**2.0 SRS**

**2.1 User Characteristics**

* **Type of Users:**

**Users**

1)Students

2)Visitors

3)Suggestion givers

4)Guests

**Admin**

1)Developers

2)Testers

**Characteristics of Users:**

1)If the user will log in to the system, we will provide them with more functionalities.

2)User can select the search function we can use the option to the user that choose the fields (Filters).

3)User can get information from many of the colleges of Gujarat through our application.

4)If user select details about the college, we can give relevant suggestions.

5)User can add their suggestions in the FAQ.

6)User can ask a question and the chatbot we are providing will give them reply.

**Characteristics of ADMIN:**

1)He can update system layout and features.

2)He checks and blocks user data if needed.

3)Admin provides the user to give feedback and review.

4)Admin asks for microphone permission.

**2.2 Functional requirements**

**2.2.1 Functional requirements (User)**

**R.1: User Registration**

**Input:**

(Name, Email OR Phone, Password, Confirm Password)

OR Continue with Google, Facebook or Guest

**Output:**

OTP verification page

**Process**:

The user gets redirected to the validation page

**R.1.2: Register in process**

**Input:**

OTP

**Output:**

App home page

**Process:**

If OTP is correct then the user gets registered (OTP duration: 5 min)

**R.2: User Login**

**Input:**

User (Email ID or Mobile Number), Password

**Output:**

Redirect to Homepage

**Process:**

Verify and redirection (Validation)

**R.3: Chatbot**

**Input:**

Message by user

**Output:**

Reply by the chatbot

**Process:**

The chatbot will reply to the user based on the message he/she has sent

**R.4: Search Option**

**Input:**

Search Key entered by the user

**Output:**

Relevant pages (Containing the search key)

**Process:**

Through the entered search key this functionality will find the relevant content from the database

**R.5: Settings**

**R.5.1: My Account (Edit profile)**

**Input:**

User’s information

**Output:**

Updated Profile will be displayed and save to the database

**R.5.2: Display and Visibility**

**Input:**

Dark mode visibility, Font Size

**Output:**

Changes will be reflected in the application

**/\* R.5.3: App Language**

**Input:**

Set of Languages (English, Hindi)

**Output:**

Chosen Language can be seen

**R.5.3: Privacy Settings**

**Input:**

**Output:**

\*/

**R.5.3: Chat History**

**Input:**

Click on Chat History

**Output:**

Chatbot Opens

**Process:**

The chatbot will be open with the previous chats

**R.5.4: Delete Account**

**Input:**

Click on Delete account

**Output:**

User Account will be deleted

**Process:**

User Account will be deleted and you will be log out from the session

**R.5.4: Help**

**Input:**

Application related queries

**Output:**

Solutions for the queries

**R.6: FAQ**

**Input:**

Search for query

**Output:**

Output to query

**R.7: Logout**

**Input:**

Click on Logout

**Output:**

User will be log out from the app

**2.2.2 Functional Requirement (Admin)**

**R.1: Login**

**Input:**

Admin ID, Password

**Output:**

Redirect to homepage

**Process:**

Validation

**\*/R.2: Sign Up**

**Input:**

(Name, Email OR Phone, Password, Confirm Password)

OR Continue with Google, Facebook or Guest

**Output:**

verification page

**Process**:

User gets redirect to validation page\*/

**R.3: Manage Users**

**R.3.1: Add User**

**Input:**

User details

**Output:**

User added successfully

**R.3.2: Remove User**

**Input:**

User ID

**Output:**

User Removed successfully

**R.4: Maintain College Information**

**R.4.1: Update College Information**

**Input:**

College ID, update information

**Output:**

Information updated successfully

**R.4.2: Add College Information**

**Input:**

College information

**Output:**

College information added successfully

**R.4.3: Remove College Information**

**Input:**

College ID

**Output:**

College removed successfully

**2.3 Non-Functional Requirements:**

1. Availability

* The System is available for all users.

1. Usability

* It is very easy for the user to learn how to use the system and the time to learn is hardly 15 minutes.

1. Reliability

* The System is reliable and will not crash.
* The Bot replies to the user’s query under 30 Seconds.
* Talking to Bot feels like talking to a person (The Bot Should not reply instantly as it is not a human gesture, 2-3 Seconds Delay between responses)

1. Maintainability

* The Bot is designed in such a way that it can be maintained in future
* The system maintains User information.

1. Portability

* The application can be used in any android device.

1. Security

* The Private information of the users like their chat history, search history and the user data will be secure in this system.