**Scope:**

Develop the web based application for users to access various services (Budgeting and Planning, Data Visualization and Ticket system) for different industries from one single platform as SAAS model.

**Technology Stacks:**

Technology : PHP

Framework : Yii 2

Database : MySQL

**Functionalities and Features for Service Management System:**

|  |  |  |
| --- | --- | --- |
| **Features/Functionalities** | **Understanding** | **Client comments** |
| User Registration/Login | User will have to register with the personal details. Once registered, User can login to the application with the credentials. | Email verification  Password recovery |
| Service List | Accessable Services are listed as tree view menu so that user can click and login to the service automatically.  User can customize the order and name of the accessable service for displaying in the menu.  User can brower the list of avaialbe services. Each service have a description, a demo link, and a list of installed instances to choose from. | Refer to zenbership  category.php |
| Facebook, Twitter Login | User can also use social media login/register credentials to login the application | Add Google |
| User subscription | User to subscribe for services on yearly plan or access free services for certain period. User to choose services from the drop down. User can avail Multiple licenses, different types of users to access services | Phase 2+  Or  Zenbership |
| Payment integration | Make payment for subscribing various services and enter billing information and generate invoices | Phase 2+  Or  Zenbership |
| Single Sign on | User can use one login credential to access multiple applications, Unique email identifier. | The most critical!  (OAuth or SAML) |
| Manage profile | User to change profile information |  |
| Customize dashboard | The dashboard helps user to customise it based on the needs like add new services, view only particular charts or reports | Phase 2+ |
| Manage services | Budgeting and Planning, Data Analytics, Ticket system etc., (to be covered in Phase 2) User can view and add services in Phase 1 | Phase 2+  Or  Zenbership |
| Chart and Report | The dashboard will have different types of chart and report for data visualisation | Phase 2+ |
| Web based documentation | User manual for usage of products and services | Use the tool: http://bananadance.org/ |
| Admin |  |  |
| Manage users | Admin from the Web backend to Add/Edit/Delete user accounts. |  |
| Manage payments | Admin to keep track of all payment that receives from users | Phase 2+ |
| Manage services | Admin will have the ability to add new services, remove services, modify service begin and end date. |  |
| Manage subscriptions | Admin can manage subscription plans | Phase 2+ |
| Services to be added | 1. <http://osticket.com/> (Support Ticket System) 2. <https://www.limesurvey.org> (Survey Management) 3. <http://www.churchdb.org/> (Church Management) |  |
| Setting up Services | Depending on the service type, setup user’s accounts in selected services for SSO. |  |

**Assumptions:**

1. We assume all services development like Data analytics, Budgeting and planning and Ticket system will be covered in Phase 2.

**Clarifications:**

1. What types of reports needs to be shown in the dashboard?  
   Phase 2+
2. What types of charts needs to be shown in the dashboard?  
   Phase 2+
3. Whether subscription plans is going to be Yearly/Monthly?  
   Phase 2+ or Zenbership
4. What kind of documents to be stored in the web based documentation system? (No such function).
5. Which payment gateway you would prefer to integrate with the system for subscription?   
   Phase 2+ or Zenbership