
Software Requirements Specification

for

GoHelp

Version 1.0 approved

Prepared by team Kryptonights

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27-09-2020

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Revision History

Name	Date	Reason For Changes	Version
Software Requirements Specification for GoHelp, An Interaction Platform	27-10-2020	Initial SRS Document	1.0

1.Introduction

1.1.Purpose

This is the Software Requirements Specification (SRS) document (Version 1.0) for GoHelp, A Customer Worker Interaction platform. This document is intended to communicate the requirements (functional, nonfunctional and others) of GoHelp to the readers.

This document provides:

- a) An overview of GoHelp platform.
- b) A definition for GoHelp's External Interface Requirements.
- c) A specification of salient features of GoHelp's platform. It covers functional, non functional and other requirements

1.2.Document Conventions

- We underlined some of the salient features of our platform.
- In this documents User refers both workers and Customers.
- Worker is the person who has ability to do the work for the customer and Customer is the person who hires workers for a work with wages.
- The priorities of higher – level requirements are assumed to be inherited by the detailed requirements.
- Every Requirement provided has its own significance in the platform.
- Requirements which are yet to be determined are represented with the Abbreviation TBD in brackets.

1.3.Intended Audience and Reading Suggestions

This document is intended for the Stakeholders under System Architects, Client Managers, Architect Developers, Software Developers, Marketing Staff, Users, Testers, Quality Assurance Teams. This document was created by holding the view of different stakeholders of this platform at different sections assuring the world's best-in-class experience for end-users.

Section 1 is the metadata of GoHelp's Software Requirements Specification which grants an overview of specific sections invoked in this SRS Document, scope, and references utilized in preparing the document.

Section 2 of SRS provides a brief overview of the GoHelp platform. It includes product description, user classes, and its characteristics, the operating environment, design overview, and implementation constraints, user assumptions, and the dependencies of our platform. This section is intended for stakeholders like Client Managers, System end users, Client Engineers, System Architects.

Section 3 explains the External Interface requirements of the GoHelp Platform. This includes interaction of different interfaces like user interface, system interface, hardware interface, software interface, communication interface... This section is intended for System End Users, Client Engineers, System Architects, Software Developers.

Section 4 provides information on System features and functional requirements. Section 5 gives a brief idea on all non-functional requirements regarding safety, security, quality and business attributes of the platform. Other requirements of the GoHelp platform are provided in the section 6.

1.4.Product Scope

GoHelp software is mainly introduced to maintain a chain of workers residing in Rural and Semi Urban Areas in India. These workers are efficient in providing quality work but they don't have a right hands to join. They usually work under contractors and get less working wages. The main agenda of this platform is to eliminate the middlemen contractors and make a communication between the customer and worker directly.

GoHelp software helps users in electing best worker to work for relatively lower amounts. Many skilled workers can interact with new customers and can improve their working abilities earning more income than usual. This helps us to maintain a chain of workers, providing job opportunity with a fixed wages per hour work.

1.5.References

This Software Requirements Specification is prepared by taking the references of Library Management System (LMS) prepared by Dr. Divya Sindhu Lekha at Indian Institute of Information Technology Kottayam.

Link: http://lms.iitkottayam.ac.in/moodle/pluginfile.php/5351/mod_resource/content/1/SRS-Sample%20%28Library%20Management%20System%29.pdf.

Secondly we referred Online vocational education and training platform by Bogazici University, EuregioBerufsbildung e.V., Universita Degli.

Link: https://evetproject.eu/wp-content/uploads/2019/03/SRS_Evet_4.0.pdf

2.Overall Description

2.1.Product Perspective

GoHelp is an interactive platform introducing workers to interact directly with the customers. This product is completely new in the market. We interacted with many workers before years and came to know that the contractors will provide a meagre amounts for the huge work done by the workers. In-fact their ratio will be 40 - 50% of the total amount paid by the customer. These workers are paid once in a month. In some cases the contractors won't respond properly if workers demand more for the work.

Keeping all these working situations of workers in mind, our team kryptonights wished to bring the new working style of the workers invoking a **direct communication** between the worker and the customers eliminating the involvement of third parties like contractors, mediators, brokers. Context level diagram of the project is given in the figure 1.

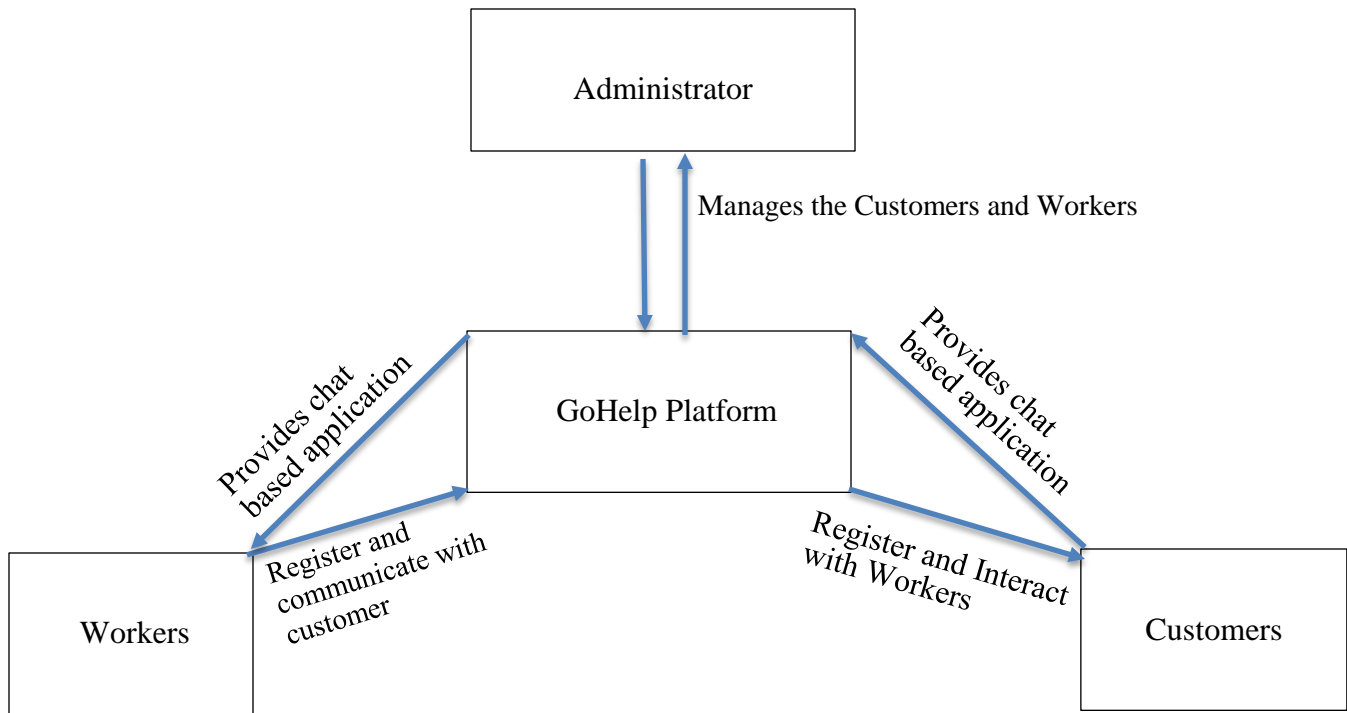


Fig 1: Context Level Diagram of GoHelp

2.2.Product Functions

We gathered a list of functionalities that our platform possess.

- Workers and Customers can Register into the site
- Workers and Customers can update their profile tab.
- Worker can update his skill tab
- Customer can search in the catalogue of works provided and initiate communication with workers displayed in the site.
- Worker and customer communicates in the platform and fix work timings and amount.
- Worker and customer can provide feedback in the system for the service.
- Worker / Customer can block other customer / worker with a necessary proof of evidence.
- Worker and Customers can check feedbacks provided.
- Admin can remove a worker or customer.
- Admin can monitor the chat between worker / customer.
- Admin verifies the proof document upload by worker / customer.
- Emails are send to worker when a customer start interaction.
- Customer, Admin and worker contains a dashboard to track their information.
- Workers, Customer can get their usage reports.
- Admin can generate the overall user statistics, workers statistics, Worker Rating reports. (TBD)

2.3. User Classes and Characteristics

There are mainly three users in the application.

Administrator:

In this GoHelp platform, admin can able to add users and workers in the site. He can modify the details of user and workers. He can be able to restrict the activities of workers and users in the site. He can verify the documents uploaded for their proof. He can be able to read the chats between user and worker. He can announce information to all the users / workers or a specific user or worker.

Customers:

In this platform, customers can able to create accounts and upload necessary proof documents. He can check the work catalogue contains different workers and their skills and can initiate chat with the worker. He can chat with multiple workers and can fix the amount for the service done by worker. He can provide feedback for the worker. Customers can update their profile provided in the platform. He can block the worker.

Workers:

In the GoHelp platform, workers can able to create accounts and upload necessary proof documents. Worker can make his own profile to showcase to the customer. He can chat with multiple customers and can fix a timings. He can provide a feedback to a customer. He can block the customer.

All these three user classes mentioned are essential for the GoHelp Platform.

2.4. Operating Environment

GoHelp is a web based application. It works in Chrome, FireFox, Opera browsers. Some of the effective versions of web browsers are Google Chrome (Chrome 2018), Mozilla Firefox (version 59.0.1), and Internet Explorer (version 11). Users will be able to use the platform using desktop and laptop computers, and mobile devices.

2.5. Design and Implementation Constraints

Currently we are not invoking the payment system in this software. Users must pay to the customers only after the work is completed. Developers can skip the payment interface and it will be taken in a later stage.

Developers must use Django Framework with Postgresql Database with Frontend Bootstrap. They must use google SMTP server to trigger email notifications. Heroku cloud service provides first 10000 database rows for free.

2.6. User Documentation

User FAQ will be provided in the system and they can contact support.gohelp@gmail.com for more information.

2.7.Assumptions and Dependencies

We are using whitenoise (third party application) in Django at deployment which handles static pages in deployment. We will be using S3 buckets in amazon web services to store the user uploaded documents. We will be utilizing the heroku cloud services for deploying the application. These heroku services for Django applications are working only for python 3.8 version effectively. Without whitenoise and s3 buckets the stylesheets are not served properly after deployment and the servers can't store the user documents uploaded more than 30 minutes.

3.External Interface Requirements

3.1.User Interfaces

3.1.1 Customer / Worker Interface:

The customers and the workers are provided with their own **dashboard** as follows.

GoHelp 28-Sep-20		FAQ	Logout
Home	<div>Welcome to Gohelp Dashboard</div>		
Profile			
Catalogue			
Chat			
Feedback			
My Reports			
Block Users			

3.1.2 Administrator Interface:

The administrator is provided with a **dashboard** as follows. (TBD)

GoHelp 28-Sep-20		FAQ	Logout
Home	<div> <div>New Users 8</div> <div>Service Requests 15</div> </div>		
Site Reports			
Catalogue			
Chat			
Announcements			
Customer Queries			
Change Password			

3.2.Hardware Interfaces

GoHelp platform is a web based application. Web / Mobile browsers are sufficient to access this platform. A printer is necessary to print the reports generated by Administrator.

3.3.Software Interfaces

This application is connected to PostgreSQL Database (version 12) for storing the data. We use PgAdmin4 (version 4.23) is a Graphical User Interface used to connect to Postgresql. We use pillow module to serve the file and image uploads by the user. We use Amazon Simple Storage Service to store the user uploaded files. We use Heroku servers to launch our application where Heroku provides PostgreSQL database in the cloud. Frameworks will be used for web interfaces.

3.4.Communications Interfaces

GoHelp platform uses Google SMTP Server to send email notifications to the user. We use HTTP protocols in the entire platform to send responses to the user request. We adopt FTP to upload user documents in S3 buckets. User form data will be transferred using HTTP-POST method and search data will be transferred using HTTP-GET method. All user passwords are encrypted in the database.

4. System Features

All the necessary system features with a crisp explanations are given below.

4.1. User Registration

4.1.1 Description and Priority

Users must register into the platform to use the services offered. This is a high priority feature.

4.1.2 Stimulus/Response Sequences

Users are provided a registration form to fill the necessary details. Once their details are filled, these details are send to database and a One Time Password will be send to their emails and a confirmation message along with validation page is sent as a response.

4.1.3 Functional Requirements

4.1.3.1 Customer Registration

GoHelp/SRS/4.1 User Registration/ 4.1.3.1 Customer Registration	
Function	Registers User as a customer
Description	Allows user to register himself as a customer and joins in the platform as a <i>service requestor</i>
Inputs	First Name, Last Name, Age, Date of Birth, Address, Proof of Residence, Email Id, Phone Number, Alternate Contact Number, User Name, password, confirm password, photograph, checkbox containing Terms and Conditions.
Source	Inputs from field in customer registration form
Output	User Account created with unique identity.
Destination	Email Verification Page
Action	All Input fields are validated. If the user inputs are valid, create user account and the new user will be allowed to move to email verification page. If any input is invalid, alert message will be triggered.
Requirements	No Requirements.
Pre-Condition	Customer must possess age above 18 years. Email ID and mobile numbers, Address must be entered correctly.
Post-Condition	New User account with a unique id.
Side Effects	None

4.1.3.2 Worker Registration

GoHelp/SRS/4.1 User Registration/ 4.1.3.2 Worker Registration	
Function	Registers User as a worker
Description	Allows user to register himself as a worker and joins in the platform as a <i>service provider</i>
Inputs	First Name, Last Name, Age, Date of Birth, Address, Proof of Residence, Email Id, Phone Number, Alternate Contact

	Number, User Name, password, confirm password, photograph, checkbox containing Terms and Conditions.
Source	Inputs from field in worker registration form
Output	User Account created with unique identity.
Destination	Email Verification Page
Action	All Input fields are validated. If the user inputs are valid, create user account and the new user will be allowed to move to email verification page. If any input is invalid, alert message will be triggered.
Requirements	No requirements
Pre-Condition	Workers must possess age above 25 years. Email ID and mobile numbers, Address must be entered correctly.
Post-Condition	New User account with a unique id. This account is not yet verified.
Side Effects	None

4.2. Email Verification

4.2.1 Description and Priority

Users must verify their email ID in the platform to use the services offered. This is a high priority feature.

4.2.2 Stimulus/Response Sequences

Users are provided a validation form to fill the One Time Password received to their email. Once the OTP is correctly entered he will be successfully allowed to login into the system.

4.2.3 Functional Requirements

4.2.3.1 OTP Validation

GoHelp/SRS/4.2 Email Verification/ 4.2.3.1 OTP Validation	
Function	Validates the Email ID provided at the time of registration
Description	Allows user to enter the One Time Password received to their email ID for verification.
Inputs	OTP Number
Source	Inputs from field in validation form
Output	Verification status will be displayed.
Destination	Home Page
Action	If the OTP entered by the user and triggered by the system is same the verification status will be updated to verified otherwise he will be given a resend option to resend the OTP to his email again.
Requirements	No Requirements.
Pre-Condition	Email ID must be in working.
Post-Condition	New User account with a unique id.
Side Effects	Sometimes OTP might not be triggered due to high load in SMTP Servers. This can cause user to Resend the code and can make him to wait for some more time.

4.2.3.2 OTP Resend

GoHelp/SRS/4.2 Email Verification/ 4.2.3.2 OTP Resend	
Function	Resend the One Time Password
Description	User can get the Resend Login Code to login into the system
Inputs	No Inputs
Source	Email Verification Page
Output	OTP will be resend to his mail
Destination	Email Verification Page
Action	If the OTP re - entered by the user and triggered by the system is same the verification status will be updated to verified otherwise he will be given a resend option to resend the OTP to his email again.
Requirements	No Requirements.
Pre-Condition	Email ID must be in working.
Post-Condition	New User account with a unique id verified.
Side Effects	Sometimes OTP might not be triggered due to high load in SMTP Servers. This can cause user to Reuse the same functionality and user must wait for some more time.

4.3. Login & Logout

4.3.1 Description and Priority

Users must login into the system to start requesting the services.

4.3.2 Stimulus/Response Sequences

Users will enter a username and password. These passwords are encrypted and checked with the database. Once user loggedin, he will be redirected to his / her dashboard based on his type (worker, customer, admin).

4.3.3 Functional Requirements

4.3.3.1 Login System

GoHelp/SRS/4.3 Login & Logout/ 4.3.3.1 Login System	
Function	User will be logged in to the system
Description	User must enter userid and Password to access their dashboard
Inputs	Username, Password
Source	Inputs from field in login form
Output	Login status will be displayed.
Destination	Dashboard
Action	Username, Password entered by the user will be validated. If login credentials are valid, he will be directed to dashboard otherwise he will be requested to login again to the application
Requirements	No Requirements.
Pre-Condition	Must be registered before login in
Post-Condition	User will be logged in
Side Effects	No Side effects

4.3.3.2 Forgot Password

GoHelp/SRS/4.3 Login & Logout/ 4.3.3.2 Forgot Password	
Function	User can change his password
Description	User can change his password by providing the new password to his account
Inputs	New Password, Confirm New Password
Source	Inputs from field in forgot password form
Output	Password Change status will be displayed
Destination	Login Page
Action	User OTP send to the email will be validated before changing the password. Once OTP Verification, he can enter the new password and the confirm password.
Requirements	New password must be at least 8 character length, should contain a symbol, one uppercase and lower case letters.
Pre-Condition	Must complete 4.2.3.1 OTP Validation before performing this functionality.
Post-Condition	User password will be changed and user will be logged out if logged in already.
Side Effects	No side effects.

4.3.3.3 Remember Username

GoHelp/SRS/4.3 Login & Logout/ 4.3.3.3 Remember Username	
Function	Remember username
Description	User can allow application to remember user's username so that he can enter the password directly without entering username
Inputs	Checkbox
Source	Inputs from Login Form
Output	Login Status will be displayed
Destination	Dashboard
Action	A cookie will be stored in the user browser containing username which has a validity time of 7days.
Requirements	User must accept cookies in the browser.
Pre-Condition	User must be registered in the platform
Post-Condition	User logged into the system
Side Effects	No Side Effects

4.3.3.4 Logout

GoHelp/SRS/4.3 Login & Logout/ 4.3.3.4 Logout	
Function	Logout the user
Description	This functionality helps to logout the user from the platform
Inputs	Button
Source	Dashboard
Output	Logout Status will be displayed
Destination	Home Page
Action	All Sessions will be disabled and user will be logged out from the system
Requirements	No Requirements

Pre-Condition	User must logged into the system
Post-Condition	User Logged out from the system
Side Effects	No Side Effects

4.4. Profile

4.4.1 Description and Priority

User can update his profile to keep his detail up to date in the platform. It is a high functional requirement for customer and users to avoid issues to workers while reaching customers.

4.4.2 Stimulus/Response Sequences

User will be provided with details like address, phone number, email address to which are already filled with old data provided by the user.

4.4.3 Functional Requirements

4.4.3.1 User Profile Update

GoHelp/SRS/4.4 Profile/ 4.4.3.1 Login System	
Function	User can update his / her profile
Description	User will be provided a form where all his user profile data saved will be shown. He can change them and click submit to update the fields. This can be done by both worker and the customer
Inputs	Address, Mobile Number, Email ID
Source	Inputs from field in profile form
Output	Profile Updation status will be displayed
Destination	Dashboard
Action	Address will be directly updated into the system. Email / Mobile number will be validated before updating into the system.
Requirements	Address, Mobile Number and email Should be working / valid.
Pre-Condition	Must logged into the system
Post-Condition	If email / mobile is validated users must redirect to GoHelp / SRS/ 4.1 Email Verification/ 4.2.3.1 OTP Validation.
Side Effects	No Side effects.

4.4.3.2 Skills Addition

GoHelp/SRS/4.4 Profile/ 4.4.3.2 Skill Addtion	
Function	Worker can add his skills
Description	Workers logged into the system are provided with some skillsets which are commonly handled by many users in the platform. They must choose their primary, secondary skills to add their information in the catalogue
Inputs	Primary Skills, Secondary Skills, Additional Skills, Past work experience per skill, Testimonials (TBD), Charges per skill per hour.

Source	Inputs from skill addition form
Output	Skill Addition status will be shown.
Destination	Dashboard
Action	Once skills are entered, they will be uploaded to the database. Worker can't update their ratings as they are provided by customer.
Requirements	No Requirements
Pre-Condition	Must login into the system and email must be verified.
Post-Condition	No Post Conditions
Side Effects	No side effects.

4.4.3.3 Skills Updation

GoHelp/SRS/4.4 Profile/ 4.4.3.3 Skill Updation	
Function	Worker can update his skills
Description	Workers are shown with the past skills present in the platform. They can change their primary, secondary skills to update their information in the catalogue
Inputs	Primary Skills, Secondary Skills, Additional Skills, Past work experience per skill, Testimonials (TBD), Charges per skill per hour.
Source	Inputs from skill update form
Output	Skill Update status will be shown.
Destination	Dashboard
Action	Once skills are entered, they will be updated to the database. Worker can't update their ratings as they are provided by customer.
Requirements	No Requirements
Pre-Condition	Must login into the system and email must be verified.
Post-Condition	No Post Conditions
Side Effects	No side effects.

4.5. Catalogue

4.5.1 Description and Priority

Customers can check the catalogue to know no of workers mapped to the workers skills, wages requested by workers, past testimonials given by the people. This is a high priority functional requirement to be implemented in the platform.

4.5.2 Stimulus/Response Sequences

User can check the catalogue, filters are provided to check the workers to work with a given price range, skills, having more testimonials, ratings...,

4.5.3 Functional Requirements

4.5.3.1 Display Catalogue

GoHelp/SRS/4.5 Catalogue/ 4.5.3.1 Display Catalogue	
Function	Display skills catalogue
Description	User can check the catalogue containing workers skills, testimonials, ratings, work experience, cost.
Inputs	Checkboxes containing Filters and click to contact button to start chatting
Source	Inputs from field in Catalogue
Output	Updated Catalogue with selected filters will be shown.
Destination	Chat / Catalogue
Action	Once the inputs are taken from the user, they have to be extracted and database should be queried to get the correct results.
Requirements	No Requirements
Pre-Condition	User must logged into the system and verified his email Id.
Post-Condition	User will be redirected to same functionality if filters are selected and will be redirected to GoHelp / SRS / 4.6 Chat / 4.6.3.1 Chatting Window functionality
Side Effects	No Side Effects

4.5.3.2 Wage Filter

GoHelp/SRS/4.5 Catalogue/ 4.5.3.2 Wage Filter	
Function	Display skills catalogue with Wages filtered
Description	User can use wage filter to extract the workers who can complete their work within the range provided.
Inputs	Wages range will be given along with Increasing / Decreasing order to display the workers.
Source	Inputs from filter menu
Output	Updated Catalogue with selected filters will be shown
Destination	Catalogue
Action	Once the filter inputs are taken from the user, the database is queried to get the correct results.
Requirements	Workers with verified emails are displayed.
Pre-Condition	User must logged into the system and verified his email Id.
Post-Condition	User will be redirected to same functionality if filters are selected and will be redirected to GoHelp / SRS / 4.6 Chat / 4.6.3.1 Chatting Window functionality
Side Effects	No Side Effects

4.5.3.3 Skills Filter

GoHelp/SRS/4.5 Catalogue/ 4.5.3.3 Skills Filter	
Function	Display skills catalogue with Skills filtered
Description	User can use skill filter to extract the workers containing primary / secondary skill as per the filter input.
Inputs	A checkbox of skills are provided.

Source	Inputs from filter menu
Output	Updated Catalogue with selected filters will be shown. The filter works by selecting workers having primary skills as selected filters first then secondary skills and additional skills. Internally the workers with higher ratings are shown in each of the sub-section.
Destination	Catalogue
Action	Once the filter inputs are taken from the user, the database is queried to get the correct results.
Requirements	No Requirements
Pre-Condition	User must logged into the system and verified his email Id.
Post-Condition	User will be redirected to same functionality if filters are selected and will be redirected to GoHelp / SRS / 4.6 Chat / 4.6.3.1 Chatting Window functionality
Side Effects	No Side Effects

4.5.3.4 Ratings Filter

GoHelp/SRS/4.5 Catalogue/ 4.5.3.4 Ratings Filter	
Function	Display skills catalogue filtered on ratings
Description	User can use ratings filter to extract the workers with the rating score provided.
Inputs	Radio Buttons 1, 2, 3, 3.5, 4, 4.5, 5
Source	Inputs from filter menu
Output	Updated Catalogue with selected filters will be shown. Workers with high experience and rating are shown followed by rest.
Destination	Catalogue
Action	Once the filter inputs are taken from the user, the database is queried to get the workers having ratings greater than or equal to the provided input.
Requirements	No Requirements
Pre-Condition	User must logged into the system and verified his email Id.
Post-Condition	User will be redirected to same functionality if filters are selected and will be redirected to GoHelp / SRS / 4.6 Chat / 4.6.3.1 Chatting Window functionality
Side Effects	No Side Effects

4.6. Chat Window

4.6.1 Description and Priority

Customers once after checking the catalogue can contact the worker selected. The worker can communicate with the customer through chat. This page should work dynamically. This is a very high priority functional requirement to be implemented in the platform.

4.6.2 Stimulus/Response Sequences

User can check the catalogue, filters are provided to check the workers to work with a given price range, skills, having more testimonials, ratings...,

4.6.3 Functional Requirements

4.6.3.1 Display Chat

GoHelp/SRS/4.6 Chat Window/ 4.6.3.1 Display Chat	
Function	Display the Chat window
Description	User can open the previous chat created in the channels application
Inputs	A Textbox
Source	Inputs from chat box
Output	Time of Delivery will be displayed
Destination	Chat
Action	Once the inputs are taken from the user, they are send to the room created in the application and an email is triggered when customer just started the chat with the worker. The users will must be notified when the message is not delivered in the chat.
Requirements	Room must be created in channels
Pre-Condition	Customer must click to chat button from the catalogue.
Post-Condition	Chat should be delivered to the customer
Side Effects	Improper internet connection leads to failure in message delivery.

4.6.3.2 Close Chat

GoHelp/SRS/4.6 Chat Window / 4.6.3.2 Close Chat	
Function	Close the Chat window
Description	User can close the previous chat created in the channels application
Inputs	Once the End chat button is clicked Comments are taken.
Source	Input from options in chat window
Output	Chat closing message will be shown
Destination	Dashboard
Action	Once the chat is closed, both the customer and the worker will get the mail notification along with the comments mentioned.
Requirements	Chat window must be active
Pre-Condition	No preconditions
Post-Condition	Email Should be received by the customer and the user.
Side Effects	No Side effects.

4.6.3.3 Fix Appointment

GoHelp/SRS/4.6 Chat Window / 4.6.3.3 Fix Appointment	
Function	Customer can fix the appointment with the worker
Description	After discussing in the chat, customer can fix the appointment with the worker
Inputs	Amount Fixed, Working Hours Settled, Appointment Date and Time

Source	Input from fix appointment form
Output	Appointment will be created
Destination	Dashboard
Action	Once the appointment is fixed, both the customer and the worker will get the mail notification regarding the working hours, amount fixed, date and time.
Requirements	Chat window must be active
Pre-Condition	No preconditions
Post-Condition	Email Should be received by the customer and the user.
Side Effects	No Side effects.

4.6.3.4 Change Appointment Timings

GoHelp/SRS/4.6 Chat Window / 4.6.3.4 Change Appointment Timings	
Function	Customer can change the appointment timings with the worker
Description	After discussing in the chat, customer can change the appointment with the worker
Inputs	Once the change Appointment Button is clicked Customer can update, Amount Fixed Working Hours Settled Appointment Date and Time
Source	Input from fix appointment form
Output	Appointment will be created
Destination	Dashboard
Action	Once the appointment is changed, both the customer and the worker will get the mail notification regarding the working hours, amount fixed, date and time.
Requirements	Chat window must be active
Pre-Condition	Appointment must be fixed already
Post-Condition	Email Should be received by the customer and the user.
Side Effects	No Side effects.

4.7. Feedback

4.7.1 Description and Priority

Customer can provide feedback for the service provided by the worker and worker can provide a feedback to the customer behavior.

4.7.2 Stimulus/Response Sequences

Customer can provide the feedback once the service is done. His feedback will be successfully stored and can be updated in the catalogue as a testimonial for workers (TBD).

4.7.3 Functional Requirements

4.7.3.1 Customer Feedback

GoHelp/SRS/4.7 Feedback/ 4.7.3.1 Customer Feedback	
Function	Customer can provide feedback for the service
Description	Once the worker completes the work, customer can provide a feedback for the worker.
Inputs	Work Feedback: Quality (Slider 1 - 5) Work Completed within time Polite in speaking Overall Rating Testimonial (Yes / No) If yes Testimonials
Source	Input from Customer feedback form
Output	Feedback will be saved and success message will be shown
Destination	Dashboard
Action	Once the feedback is provided, data must be uploaded to the feedback table and the ratings must be updated to the worker
Requirements	Appointment must be fixed.
Pre-Condition	User must logged into the system
Post-Condition	No Post Conditions
Side Effects	No Side effects.

4.7.3.2 Worker Feedback

GoHelp/SRS/4.7 Feedback/ 4.7.3.2 Worker Feedback	
Function	Worker can provide feedback on Customer
Description	Once the worker completes the worker, worker can provide a feedback on customer.
Inputs	Work Feedback: (Slider Range 1 - 5) Customer Response) Customer Behaviour Customer Support Overall Rating
Source	Input from Worker feedback form
Output	Feedback will be saved and success message will be shown
Destination	Dashboard
Action	Once the feedback is provided, data must be uploaded to the feedback table and the ratings must be updated to the customer
Requirements	Appointment must be fixed.
Pre-Condition	User must logged into the system
Post-Condition	No Post Conditions
Side Effects	No Side effects.

4.8. Blocking

4.8.1 Description and Priority

Customer can block worker if he is not responding properly and worker can block customer if he is not giving correct information

4.8.2 Stimulus/Response Sequences

Customer and worker can both fill a form and can block the other user with a prior proof of statement. Chat Screenshots are preferred

4.8.3 Functional Requirements

4.8.3.1 Block User

GoHelp/SRS/4.8 Blocking/ 4.8.3.1 Block User	
Function	Customer / worker can block another customer / worker
Description	A customer or a worker can block another worker or customer if they are not polite in their conversations
Inputs	Block Form: Customer / Worker Username Reason to Block Proof of Evidence
Source	Input from Block form
Output	Blocking requests are saved in the database
Destination	Dashboard
Action	Once the block request is provided by the customer / worker the message will be passed to admin dashboard to review and take necessary actions.
Requirements	No requirements
Pre-Condition	Worker / Customer must use the chat application.
Post-Condition	New Block request must be shown to the admin
Side Effects	No Side effects.

4.8.3.2 Admin Review

GoHelp/SRS/4.8 Blocking/ 4.8.3.2 Admin Review	
Function	Admin reviews the block requests
Description	Admin can review the block request provided by the workers / customers and can communicate with the worker on his block through email only.
Inputs	Confirm Block Form: Reason to Block
Source	Input from Admin Review form
Output	User account will be blocked
Destination	Dashboard
Action	Once the block is confirmed user can no longer access to the services until the block is removed by the admin. A mail will be sent to the blocked user with a reason provided by admin in the form.
Requirements	Admin must check the block request thoroughly

Pre-Condition	Admin must receive a block request
Post-Condition	Email Notification must be shared to that blocked person
Side Effects	No Side effects.

4.9. Report Generation (TBD)

4.9.1 Description and Priority

Admin can generate reports on Users, Services provided, Worker Ratings, Wages Generated...,

4.9.2 Stimulus/Response Sequences

Admin selects the report tab and select the different dropdown options provided to download the different reports provided in the system.

4.9.3 Functional Requirements

4.9.3.1 User Report

GoHelp/SRS/4.9 Report Generation/ 4.9.3.1 User Report	
Function	Admin can download the user report
Description	A user report will be generated by the admin where he can get an overall statistics on no of new users, accounts blocked, services requested, ratings provided, wages paid, appointments fixed...,
Inputs	No Inputs
Source	Inputs from Database Tables
Output	A pdf file with company logo can be printed / downloaded for future scope.
Destination	Dashboard
Action	All user statistics (new users, accounts blocked, services requested, ratings provided, wages paid, appointments fixed) must be extracted from the database and can be incorporated into a single pdf document.
Requirements	No Requirements
Pre-Condition	No Preconditions
Post-Condition	Document must be downloaded
Side Effects	If printer is not available then the functionality might not work properly

5.Other Nonfunctional Requirements

5.1.Performance Requirements

The application must be fast especially in the chat session provided in the application. The messages must be stored and admin must have access to them. The latency time must be less than 5 seconds in delivering the message in the chat application. Logs should be maintained for the database so that multiple users can't update database once. Sessions must be expired after some threshold time of inactivity. The system must be active 24 / 7 and maintenance updates must be communicated earlier in the portal.

5.2.Safety Requirements

User data must be loaded accurately in the database. Proof of Residences collected in the system must be stored in the storage buckets correctly and must be delete once admin verifies the details.

Customer details shouldn't be revealed to any worker (or) workers details shouldn't be revealed to any customer until customer fixes the appointment. The failure of software functions shall be detected, isolated, and recovered. Error file must be generated and stored. Exceptional Handling must be incorporated for smoother functioning. Software routines should not propagate errors across the platform.

5.3.Security Requirements

User Passwords must be encrypted and the encrypted data must be stored in the databases. Databases must have a backup copy to retrieve information in-case of malfunctioning, theft, attacks..., User passwords must be changed at regular intervals for enhancing better security to their accounts.

5.4.Software Quality Attributes

The application must be available in the internet. The Application UI / UX must be responsive in mobiles as well as desktops. The application must have continuous maintenance updates. The code components must be reusable and framework applications can call another framework applications without any data loss. Usability will be known by taking the system related feedbacks at a designated time. Security tests will be performed sufficiently.

5.5.Business Rules

- Users (Workers / Customers) are not allowed to receive / make payment advances, exchange phone numbers, email addresses to any user until worker finishes the work or work is accepted by the customer.
- GoHelp platform is not responsible for theft, fraudulent activities by workers.
- Admin can have access to customers / users chat window and can block your accounts with prior notice.

- Users must engage in a polite conversation with other users. Misbehaving leads to account blocking and a platform registers a police complaint with victim support.

6. Other Requirements

There are no other requirements.

Appendix A: Glossary

1. SSL: Secure Sockets Layer helps to establish an encrypted link between user and application
2. S3 : Simple Storage Service is a file storage service provided by Amazon Web Services for storing user information.
3. Heroku: A cloud platform used to deploy web applications which support many frameworks and libraries.
4. SMTP: Simple Mail Transfer Protocol is used to transfer electronic mails which contains messages in the internet.
5. Django: A Python based web framework used for building web applications
6. Cookies: A small component which contains data stored at the client web browser.
7. Session: A session is an information stored for users logged into the system.
8. OTP: A One Time Password(OTP) is a 6 digit password provided to the users at the time of Email verification. User Email is verified when the code entered by the user and triggered by the system is same.

Appendix B: Analysis Models

Use Case Model for GoHelp Platform:



Appendix C: To Be Determined List

1. User reports, Worker Reports and System Reports Information must be finalized
2. In the Chat Application, we just incorporated normal text chat currently. We need to check the implementations on sending Photographs for better understanding of the issue
3. We need to figure out some more business logics of the system where the users and customers must have a secured and sophisticated chatting.
4. Admin Dashboard Screens must require some more functionalities to be added for better experience in the platform.
5. User Authentication through OTP, must be decided.
6. Phone Number verification requires paid services like Twilio. We need to look forward for better alternatives to verify email phone number.
7. SSL certificate, Domain Name must be decided for free of cost in deployment.
8. Analysis models must be constructed to provide crisp knowledge on system.