Group9 *Insurance self-service query system*

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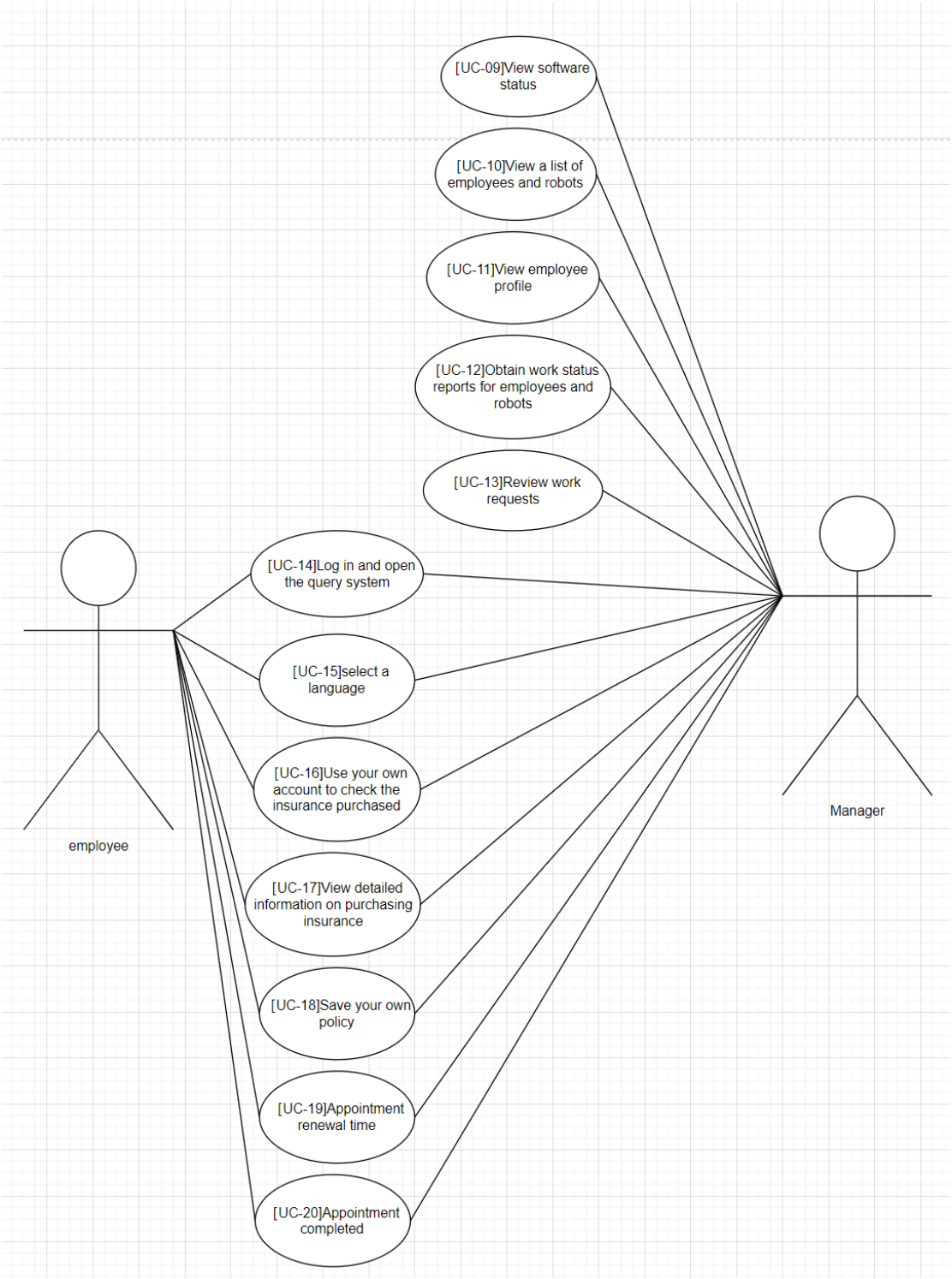
SRS and URS

URS-001: Users can open the insurance self-service query system after logging in
URS-002: Users can choose Thai, English, and Chinese as the system languages
URS-003: Users can use their mobile phone number, ID card number or passport number to check the insurance purchased under their own names
URS-004: After querying, users can choose to view the detailed information of a certain insurance, including type, purchase time, status, effective time, premium, insurance coverage, insurance details, etc.
URS-005: Users can save the currently viewed policy in PDF format in their phone's memory.
URS-006: If the currently viewed policy can be renewed, users can choose to schedule offline renewal services at a specific time.
URS-007: After the appointment is completed, the user will receive a successful SMS message.

SRS-001: The system should provide a user login function, and after logging in, users can access the insurance self-service query system.

——In the event of any network or system malfunction, the system should provide an error prompt.
SRS-002: The system should support a multilingual interface, including Thai, English, and Chinese. After the user changes the language settings, the system should immediately update all visible text to the selected language.
SRS-003: The system shall allow users to use their mobile phone number, ID card number or passport number to query the insurance purchased under their own names.
——When entering invalid or non-existent information, the system should provide an error prompt and return to the query page.
SRS-004: After querying, the system should allow users to view detailed information about a certain insurance, including type, purchase time, status, effective time, premium, insurance coverage, insurance details, etc.
SRS-005: The system should allow users to save the currently viewed policy in PDF format in their phone's memory.
——When encountering any issues during the save process, the system should provide an error prompt and return to the previous step.
SRS-006: If the currently viewed policy can be renewed, the system should allow users to choose to make an appointment for offline renewal services.
——When encountering an unavailable appointment time while saving an appointment, the system should provide a prompt stating that the time is not available
SRS-007: After the appointment is completed, the system should send a successful appointment SMS to the user's phone number and email.

use case diagram



use case description

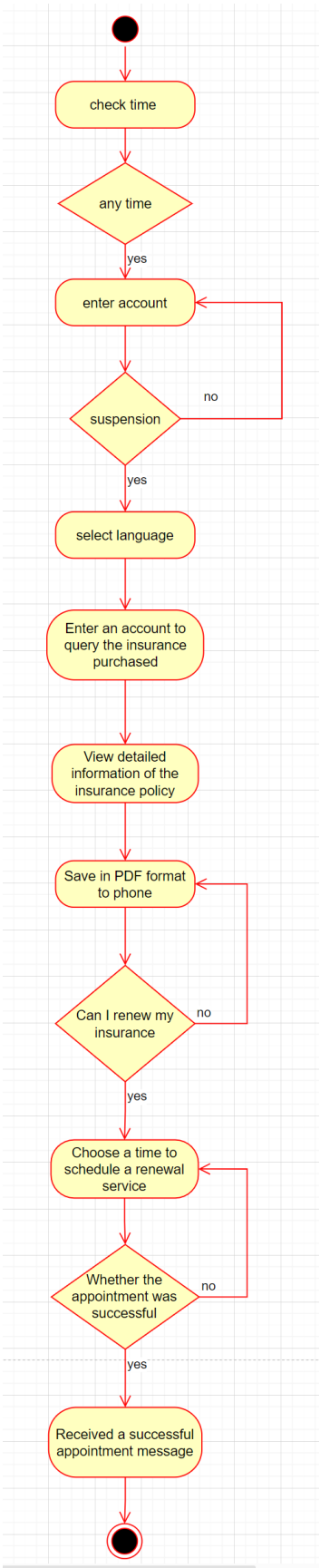
Use Case ID	001		
Use Case Name	Ask about insurance price types		
Created By	Haoxuan Yu	Last Update By	Haoxuan Yu
Date Created	16/09/2023	Last Revision Date	18/09/2023
Actors	User		
Description	When users ask about the type of insurance they need, the robot will help them automatically provide corresponding prices or reply to messages		
Trigger	When users ask for different types of prices		
Preconditions	Users inquire about different types of prices. Robots in sufficient conditions		

Use Case Input Specification			
Input	type	Constraint	Example
Life insurance price	Text	Insurance must have information about life	50000THB
Accident insurance	Text	Insurance must have information about accident	70000THB

Post conditions	A user can only have one robot at a time. Human clients can take over at any time	
Normal Flows	User	System
1. Insurance type 2.Life insurance price	1. What are the types of insurance and which one is recommended 2. Inquire about the life insurance price	1. The robot automatically replies with insurance types and provides some insurance types 2.The robot replied to inquire about the life insurance price.

3.Accident insurance price	3. Inquire about the accident insurance price	3.The robot replied to inquire about the accident insurance price.
Alternative Flow	Sometimes robots take up too much space, and manual clients will also help respond	
Exception Flow	When the user indicates that it is not this insurance, the robot will ask the user again which insurance is specific	
Assumption	If the user asks about the insurance price, the robot will automatically reply with the general price of each insurance. If there are other details, the user needs to inquire	

activity diagram


check time
any time
yes
enter account
suspension
no
yes
select language
Enter an account to query the insurance purchased
View detailed information of the insurance policy
Save in PDF format to phone
Can I renew my insurance
no
yes
Choose a time to schedule a renewal service
Whether the appointment was successful
no
yes
Received a successful appointment message

Non-functional requirement

Appearance: We only need to ensure that users have a clear idea when using it for the first time.

Usability: Users know what they want to do or observe to understand what they should be able to input.

Performance: We use cloud computing and cloud storage to improve processing speed. There are no restrictions on operation and can be used on Android, Apple, Windows, and Harmony systems.

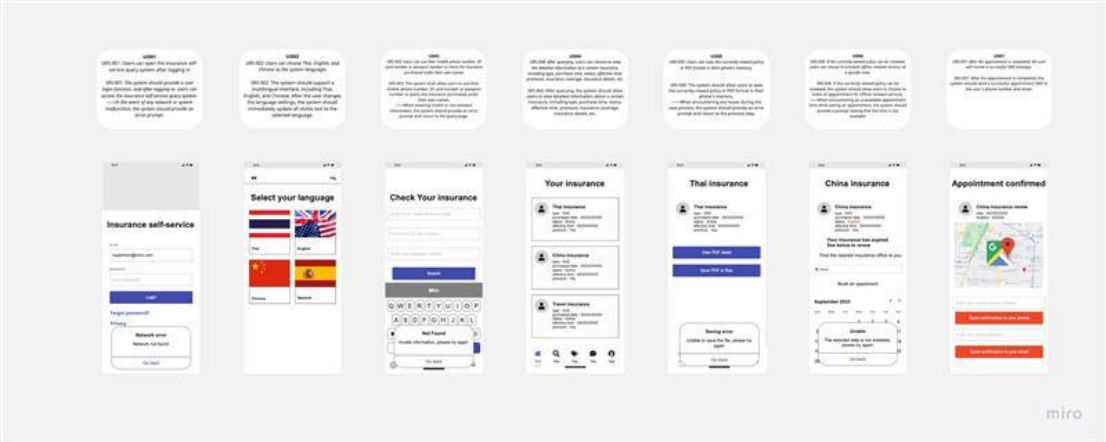
Support and Maintenance: We offer three languages: Chinese, English, and Thai. We will send emails and text messages after completing the operation.

Security: We will not disclose users' personal information and provide protection and data recovery for personal information. When abnormal situations occur, we will prompt the user and seek necessary permissions from them in a prominent manner.

Culture and Politics: Provide services to users without affecting local governments and make appropriate adjustments based on local culture.

Legitimacy: Our software must comply with local laws when providing services to protect consumers' rights.

UI



Link: *Miro | Online Whiteboard for Visual Collaboration*