

Software Requirement Specification (SRS)

1. Introduction

1.1 Purpose

Today there are many companies in the market. Some companies provide their best services and people are loving that service. But somehow some people get problem in their other service, but may be company does not have their official site for getting feedback. Or maybe the customer will not like to give his time to give review on the official site of the company as customer is using more than one services of many companies.

So the "Review" from the customer is more important thing for any company. Because if they are not aware of why people are not choosing them, so they should be aware through our site. This points are the 50% part of any company. If the customer don't interact and not give feedback, then company will provide the same service and the customer will get frustrated and stop using that company's service, and this can lead in decrease of sales of respective companies.

So, our platform will be common for consumers and companies.

1.2 Scope

Platform for all the companies, as customer will not visit each company site. Customer will direct visit to our site and will give review to services used by him/her. Second thing we will generate the report and analyze it and share to companies. Idea of sharing reports to companies is:

To aware them by ACP (ACTIVE CUSTOMER PROBLEM)

Third is the most important thing that customer reviews will directly provided to the company, so customer problems will be resolved early. Fourth is supreme goal of the platform, to notify the company about their problem and improve their performance.

1.3 Definition

- **Login/Sign-Up:** Here, User account will be created.
- **Polls:** User will rate and review in given polls.
Polls will be between two companies.
- **Report:** Here analysis of review and ratings are collected.
Report will be submitted to respective companies for User problem evaluation.
- **Ratings:** rank based on ACP.
Rank based on positive rating.

1.4 Need of System

- There are many website for review and the companies also have their own review websites, but there may be a chance of fake reviews which can be generated for their own profit by the companies.
- The Customers have not more time for giving review on the particular companies and they can be attracted by the gifts so there may be the chance of giving fake review.
- Our website's Main motive is to provide the best Platform to the customer to give the review to all companies on the one website and we will provide the easy and clear way for giving reviews and rating to particular company and to the comparison of two companies.
- We will give a chance to companies to prove where they are good, in which services like packing, delivery, price etc.
- The company will have customer reviews on its website, but the company does not have time to analyze the lock reviews. Then we will give a report from the customer to the review line to the company which will have complete information about the review.
- Generally all companies provide their review box and they do analysis by themselves but here we fetch ratings of all companies by public users and will display their performance publicly as per reviews given by people.

1.5 Features

- User friendly header and footer navigation.
- Our website is available for any browser.
- Our website have simple and clear environment.
- User can also select their company section interest and by customer's interest we will feed polls to the customer.
- There is categories of polls so user can find polls according to category.
- Easy to maintain database.
- There will be the ACP section that will give the company an idea what is the problem with their website.
- Keep record of different categories.
- We provide a tutorial of our website, which helps to visitor to how to use our website.
- We provide individual review section according to company category.
- We provide the ranking section, which helps to visitor to find the best company according to visitors requirements.
- We provide notification service allow visitors to gives him review to our latest polls in our website.
- Login Activity option will help users to check their number of logins.

2. System requirements

2.1 Functional requirements

- Sign up and login option are available.
- For giving reviews in polling, users are provided with 'RECENT POLLS' 'PREVIOUS POLLS' 'TRENDING-POLLS' options.
- Search bar will be provided for searching individual company for giving reviews.
- On home page, recent poll are also available for quick reviewing.
- User's problem to respective companies are fetched into "ACP- ACTIVE CUSTOMER PROBLEM".
- Results of polling are available in "RANKINGS" section.
- Report is generated from user reviews and ratings given in polling.
- Particular Users are notified through website when company resolves issue.

2.2 Non-Functional Requirements

2.2.1 Security:

We will provide the security to the user as we will store their information in only our database which will only be used to login or sign in. It will not be provided to the companies or any other particular person.

Also we will provide the particular ID and password to each and every company so that it can be used to login or signup in our website.

Our other database will also store the review and ratings for that company and those will not be provided to other third party so they cannot change it. In this database we will also store result of poll that will not be provided to any other company.

2.2.2 Software quality:

- **Maintenance:** at regular time interval, we will update our services and start its maintenance.
- **Availability:** our website will be available at each and every device as 24×7 service. The website will be available globally with the server which can handle many requests. The server will be located at remote places so access will be available.
- **Usability:** Our website will have one section that contains tutorial that shows how to use our platform. So every user can understand the environment properly. The controls and interface will be as simple as possible.

2.3 Logical Database Requirement

2.3.1 Review Database

- This is used for taking the review from the customer by using their product or service of the company.
- This database provide the review of the user.
- Also ratings(overall rating) can be seen by this database publically :
 - User (customer)
 - Company
- This data can be accessed by admin.
- Report is generated using this database.
- Admin can apply queries on the database.

2.3.2 Company Database

- This database will store the information about the company.
- It will contain company name, which service or product company is providing, cost, quality, quantity etc.
- Also store the id and important & confidential detail of company, like password, register id etc.
- Admin can interact with company throughout Email and Contact No.

2.3.3 Customer Database

- This database can be used to identify each user uniquely.
- This database store the customer id, password.
- Also store the name and some other information about customer.

2.3.4 Polls Database

- It will contain polls detail.
- Like :
 - **Time & expire:** - how long a poll will be displayed in website.
 - **Company:** - data about company 1 and company 2 of poll.
- This database provide how many polls are organized.
- Also how many polls are still in trending and how many polls are expired or out of league.

2.3.5 Interest database

- This database is created to take the interest form the customer.
- Like: clothes, electronic things, drinks, household such as grocery etc.
- This database can be helpful to improve user experience by suggesting his/her desirable polls.
- This user can modify its interest.

- User can take more than one interest.
- This database provide the feature of interest which can attract more users to our platform.

2.3.6 Company Services

- This database will contain id, category and services.
- This database can contain multiple services of a company.
- This database will provide which category this company belongs to.
- This database also prevent some anomalies.

2.4 User Requirements

- Website should be responsive.
- Website should run on cross-platform.
- The website should be available for 24×7.
- User have to login only one time, then after automatically they will logged in to the website.
- Website's database should fetch data correctly and seamlessly.
- User can easily visit our website without sign-up or login.
- Website's user interface should easy to handle.
- User friendly review interface.

2.5 Software Requirements

<ul style="list-style-type: none"> • OS : • Web Browser : • Web Page Style Sheet : • Backend Coding : 	Windows Operating System Google Chrome, Mozilla Firefox, Internet Explorer HTML, CSS, JAVASCRIPT JAVA
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2.6 Hardware Requirements

<ul style="list-style-type: none"> • Main Memory : • CPU Speed : • Display : • Keyboard : • Mouse : • Other : 	512 MB Minimum 2.6 GHz 800*600 Bits Colour 106 Keys Ps/2 Optical Mouse CD/RO Required
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3. Activity Section

3.1 Visitor-Side Activity

- Visitor will sign-up or login into our website.
- Visitor can also edit profile.
- Visitor can use the website without creating account on our website but can't use main functionalities of our website such as 'Giving Reviews', 'Suggestion for Polls', 'Participation in Polls'.
- Visitor will be provided with some checkboxes that he/she has to fill to share their interest.
- Visitor will give reviews to the polls and can review individual company also.
- Visitor can share his problem regarding particular company.
- Visitor can share the poll with friends.

3.2 Home Page Activity

- Then user is provided with options like:-
 - Trending polls
 - Previous polls
 - Recent Polls
 - Expired Polls
 - Suggestion polls
 - Result
- User can explore "About Us" section, to know how our website works.
- User can explore "Review Us" section for providing feedback to the website.
- User can explore "search" option which is given on homepage, so user can easily find company for view and giving review.
- After searching individual company, previous poll ranking and how many solved ACP are there will be visible and their "active polls" will be visible.
- "Upcoming Polls" notification will be there.
- Some polls will be visible on home page as per selection of user while selecting checkboxes in starting.
- If any customer have not selected any interest then will provide recent uploaded some polls.

3.3 Options Activity

- **"Recent Polls"**: Here polls published before hours or days will be seen.
 - **Duration**: 4 days
- **"Previous Polls"**: Polls published after recent poll section will be displayed here.
 - This option will help users to also review and rate polls which were organized before 4 days.
 - **Duration**: 11 days
- **Suggestion for polls**: Here user has to provide it's feedback for polls he/she wants in future.
 - Feedback will be in option form:[Two options will be given: Company-1: To company-2]
- **Result**: Here result of polls will be displayed.
- **"Trending Polls"**: includes most reviewed and rated polls.
- **"Expired Polls"**: It shows Expired polls data.

3.4 Search Activity

- Besides "Search Bar", there will be filters which will help users to select "polls" and individual company.
- "Filter" option contains categories of polls.

3.5 Report Activity

- After completion of poll, users review and ratings will be used for generating reports.
- Report generation includes parameters like ratings and ACP (Active Customer Problem).
- After report is fully generated it is provided to respective companies by using our platform.
- Feedbacks will be in sorted form.
- After getting solution from company, company will notify to the admin.
- And then admin will notify to a relevant user about their solved problem.

3.6 Rankings Activity

- Monthly the rank chart will be updated by positive overall rating of the company of same or different fields.
- Also the company which resolve the issue of user as early as possible that will be also listed in rankings.
- Another rank chart basis on SCP (Solved Customer Problem) will be there (SCP will be calculated with respect to ACP).
- From ranking section, Using comments according to company we will fetch ACP and after ACP will solved the company, SCP will be calculated using ACP and then it will used to generate rank chart.

3.7 Company-Side Activity

- Company need Login ID and password for request to generate poll on our website.
- A company can approach our website, to generate it's poll by admin.
- Company can specify or edit their service details.
- Company can print or download the report.
- Company can see number of reviews currently on their poll.
- Company will give their feedback to our website.
- Company will analyze ACP section and after solution of ACP Company will notify the admin. SCP will be updated.
- Company will provide list of services to display in poll and to get review from it.
- After solving the problem, the company will inform the admin about the correction of that problem.

3.8 Admin-Side Activity

- Admin will manage the Register page and login page details in database.
- Admin will manage the mechanism of polls like starting date, ending date or some changes of the polls of the companies.
- Admin will generate the poll and different service section containing in poll.
- Admin manages the process of fetching reviews and report generation.
- Report is uploaded by admin to company section in website.
- Admin will apply various queries in database.
- Admin will handle various database entries.
- When User's interested poll will out on website then the Admin will notify that user about that poll.(Admin will send notification that :“your interest poll is out now”)
- When the company informs the admin about their improved service, then the admin will inform the customer about the correction of that problem by email as related to that problem.

4. Overall description

4.1 User Characteristics

- User will "sign up" or "log in" in this website.
- User will give his/her good and bad review in poles or individual companies.
- User will also see our recent polls, previous polls, trending polls and many more.
- User will see the ranking of companies.
- User can see detail of the company and also contact with us.

4.2 Intended Audience

- This website is available for people.
- Many types of companies will interact with our website.
- This website is useful for the people who mostly uses online payment.
- This website is useful for the people who are looking for a good and best service companies.
- This website is useful for the people who gives their good or bad opinion for particular company.

4.3 User Interface

User interface should be fluid and responsive. It is divided into modules:

- Sign in and log in page
- User also see our website without signup or login, but can't give their review.
- Home Page
- Polls page [Include: Trending, Recent, Previous polls]
- Individual Company Ratings page
- About Us page
- Company Profile Page
- User Profile Page

4.4 System interface

- **Register Page**
 - In a register page sign up and log in both option are available.
- **Home Page**
 - Many options are available in home page like previous polls, recent polls, about us, contact us, help, ranking section, etc.
 - Many types of polls are available to the user.
- **Ratings Page**
 - This page is available in polls and individual company rating pages.
 - Rating like star rating and a comment box is available.

- **Tutorial Page**
 - This page gives introduction and how this website will work and many more information is available.
- **Individual company rating page**
 - If customer wants to give rating to individual company, it is possible by searching individual company on our website.

4.5 Constraints

4.5.1 User Constraint

- Validation to the customer:
- The customer must be logged in to give reviews.
- The trending polls, recent polls, suggestion for polls section are available for unregistered user, but they are not allow to give the review.

4.5.1.1 Registration Constraint

- The username should be valid and unique.
- The length of the password must be greater than 7 and less than 25.
- The password must contain letter as the first character and may contain special characters or numbers or both.
- The mobile number must have 10 digits and started with the valid digit combo.
- The mobile number will be attached with the email id which user has entered.
- User's mobile and email will be validated and then user can enter to the platform.
- Entry of various inputs should be validated by database as per given Data Type.

4.5.1.2 Login Constraint

- The user must enter the valid and registered id.
- If the user is not able to enter the user Id then he/she can enter the mobile or email which he/she has given while creating account.
- Here, second thing is if the user logged in to the other device then that device will logout and the current one logged in to the platform. Means **“One Device, One ID, One ID, One Device.”**
- Then if the password is correct then and then only the user can enter to the system.

4.6 Limitations:

4.6.1 Limitation for Company

- All company will have only one id and password.
- Company can organize poll once a month.

- Company can't give reviews to any polls and individual review section.
- Company can't see any reviews about the polls and individual review section.
- Company can't organize a polls without permission of Admin.

4.6.2 Limitation for Admin

- Admin can't edit the user profile.
- Admin can't edit on user reviews.
- Admin can't edit the company profile.
- Admin can't discard polls without any particular reason.

4.6.3 Limitation for Registered User

- User can't create more than one account on site.
- User can't see other users review.
- User can't see the report, which is generated by admin.
- User can't give review without signup.

4.7 Validations:

4.7.1 Validation of Company

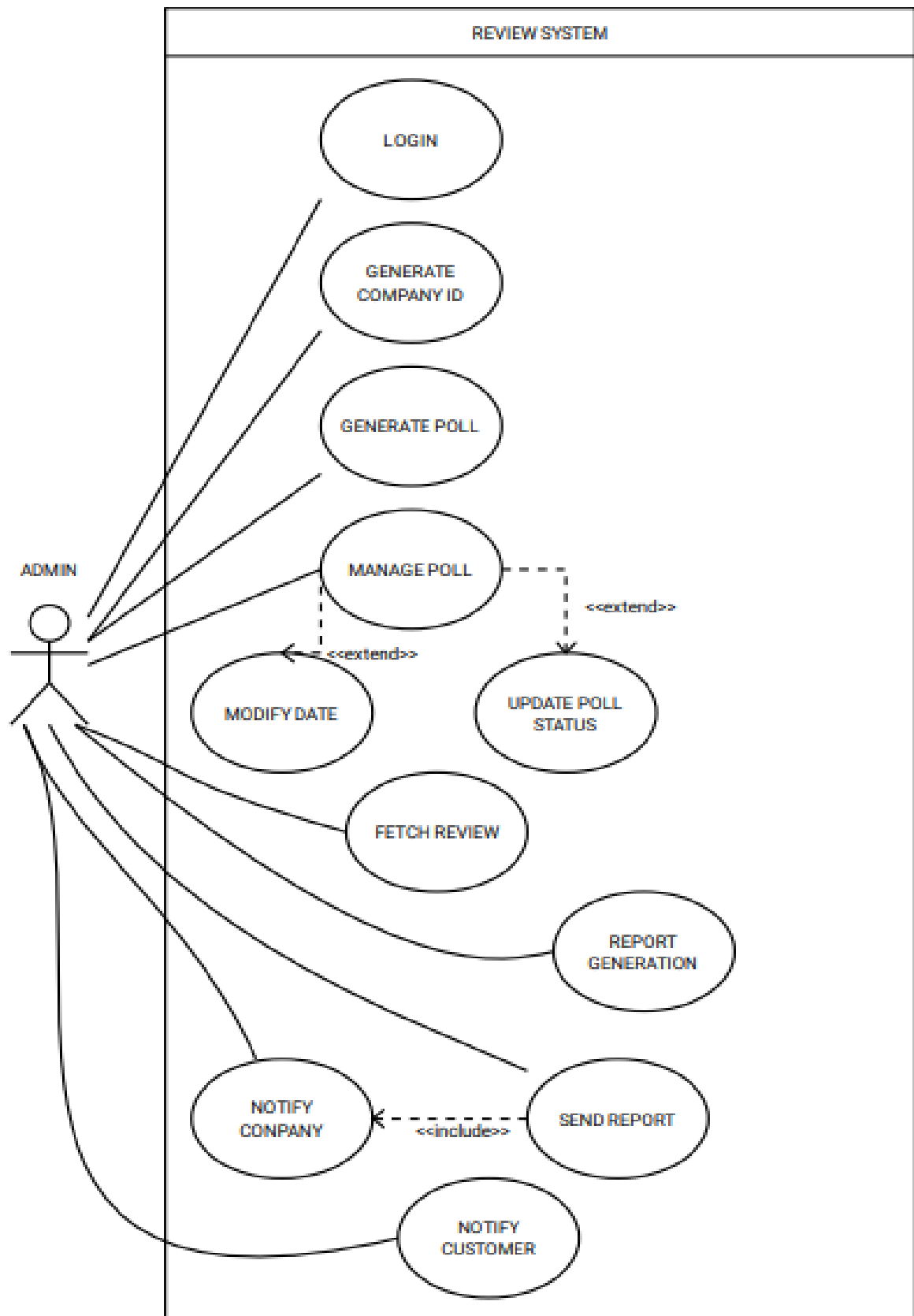
- If the company A and company B's poll are organized on the website then company C cannot generate pole with company A or B.
- Company must have to share their official mail-id to create an account on our website.

4.7.2 Validation of Admin

- Admin must share the report to respective company's mail ID.
- Admin must share the valid Company ID to the respective company.
- Admin should perform any query on the database such that data shouldn't loss.
- Admin must share the perfectly analyzed report to the respective company.

4.7.3 Validation of Registered User

- User must enter valid Username and password which are used to create the account.

1) Admin use-Case

2) Company Use-Case

3) User Use-Case