Software Requirements Specification

for

Sale Opportunity

**SOP Systems**

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Revision History

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| --- | --- | --- | --- |
| **Name** | **Date** | **Reason For Changes** | **Version** |
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|  |  |  |  |

# Introduction

## Purpose

The purpose of this document is to provide a detailed overview of our software product and to describe the project requirements that we provided with by the client in order to ensure that the software we produce will be consistent with need of our client.

## Document Conventions

This document is divided into serval section which are listed numerically, each section starting with headline with a big bold font following with subsection with smaller bold font.

## Intended Audience and Reading Suggestions

The intended audience of this document consists of clients, travel agents, development team, QA team, managers and the project supervisor, before reading this document it is highly recommended to read the Vision Document to get an overview of the product.

## Product Scope

The software will facilitate the user interaction with data base by providing an adjusted management system to the data of the company,the travel agents will have efficient and organized way to manage packages and track orders. the clients will have an easy and wide functionality user experience including contacting travel agents, search packages and flights and manage their orders, and the manger will the have all the agent options and in addition access to the agents accounts and the ability of add/remove agents accounts.

## References



SRS template.

# Overall Description

## Product Perspective

In the past a client was must to approach the agency in order to book his vacation and this often requires a lot of time and effort without the ability to easily track and cancel orders. with our product the users are provided with a friendly user-interface through which they can interact with the system, the software helps clients and agents to list searched results, process booking, modification and cancellation to existing reservations,….manager

## Product Functions

**2.2.1 login**

Function that get username and password identify the user and send the right menu.

### 2.2.2manger access menu

A menu customized to the manager abilities

### 2.2.3agent menu

A menu to the agent that customized to his possibility

### 2.2.4 client menu

A menu to the client that customized to his possibility

**2.2.5 add package**

The travel agent will have the ability to add a package to the data base.

### 2.2.6 delete package

The travel agent will have the ability to remove a package from the data base.

### 2.2.7 Edit package

The travel agent will have the ability to edit a package from the data base.

**2.2.8 Edit quantity of packages**the agent will be able to edit the quantity of the products.

### 2.2.9 Track sorted orders

Tracking orders performed by clients or agents

**2.2.9.1 sort by order date**

Sorted orders by the date of the order.  
**2.2.9.2 sort by package date**

Sorted by the package date.  
**2.2.9.3 sort by order status**the user will be able to look from specific status orders.

### 2.2.10 Search by category

**2.2.10.1 by date range**by date  
**2.2.10.2** **by departure date**by departure date

### 2.2.10.3 by destination by date 2.2.10.4 by price range by departure date

### 2.2.10.5 by agent

### The travel agent will have the ability to change status of an order

### 2.2.10.6 by client

### The client will have the ability to cancel an order.

### 2.2.11 Contact

### The user can leave a message with his details to the agents list of requests to contact him

**2.2.12 Edit status of order**the agent can change status of order, and the order will be transfer to another list of orders by status

### 2.2.13 leave a feedback client user can leave a free text feedback and to rate a used package

**2.2.14 my orders**after the client bought a package it will be added to his orders list.

**2.2.15 sort by popularity**after a package was bought x time it will be add to list of popular packages and will be sorted by clients’ rate.

**2.2.16 create discount**the manger can create a new discount code.  
**2.2.17 use discount**in the order process the client can put a coupon code and the price will be cut respectively.

**2.2.18 box message**after the manager send a message it will be added to the list messages of the agents/clients   
**2.2.19 send message by manager**the manger will have the ability to add message to the clients/agents messages list.

**2.2.20 is valid**overloading function that check validity of date, code etc  
לכתוב את הפונקציות לפי מה שהלקוח דרש!

## User Classes and Characteristics

There will be two kinds of user's classes agent and client. The agent will have access to all the software features. client will have a more limited number of features. The additional features of the agent are packages management.

## Operating Environment

The system runs on Microsoft Windows 7/8/10 versions 86x and 64 bits.

## Design and Implementation Constraints The company must have a large enough storage higher priority to cloud

## User Documentation

The user will receive a manual detailing the functionality of the software.

the client can contact our service department via mail

## Assumptions and Dependencies

Our assumption that employee Database will be received from the HR department in ‘.txt’ file which the program will assign 'LOG IN' details of all company agents.

The file will be as follows: First name, Last name, Password, Role. (all on different lines) employees separated by '$' sign

The database includes details of access for each user such as Employee & Manager stated by Role.

The system assumes that when payment details are valid, the transaction approved.

# External Interface Requirements

## User Interfaces

The software will have basic menu bar with options, one for agents, one for managers and one for the clients.

See the prototype presentation (style may differ from the final product).

## Hardware Interfaces

The application requires a monitor and working computer with OS installed

## Software Interfaces

The application will have access to data base that was written by a third-party software program (in a .txt format).

The interface is as shown in the prototype.

## Communications Interfaces

Communication with human resources databases to transfer data into the software.

# System Features

## 4.1 Reserve package

**4.1.1 Description and Priority**The top priority feature will allow to the client to book a vacation according to his will,  
by choosing out of the agency packages list which including flights, hotels, and vacations.

**4.1.2 Stimulus/Response Sequences**  
The client will choses a package out of the list by clicking “book it” than a registered/login window will pop in case the user yet to be logged in, than the user will moved to the summary page and then to payment page.

**4.1.3 Functional Requirements**REQ-1: User must be logged in, otherwise the process to the reservation will not be approved

REQ-2: The availability of the certain package needs to be updated all the time.

REQ-3: the company must have a connection to payment system.

## 4.2 packages Database modification

**4.2.1 Description and Priority**the agents will be able to modify the list of the packages the travel agency offer, by adding, editing and deleting packages from the database. In order to keep the database update always.

**4.2.2 Stimulus/Response Sequences**  
after the system recognized the agent/manager the user will choose the “view packages” option and then he will have to click on the edit or add/remove then he will have the access to the database.

**4.2.3 Functional Requirements**REQ-1: only agent/manager type of user will have the access to this feature

REQ-2: the package edit/add must be time validly and according to given format \*\*\*

## 4.3 Login

**4.3.1 Description and Priority**Every user will have an username and password in the DB and system will automatically identify the type of the user and will send him a suitable menu, only registered clients will have the ability to make an order, in order to have efficient quick way to log in.

**4.3.2 Stimulus/Response Sequence**  
from the home page the user will click the login feature and then will type his username and password, the system will recognize the type of the user and will send him to the right menu

**4.3.3 Functional Requirements**REQ-1: username and password must be existing in the DB.

REQ-2: User will have to type the password correctly – password is case –sensitive

## 4.4 Categorized search

**4.4.1 Description and Priority**The user will have the option to search for a package according to the following categories: destination, price range, and date or a combination of all

**4.4.2 Stimulus/Response Sequences**  
after he is clicking “search packages” the user will have to fill his demands

**4.4.3 Functional Requirements**REQ-1: valid date - otherwise the user will have to fill date again

REQ-2: non- negative price range – otherwise the user will have to fill it again

## 4.5 Track orders

**4.5.1 Description and Priority**the agent/client will have the ability to view the status of the orders and confirm a waiting orders and client can cancel an order.

**4.5.2 Stimulus/Response Sequences**  
agent/manager will have to click on “view clients” choose a client than click on “track orders” and client will have the “my order” option in his menu there he can see his orders and their status.

**4.5.3 Functional Requirements**REQ-1: there must be an order in processes

REQ-2: client can view only his orders, only agent can view all clients order.

## 4.6 Leave a message

**4.6.1 Description and Priority**The user will have the ability to leave a message in order to contact an agent for asking questions and make requests, the user must leave his update contact details.

**4.6.2 Stimulus/Response Sequences**  
after the client logged in and get to the menu he will have to click “contact us” and then leave his message.

**4.6.3 Functional Requirements**REQ-1: client must be logged in

## 4.7 Leave a feedback

**4.7.1 Description and Priority**after package been used the user will have the ability to rate the package (0-5) stars, when 5 is the highest score meaning the client enjoyed. In order to track most beter packages.

**4.7.2 Stimulus/Response Sequences**  
after client get logged, he will choose the “my orders” option and choose a used package and then he will have the option to leave his feedback.

**4.7.3 Functional Requirements**REQ-1: client have to be logged in.  
REQ-2: client will have to leave a message.  
REQ-3: client will have to choose a used package

## 4.8 Popular packages and feedbacks

**4.8.1 Description and Priority**before choosing a package the user will have the ability to view most popular packages sorted by feedbacks and view other client’s comments and suggestions.

**4.8.2 Stimulus/Response Sequences**  
after choosing the “view packages” option the user will have to choose “show me poplar packages” and after choosing a packages he can click on show me reviews.

**4.8.3 Functional Requirements**REQ-1: “popular” packages have to exist.

## 4.9 Discount offers

**4.8.1 Description and Priority**the system will give the manger the ability to send a message with the discount code to the clients list from the DB, and then the client will be able to active the discount at the order.

**4.8.2 Stimulus/Response Sequences**  
a user will receive a message from the system with the discount code and then at ordering processes he will be able to active it.

**4.8.3 Functional Requirements**REQ-1: by the client code must be valid and not expired and case sensitive

REQ-2: by the manger have fill the discount re

## 4.10 Manager access

**4.8.1 Description and Priority**for highly operations of the system there will be a unique user who can modify the agents list, and discounts offers. Manager can do anything agent can do.

**4.8.2 Stimulus/Response Sequences**  
when manager logged in the system will recognize him automatically and send him the right menu

**4.8.3 Functional Requirements**REQ-1: “popular” packages must exist.

## 4.11 Messages Box

**4.11.1 Description and Priority**The agents and the clients will have a messages box; the agents will receive a general notification from the agency management and the clients will get notification about discount offers.

**4.11.2 Stimulus/Response Sequences**  
after the user get logged in he will get notify for any new messages and by clicking on it he will be able to view the messages window.

**4.11.3 Functional Requirements**REQ-1: the user must be logged in.

REQ-2: only the manager will be able to send those.

# Other Nonfunctional Requirements

## Performance Requirements

פרטים אודות זמן הפעילות של המערכת – כמה זמן ייקח למערכת לעלות? מה קורה אם המערכת נופלת? דרישות המערכת לאיך היא תפעל בתכלס. היכולות שלה.

## Safety Requirements

מה קורה ברגע שלקוח הזמין מוצר אך לא ביצע תשלום? האם הוא יישמר?

מה קורה אם יש הפסקת חשמל לאן כל המידע הולך?

## Security Requirements

איך אני מגנה על המערכת שלי ? לוודא מול דטא את השם משתמש והסיסמה שהכונסו.

איך אני חושב שאני הולך להגן על המערכת שלי

## Software Quality Attributes

* The product will be available to every agent of the travel agency company.
* The product is easy to use.
* The software is compact.
* The software is reliable and updated bug fixes.

## Business Rules

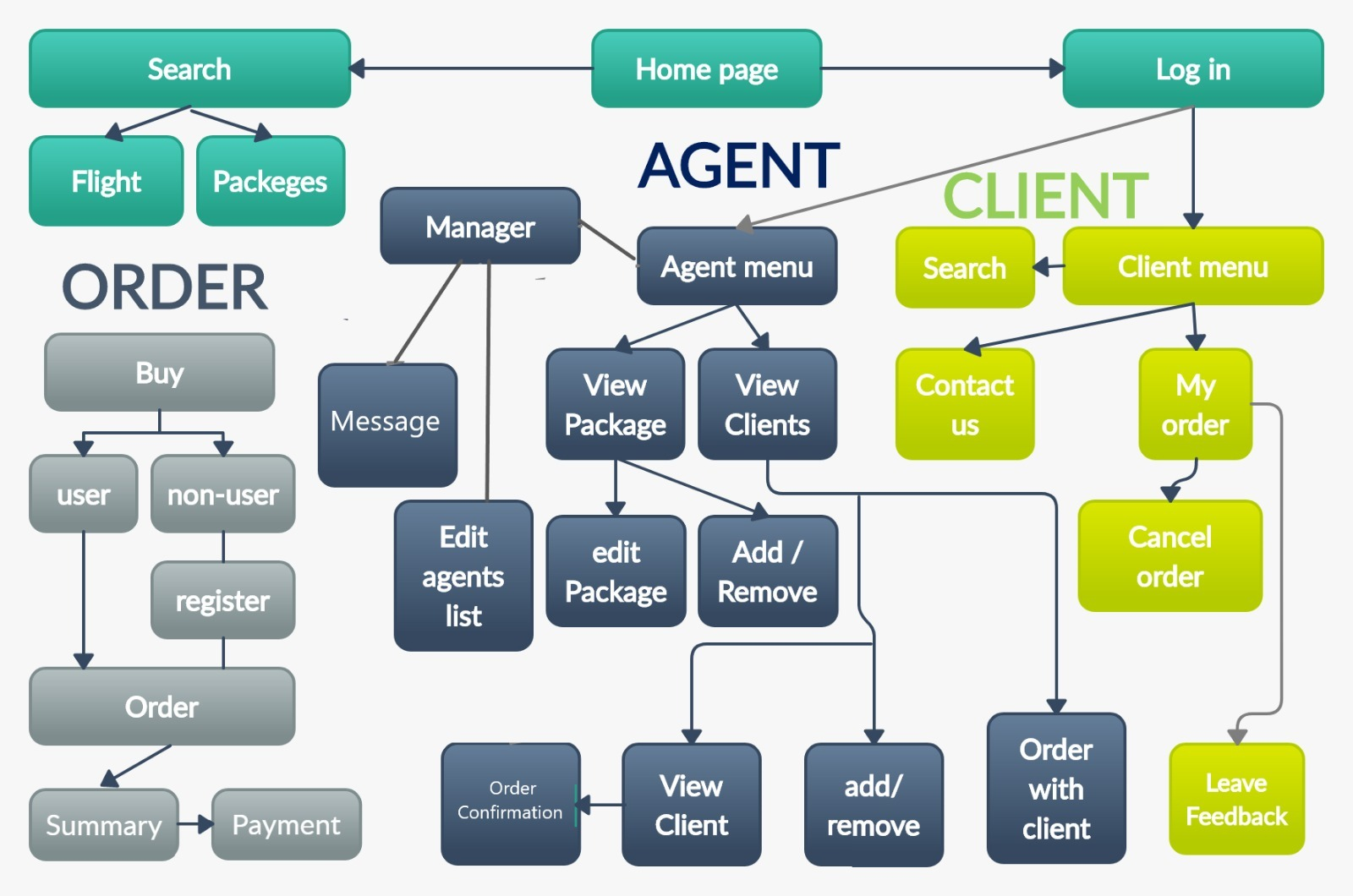
* Only a travel agent can change the prices and accesses to all the available packages.
* The client has no ability to access other customer's details and will only be able to see his details and orders.

# Other Requirements

## Appendix A: Glossary

* SRS – Software Requirements Specification
* OS – Operating System
* HR – Human Resources
* RAM – Random Access Memory
* TBD – To Be Defined

**להוסיף את הדירוג של הפיצרים**

**Appendix B: Analysis Models**

**Appendix C: To Be Determined List**

* Problems with server overload.
* Rating system on packages.