IT313-Software Engineering

Software Requirements Specifications QuickAns Group 17

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Software Requirements Specification (SRS) for QuickEns

1.Introduction

- The QuickAns system is a web-based platform designed to provide IT related assistance and knowledge sharing, and aims to revolutionize knowledge exchange in the digital age. It aims to connect users with experts in the field who can provide answers to their queries and facilitate learning within the IT community .

- QuickAns offers round-the-clock accessibility, expert-driven responses, and personalized notifications. Catering to students, developers, and industry professionals.

1.1 Problem Statement :

Lack of Centralized Expertise: Current systems fail to provide a centralized platform where users can readily access expert knowledge and assistance in the field of IT. This fragmentation leads to inefficiencies and delays in problem-solving.

➢ Not Available 24 x 7.
➢ Users cannot get solutions from Experts.
➢ They can not get notification for any question.
➢ They cannot get a fully detailed Answer.
➢ They cannot get related details of the question..

1.2 Expected outcomes :

Comprehensive Knowledge Hub: QuickAns endeavors to establish itself as a comprehensive repository of IT-related information, catering to a diverse range of topics, queries, and discussions within the IT community.

Vibrant Community Interaction: The platform aims to facilitate active engagement and interaction among users, fostering a vibrant community where individuals can freely exchange ideas, seek assistance, and contribute their expertise.

➢ QuickAns is a website where users ask the question and give the answer online.
➢ Available 24x7.
➢ Users can Ask questions and get answers from experts.
➢ They can get notification only for interested subjects.
➢ They can get fully detailed answers.
➢ They can get related details of the question

1.3 Objectives :

➢ This portal provides services for IT Students as well as developers and faculties. ➢ Users can get more information at one place instead of going through multiple google searches and links.
➢ Registered users can ask questions or doubt and registered users as well expert users can give the answer.
➢ Users can get subscriptions too.
➢ So, the main objective of the System is to provide the best service and experience to the User with the least efforts

2.Definition

☐ This portal provides services for IT Students as well as developers and faculties.
☐ The portal facilitates interactive communication between users by allowing registered users to ask questions or seek clarification on specific topics. Expert users, along with other registered users, can provide answers, insights, and solutions to these queries, fostering a collaborative learning environment.
☐ Users can get more information at one place instead of going through multiple google searches and links.
☐ Registered users can ask questions or doubt and registered users as well expert users can give the answer.
☐ Users can get subscriptions too.
☐ So, the main objective of the System is to provide the best service and experience to the User with the least efforts.

3.Scope

3.1 Digital Era Accessibility: With the increasing trend of digitalization, people are

increasingly relying on online platforms to find solutions to their queries and problems. This system aims to tap into this trend by providing a platform where users can seek assistance and knowledge online.

3.2 Target Audience: The system is designed to cater to a diverse audience, including students, developers, and faculties. This broad user base ensures that the platform offers a wide range of expertise and knowledge areas.

3.3 Question Collection and Notification: One of the key functionalities of the system is to collect questions from users across various topics and notify them about relevant answers. This ensures that users stay informed about responses to their queries in a timely manner.

3.4 User-Generated Answers: Registered users have the opportunity to provide answers to questions posed by others. This crowdsourced approach allows for a diverse range of perspectives and solutions to be presented.

3.5 Expert Verification: To ensure the credibility and reliability of the answers provided on the platform, responses from registered users are verified by expert users. This verification process adds an extra layer of assurance for users seeking accurate information.

Overall,the scope of the system encompasses facilitating knowledge exchange providing timely assistance, and ensuring the quality and reliability of information shared within the online community

4.UserStories

● **ACTORS**

1. **ADMIN**
2. **REGISTERED USER**
3. **EXPERT USER**
4. **VISITOR**

1.Admin :

● As an admin, I want a login and a logout functionality that separates the admin from the rest of the users.
● As an admin, I want a profile feature that allows me to insert,edit personal information. ● As an admin, I want to be able to manage multiple users so that i can have control over the content being shared on the platform.
● As an admin, I want to be able to view the payment status of every user so that I can confirm their payment.
● As an admin, I want to be able to manage categories so that I can edit and add multiple categories of topics.
● As an admin, I want to be able to manage questions and answers on the platform so that i can control any unwanted content from being posted on the platform.
● As an admin, I want to be able to have search functionality so that I can easily look for

things that I want to .
● As an admin,I want to be able manage feedback from the user so that i can improve the functionality of the platform.

2.Registered User

● As a registered user, I want to be able to register on the platform if i am not a registered user
● As a registered user, I want to be able to login and logout of the platform as per my requirement.
● As a registered user, I want to be able to reset my password if I am unable to login with my old password with the help of forgotten password functionality.
● As a registered user, I want to be able to have my own personal profile where I can edit my personal information.
● As a registered user, I want to be able to buy a subscription to the platform.
● As a registered user, I want to be able to ask questions on the platform
● As a registered user, I want to be able to give answers to other users' questions and rate their answers in terms of like and dislike.
 ● As a registered user, I want to be able to save answers of other users if I find them fascinating. As a registered user, I want to be able to manage notifications . ● As a registered user, I want to be able to search the platform based on my personal preference. As a registered user, I want to be able to give feedback on the platform

3.Expert User

● As an expert user, I want to be able to register on the platform as an expert user. ● As an expert user , I want to be able to login and logout from the platform as per my requirement.
● As an expert user , I want to be able to reset my password with the help of forgotten password functionality.
● As an expert user,I want to be able to select the category of which I am expert of . ● As an expert user, I want to be able to upload my qualifications so that it increases the credibility of my answers.
● As an expert user, I want to be able to give answers to the questions posted on the platform
● As an expert user , I want to be able to manage notifications.
● As an expert user, I want to be able to search through the platform.
● As an expert user, I want to be able to give feedback on the platform so that i can contribute to make the platform better.

4.Visitors

● As a visitor, I want to be able to view the website so that I can look at the platform.
● As a visitor, I want to be able to search through the platform.

5)Use Cases

5.1 User Registration :

- Actors: Visitor, Admin
- Description: Visitor registers on the QuickAns platform to become a registered user
- Preconditions: User has access to the internet and a compatible device.
- Basic Flow
  - ➢ Visitor accesses the registration page.
  - ➢ Visitor fills in the required details (name, email, password, etc.).
  - ➢ Visitor submits the registration form.
  - ➢ Admin verifies the details and activates the user account.
- · Alternative Flow:
  - ➢ If the provided details are incomplete or incorrect, the system prompts the visitor to correct them.

5.2 Login Page:

- Actor: User
- Description: Users can log in to their account to access the streaming service.
- Preconditions: User has already registered an account on the platform. ●
Basic Flow:
  - ➢ User navigates to the login page.
  - ➢ User enters their email and password.
  - ➢ User clicks the "Login" button.
- Alternate Flows
  - ➢ If the entered credentials are incorrect, the system notifies the user to enter the correct email and password combination.

5.3 Asking Question :

- · Actors: Registered User
  - · Description: A registered user asks a question on the platform.
- · Basic Flow:
  - ➢ Registered users log in to their account.
  - ➢ User accesses the "Ask a Question" section.
  - ➢ User enters the question details (question text, category, attachments, etc.).
  - ➢ User submits the question.
- Activation Flow :
  - ➢ If the user encounters any issues while asking the question, they can contact support for assistance.

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5.4 Answering Questions :

- Actors: Expert User
  - Description: An expert user provides an answer to a question

posted on the platform.
- Basic Flow:
  - ➢ Expert users log in to their account.
  - ➢ Expert users access the list of unanswered questions.
  - ➢ Expert user selects a question to answer.
  - ➢ Expert user drafts and submit the answer.
- · Alternative Flow:

  - ➢ If the expert user is unable to find suitable questions to answer, they can search for specific topics or categories.

5.5 Subscription management :

- Actors : Registered User, Admin
  - Description: Registered users manage their subscription plans, and admin oversees subscription-related activities.
- Basic Flow:
  - ➢ Registered users access the subscription management section.
  - ➢ User views available subscription plans (e.g., monthly, yearly).
  - ➢ User selects a subscription plan and proceeds to payment.
  - ➢ User completes the payment process.
  - ➢ Admin monitors subscription payments and activates user subscriptions.

- · Alternative Flow:
  - ➢ If a user's subscription expires, they receive a notification prompting them to renew their subscription.

5.6 Feedback Submission :

- Actors :Registered User
- Description: Registered users provide feedback on their experience   with the QuickAns platform
- Basic Flow:
  - ➢ Registered users access the feedback submission form.
  - ➢ Users fill in the feedback form, providing details about their experience (e.g., usability, content quality).
  - ➢ User submits the feedback.
  - ➢ Admin reviews and analyzes the feedback received from users.

- · Alternative Flow:
  - ➢ If a user encounters any issues while providing feedback, they can contact support for assistance

6. Functional and Non Functional Requirements

6.1 Functional Requirements:

6.1.1 User Authentication and Registration

- Users should be able to register and log in securely.
- User registration should collect necessary details such as name, email, and password.

6.1.2 Asking and Answering Questions:

- Registered users should be able to ask questions
- Experts should be able to answer questions
- Answers should be provided in detail and verified by expert users.

6.1.3 Category Management:

- The system should support categorization of questions into relevant topics.
- Admins should be able to manage categories.

6.1.4 Notifications System

- Users should receive notifications for new questions in their interested categories.
- Admins should be notified about user activities and system events.

6.1.5 Subscription Management

- Users should be able to subscribe to specific categories or features.
- ·Subscription payments should be processed securely.
- · Admins should be able to manage subscriptions and view payment status.

6.1.6 Feedback System

- ·Users should be able to provide feedback on the system and its features.
- Admins should be able to view and analyze feedback.

6.1.7 User Profile Management

- Users should be able to manage their profiles, including personal details and preferences.
- Admins should have access to user profiles for moderation purposes.

6.1.8 Content management

- Admins should be able to moderate user-generated content, such as questions and answers.
- Inappropriate content should be flagged and removed.

6.2 Non-Functional Requirements:

6.2.1 performance

- The system should be responsive and provide quick access to information.
- Response times for queries should be minimal, even under heavy load.

6.2.2 Security

- User data should be stored securely and protected from unauthorized access.
- Payment transactions should be encrypted and secure.

6.2.3 Scalability

- The system should be able to handle a growing user base and increasing data volume
- It should be scalable both horizontally and vertically to accommodate future growth.

6.2.4 Usability

- The user interface should be intuitive and easy to navigate.
- Users should be able to find information quickly and efficiently

6.2.5 Reliability

- The system should be available 24/7 with minimal downtime for maintenance.
- It should have mechanisms in place to handle errors and failures gracefully.

6.2.6 Compatibility

- The system should be compatible with a range of devices and browsers.
- It should provide a consistent user experience across different platforms.