Software Requirements Specification

for

Sale Opportunity

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**SOP Systems**

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**Table of Contents**

**Table of Contents 2**

**Revision History 3**

**1. Introduction 4**

1.1 Purpose 4

1.2 Document Conventions 4

1.3 Intended Audience and Reading Suggestions 4

1.4 Product Scope 4

1.5 References 4

**2. Overall Description 4**

2.1 Product Perspective 4

2.2 Product Functions 5

2.2.1 Adding a new customer 5

2.2.2 Searching existing customer 5

2.2.3 Log-in 5

2.2.4 Accessibility of credentials 5

2.2.5 Employee menu 5

2.2.6 New customer screen 5

2.2.7 Employee Search existing customer screen 5

2.2.8 Manager menu 5

2.2.9 Manager type of reports 5

2.2.10 Statistics 5

2.3 User Classes and Characteristics 6

2.4 Operating Environment 6

2.5 Design and Implementation Constraints 6

2.6 User Documentation 6

2.7 Assumptions and Dependencies 6

**3. External Interface Requirements 6**

3.1 User Interfaces 6

3.2 Hardware Interfaces 7

3.3 Software Interfaces 7

3.4 Communications Interfaces 7

**4. System Features 7**

4.1 System Feature 1 7

**5. Other Nonfunctional Requirements 8**

5.1 Performance Requirements 8

5.2 Safety Requirements 8

5.3 Security Requirements 8

5.4 Software Quality Attributes 8

5.5 Business Rules 8

**6. Other Requirements** 8

**Appendix A: Glossary** 8

**Appendix B: Analysis Models** 9

**Appendix C: To Be Determined List** 9

**Revision History**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Date** | **Reason For Changes** | **Version** |
| Team | 8.11.18 | Failed to achieve expectations and little fixes to design. | 1.1 |
|  |  |  |  |

1. **Introduction**
   1. **Purpose**

*The purpose of this software is to provide insight for the potential sale opportunities and maximize profits from the customer. Furthermore, the software would provide detailed log and history, statistics on the various clients to easily convey the rates of success or failure.*

* 1. **Document Conventions**

*The system will be based on the official C:1999 standard programming language.*

* 1. **Intended Audience and Reading Suggestions**

*The intended audience of this document consists of clients, development team, QA team, and managers. The system should be used and supervised by managers during the development cycle.*

* 1. **Product Scope**

*Primarily, the scope pertains to the probability of a successful sale for a Cable Streamer Company. It focuses on the stakeholder’s requirements for private customers and/or small businesses and provides insights to the probability of a sale, provides information on the stage of the transaction and detailed information about history if it exists.*

* 1. **References**

*SRS template.*

*Stack Overflow Forums*

1. **Overall Description**
   1. **Product Perspective**

*This product is a new system that is based on certain Data Bases and previous obsolete systems.* *The system linked to PayPal & Money Transfer Applications as to reduce the load on the database to securely store payment information.*

* 1. **Product Functions**

### Adding a new customer

*Adding a customer into the opportunity database and filling his personal details. In case the customer is not in the system the user must add him to the database.*

### Searching for existing customer

*The client must have ability to search the database for a customer via ID number to perform number of changes.*

### Log-In

*Identify the user and transfer him to the right menu (manager or employee)*

## 2.2.4 Accessibility of credentials

*The client requires authentication and grants user access to the right menus.*

* *Manager has full access to the program while employee is limited.*
* *Employee won't be able to access the manager menu.*

### Employee menu

*Employee must be able to add new customer, search existing customer. He must have access to the opportunity table. In addition, the employee will have to fill reports on the clients he contacts via opportunity table.*

**2.2.6 New customer screen**

*There is a requirement for the employee to be able to fill the new customer form which includes personal information of the customer.*

**2.2.7 Employee Search existing customer screen**

*In case the client exists in the database the user requires a way to search the database for an existing form.*

**2.2.8 Manager menu**

*The manager requires in addition to Employee Menu (2.2.5) ability to reprice products, add new customers, search existing customers, sales opportunities and have access to the reports and statistics of the software’s features.*

## 2.2.9 Manager reports

*One of the manager abilities is to get reports of 'Specific employee report', 'All employees report' & 'Statistics per month / year report'.*

### Statistics

*Statistics needs to show an accurate analyzed statistic of certain things such as: 'Number of new customers – monthly and yearly', 'Number of existing customers', 'Number of potential customers' & 'Profits and losses – monthly and yearly'.*

* 1. **User Classes and Characteristics**

*There will be two kinds of user's classes Employee and Manager. The manger will have access to all the software features. Employee will have a more limited number of features**. The additional features of the Manger are: repricing products and full access to all the reports which are hidden for the employee*.

**2.4 Operating Environment**

*The system runs on Microsoft Windows 7/8/10 versions 86x and 64 bits**.*

*The system has to use a local database for each company which utilizes this product. The database is local, and the user will have the ability to manage clients of the relevant company.*

## Design and Implementation Constraints

*The software depends on high internal memory of the computer, be it RAM or HDD and its permutations. The developer must have access to the employee database. There must be an established internet connection to secure payment transaction. This software depends on external payment processing application services and relays to external database which is not maintained by the software. There is a limitation to the usage of its features by different users based on roles (manager/employee). Software’s security must be assigned by the customer and customers own programming team as required by its own security protocols. The customers organization will be responsible for Integrating/maintaining the delivered software.*

* 1. **User Documentation**

*The user will be trained to use the program correctly by his superior that will be trained by 'SOP systems' representatives.*

* 1. **Assumptions and Dependencies**
* *Our assumption that employee Database will be received from the HR department in ‘.txt’ file which the program will assign 'LOG IN' details of all company employees.*

*The file will be as follows: First name, Last name, Password, Role. (all on different lines) employees separated by '$' sign*

* + *The database includes details of access for each user such as Employee & Manager stated by Role.*
* *The system depends on outsourcing payment transactions to specified systems such as PayPal etc.*

1. **External Interface Requirements**
   1. **User Interfaces**

*The software will have basic menu bar with options. - TBD*

*See the prototype presentation (style may differ from the final product).*

* 1. **Hardware Interfaces**

*The application requires a monitor and working computer with OS installed.*

* 1. **Software Interfaces**
* *The system will be linked with a payment system for subscribers, such as 'PayPal'*
* *The application will have access to data base that was written by a third-party software program (in a .txt format).*
* *The interface is as shown in the prototype.*

**3.4 Communications Interfaces**

*1. There is a requirement of communication with PayPal services over the internet connection.*

*2. Communication with human resources databases to transfer data into the software*

1. **System Features**
   1. **Opportunity Table**

**4.1.1 Opportunity quality evaluation**

*This feature calculates the best opportunities via new or existing customer entry and adjusts to find best potential deals.*

**4.1.2 Stimulus/Response Sequences**

*The users will have to go through the opportunity table screen to find a client with the highest opportunity rate. At the final stage of the “new customer” the user will be prompted via a closure screen (which might be renamed later) to rate the transaction and fill in notes and ratings of the client’s communication and the user’s “feel” for the deal. The software will adjust the calculations via built in algorithm in the opportunity table.*

**4.1.3 Functional Requirements**

*The user’s work flow will closely follow the sequence of actions shown in the Flow Chart (see Appendix B) be it Employee or Manager.*

*The error messages will appear as result of incorrect input in each field and briefly explain the error.*

***4.1.4* Status of the deal**

*Status of the deal will be updated in the opportunity table and there will be an option to search the table via status. The user can update the status of a deal at any time through the search for customer menu.*

* 1. **To-Do List**

### Main function

### To-do list will be used to organize the workflow with open ongoing deals.

### Stimulus/Response Sequences

*The user will have to go through the To-Do list to find urgent clients with open status, deals changed would be updated with Opportunity table.*

* 1. **Search and Sort**

*4.3.1 add search and sort functions*

1. **Other Nonfunctional Requirements**
   1. **Performance Requirements**

*The product must link with the Internet to communicate with 'Money Transfer Applications' such as PayPal and Human resource Databases, hence the main performance requirement is to make a Q&A platform to help the user with communication issues.*

* 1. **Safety Requirements**

*The possible loss to damage that could result from the use of the product is by leakage of personal bank details, which is under responsibility of PayPal and other 3rd party secure Money Transfer Apps.*

* 1. **Security Requirements**

*The product will contain big Database 'Opportunities table' that contain personal details of potential customers. This Internal database will be encrypted to avoid any leakage of those personal details.*

* 1. **Software Quality Attribute**
* *The product is easy to use.*
* *The product provides reliable information about every sales opportunity.*
* *Up to date technology.*
* *The software is compact.*
* *The product will be available to every member of the sales department.*
  1. **Business Rules**
* *Only a manager can change the prices and accesses all the available reports in the system.*
* *All the listed members of the opportunity table are either a potential client or a closed sale there are no lost causes.*

1. **Other Requirements**

*All requirements were mentioned above.*

**Appendix A: Glossary**

*OS – Operating System*

*PC – Personal Computer*

*Q&A – Questions and Answers*

*SOP System – Sales Opportunity System*

*TBD – To Be Defined*

**Appendix B: Analysis Models**

LOG IN PAGE

REPORTS

SEARCH EXISTING CUSTOMER

MANAGER MENU

EMPLOYEE MENU

NEW CUSTOMER

OPPORTUNITIES TABLE

REPRICING PRODUCTS

USER TYPE PAGE

EXISTING CUSTOMER

NEXT STAGE

PAYMENT

PRICES

SUMMARY

SELF REPORTS

To Do List

**Appendix C: To Be Determined List**

*- Probability of sale*

*- Calculation of profits*

*- Interface design*

*- Software menu*

*- Sorting algorithms for the opportunity tables*

*- Data encryption algorithm*