**Process Breakdown**

**Content**

* What content does the app deliver?
  + The app itself doesn’t technically deliver any content. It allows for user registration and details changes etc. but the content is then sent via email from Tobor.
* How does the app currently aggregate the content?
  + Currently that’s my job – very manual but basically, based on the user’s content preference I aggregate the data from various sites. We use all sorts…Wikipedia, Reddit, Facts of the day sites, BBC News etc. For development I’ll leave it up to you!
* What’s the expected efficiency and accuracy to stay ahead of the competition?
  + It’s pretty much our content that sets us apart…historically, content has been short bulletins of information containing no more than a few sentences. In some cases, these have been even shorter and represented small facts related to the user’s content choice. The goal is to send out informative content which does not detract from the user’s available time, thereby increasing consumption.
* What is meant by the term ‘tidied’ within the content delivery?
  + I remove spurious heading or irrelevant text, as above we’re aiming for short concise clear bits of info
* How is the data currently being stored?
  + Well I asked the DBA’s and they said “Without access to the Company’s systems it has been agreed that the QAC Consultants will choose an appropriate storage medium.” In terms of what we store though, ad-hoc reporting has become an issue so a return to the standard reporting items is sought. For user requests these include the user’s names, email address, Date/Time of request, summary of changed items. For content transmissions these are user’s names, transmission date time, content preference and the first piece of content.

**Registration**

* What details will the user be asked to provide during registration?
  + Personal Details consist of a user’s first name, last name, their address, phone number details, email address, content (subject) preference and content frequency (daily or weekdays only).
* How are the user’s registration details being stored?
  + See above, re:content storage
* It states users receive their content at the intervals detailed at registration. When do these intervals take place?
  + Intervals remain to be daily or weekdays only but there is some discussion about expanding that out to include a weekly option as well.

**Reporting**

* How are the user’s data actions recorded?
  + User request emails are typically archived in suitable folders so as to keep a record of these requests for Audit purposes. Aside from keeping user request emails, the action requested, and the execution of that action is recorded to act as a reference in the event of a customer query.
* It states emails delivery failures have not been recorded in the past – is this something you would like to implement? If so, how? Oh yes please – Very manual having to deal with bounce backs. I think the simplest thing would be to log them in some sort of report or file them in one place.
* What is contained within the daily collated report PDF?
  + See above comment on data but essentially: For content transmissions these are user’s names, transmission date time, content preference and the first piece of content.

**Current Process**

**Manual Process**

* Please could you give a brief yet detailed description of the company’s current process workflow?
  + Not too much more to say really than what’s in the scope but I’ll send over a Q&A document the team has asked me to put together – hopefully that should help
* Please specify the departments/people involved and the time it takes these departments to do the manual process.
  + This will help when creating the automated process as I am able to see the structure the process currently takes as well as its efficiency.
    - There’s basically Sales, Marketing, DBA’s and the Backend Department that I run. Those guys are all busy though so just use me as the sole point of contact, the automation is predominantly just touching my stuff anyway.