |
|   | Asigurari de Sanatate |   |
|   | Pensii Facultative |   |
|   | Pensii Obligatorii |   |
|  | Asigurari de locuinta |  |
|  |  |  |
| **Nume** |   | Camp obligatoriu - Caractere de tip litere |
| **Email** |   | Camp obligatoriu - Validare format adresa email |
| **Telefon** |   | Camp obligatoriu - Caractere de tip cifre (nr. de telefon poate fi un numar din afara tarii) |
|  |  |  |
| **Spune-ne exact despre ce vrei sa vorbim** | Camp obligatoriu - Caractere de tip cifre + litere + caractere speciale; max. 300 de cuvinte? |
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|  |  |  |
| **Sunt de acord cu termenii si conditiile** | Va contine embeded links (conform cu design-ul) | Check box |
|  |  |  |
| **Trimite mesaj** |   | Butonul va fi activat doar daca check box-ul "Sunt de acord cu termenii si conditiile" va fi bifat (la debifarea check box-ului, butonul Trimite mesaj va fi grayed out) |
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1. **Email redirection rules:**

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| --- | --- | --- |
|   | **SUBIECT** | **AUTOREPLY MAIL TO CLIENT (FROM:)** |
| **PRODUS** | **Informații și suport**  | **Sugestii și reclamații** | **Informații și suport**  | **Sugestii și reclamații** |
|
|  |  |  |  |
| **Asigurari de viata** | asigurari@nn.ro | investigatii&reclamatii@nn.ro | asigurari@nn.ro | From investigatii&reclamatii@nn.ro on behalf of asigurari@nn.ro |
| **Asigurari de sanatate** | asigurari@nn.ro | investigatii&reclamatii@nn.ro |  asigurari@nn.ro | From investigatii&reclamatii@nn.ro on behalf of asigurari@nn.ro |
| **Pensii facultative** | pensii@nn.ro | investigatii&reclamatii@nn.ro | pensii@nn.ro | From investigatii&reclamatii@nn.ro si on behalf of pensii@nn.ro |
| **Pensii obligatorii** | pensii@nn.ro | investigatii-reclamatii-pilonul2@nn.ro | pensii@nn.ro | From investigatii-reclamatii-pilonul2@nn.ro on behalf of pensii@nn.ro |
| **Asigurari de locuinta** | asigurarelocuinta@nn.ro | asigurarelocuinta@nn.ro | asigurarelocuinta@nn.ro | asigurarelocuinta@nn.ro |

1. **Email structure (email which will be sent to our internal teams)**

**Nume:** Popescu Alexandru
**Telefon:** 0720000000
**Email:** 21321@abcd.com
**Categorie:** Informatii si suport - > *Must be filled in with the option that the client selects in „****Alege-ti subiectul”***

**Produs:** Viata -> *Must be filled in with the option that the client selects in “* ***Alege produsul despre care sa vorbim****”*
**Mesaj**: *Must contain the client message from „****Spune-ne exact despre ce vrei sa vorbim”***

**Subiect:** NN.ro -> *Must be filled in with the channel from which the contact form is submitted (nn.ro in this case)*
**Numar de inregistrare**: Life/OPS/INV/798/26.05.2016 -> *Will only be generate for the requests submitted from “* ***Sugestii și reclamații****” category*

1. **Autoreply message sent to customer:**
* For every requirement that the client submits, a new autoreply email must be sent to the designated client.
* Also if the request is submitted from „*Sugestii si Reclamatii”* category, the autoreply message must contain the internal registration number of the request (see email contents below).
* Auto-reply messages can be sent from distinct email addresses, based on the business line or „on behalf” of them.
* If the client submits a request for ”**Asigurari de Viata” or “Asigurare de sanatate**”
	+ If *Sugestii si* *Reclamatii* category is selected the following autoreply message must be sent:



* + If other category besides *Sugestii si* *Reclamatii* is selected the following autoreply message must be sent:



* If the client submits a request for ”**Pensii**”:
	+ If *Sugestii si* *Reclamatii* category is selected, the following autoreply message must be sent:

 

* + If other category beside *Sugestii si* *Reclamatii* is selected the following autoreply message must be sent:

 

* If the client submits a request for ”**Asigurari de locuinta**”:
	+ If *Sugestii si* *Reclamatii* category is selected, the following autoreply message must be sent:

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* + If other category beside *Sugestii si* *Reclamatii* is selected the following autoreply message must be sent:

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