Software Requirements Specification

for

TeleCollege

**Version 1.0 approved**

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**//anything that’s marked in red is considered deleted**

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**Revision History**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Date** | **Reason For Changes** | **Version** |
|  |  |  |  |
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# Introduction

***We are an academy that teaches how to code software, we qualify our students to be programmers and start their career.***

***we need a software that will help us manage our selling efforts, so we can maximize our selling.***

***Till now we had difficulties recording all selling history, and a decent percentage of deals slipped away.***

## Purpose

*TeleCollege is a system that manages and recording the customer's files.*

*The system enables the salesman to overview all the information he needs in a glance.*

*Salesman can watch new customers leads, previous customers information etc.*

*The system records date and time of contacting history, and the salesman can add notes for future engagement.*

*Customers split to two groups:*

1. *existing customers- customers that bought at least one course, among those customers we might find customers that we can sell them another course.*
2. *new customers- customers that haven’t bought yet a course, but we’ve detected interest in them.*

*This SRS covers the whole system.*

## Document Conventions

*There are no convention about the system yet.*

## Intended Audience and Reading Suggestions

*The intended audience are program developers and project managers of the company that uses our system.*

## Product Scope

*The main goal of our organization is to fill the courses groups in order to do that, we need to schedule frontal meeting with customers and to convince them to register.*

*The system supply easy access to our customers database, enables us to manage and make the best of each opportunity to sell more courses.*

## References

*None, there is no previous documents to refer to.*

# Overall Description

## Product Perspective

*The system is a whole new and complete system.*

*It’s neither depended on other software nor have an older version.*

## Product Functions

## User Classes and Characteristics

*There is only one User Class the* ***salesman class****, this class of users interact with our system on daily basis.*

*The users required to understand the English terms in the software. basic English.*

*They need to have prior experience with windows operating system.*

*We expect from these users to have background in sales and with the terms related to this field.*

*Each user will login the system with unique Id so he can gain access to the company database.*

## Operating Environment

*The system runs on windows 7 and on following versions.*

*The software runs by visual studio IDE, and the data of the clients is saved in arrays on the program.*

## Design and Implementation Constraints

*Following the state of Israel rules, company should secure private information of customers.*

*User Interface should be easy to understand and user-friendly.*

*Technology and tools –The development will be programmed by experts to procedural programming languages.*

*Development team will use the VISUAL STUDIO IDE.*

## User Documentation

* *Welcome Screen - the user need to login with his unique Id.*
* *Main screen- in this screen we have two options: Leads and opportunities.*

*-Leads: the window contains necessary data of the customer. In this window we have options: adding leads,removing leads, turning leads into opportunities, filtering by Id, name, date etc.*

*We can always use the return button to main lead screen.*

*Client information- to access the information, the user needs to press the client name twice. It will open a screen which describes the previous contacts with this client.*

*-Opportunities: the window contains all of the clients that are in the system after initial contact with our sellers.*

## Assumptions and Dependencies

*System structure- Organization Database will be stored on txt files.*

*Payments- payment will be made by external service supplied by the credit card company.*

*Connectivity - System doesn’t need connection to the internet.*

*Operating system -System runs on Windows 7 and following versions.*

# External Interface Requirements

## User Interfaces

*There is only one User Struct therefore only one workflow:*

* ***Login screen*** *– used to welcome the user and to take the credentials.*

*This screen contains login button and a textbox for the user to type his unique id.*

*If ID is identified the user transferred to the main screen.*

* ***Main screen*** *– the main screen contains the buttons:*

1. *New leads – moves the user to New leads screen.*
2. *Opportunities - moves the user to the opportunities clients screen (clients that have been spoken to before).*

* ***New leads screen*** *– when user press the + button, this window appears.*

*this screen contains the buttons:*

1. *Opportunity button which sends the Lead to be Opportunity.*
2. *Cancel button.*
3. *Adding button.*
4. *Filling information fields*

* ***Opportunities screen****- This window contains a list of leads who have been previously treated by the seller. to be specific, the customer status*

*this window contains the buttons:*

1. *Add new lead- opens a screen to add new lead.*
2. Delete opportunity.
3. Update customer information (by entering the editing screen).

* ***LEADS Editing screen-*** *editing the information of the lead with an option to transfer them to the Opportunities screen.*

*This window contains the buttons:*

1. *History – allows opening history windows with information about previous contacting.*
2. *Call later – the user schedules a new call to this lead.*
3. *Filling information fields and adding to the Leads list (first name,id,etc…).*
4. *Moving the lead into the opportunities page(after initially speaking with him).*
5. Apply- save changes
6. Cancel-delete changes

* ***Opportunities Editing screen-*** *editing the information of the opportunity client .*

*This window contains the buttons:*

1. *History – allows opening history windows with information about previous contacting.*
2. *Call later – the user schedules a new call to this lead.*
3. *Filling information fields and adding to the Leads list (first name,id,etc…).*
4. *Courses-choose courses that the client purchase that can be chosen by a list.*
5. *Discounts-additional discounts that can be chosen by a list.*
6. Status-seller can choose different client status of which he is standing on(on-hold,sold,etc..).
7. Apply- save changes
8. Cancel-delete changes

## Hardware Interfaces

*None, the program does not need any special hardware.*

## Software Interfaces

*There are no connections between the system to other programs.*

*The operating system for our software is Windows.*

## Communications Interfaces

*We don’t use any communication.*

*The system is local with no connectivity to the outside world.*

# System Features

*The product records and display records of leads and sales efforts.*

## System Feature 1 - LOGIN

*4.1.1 Description and Priority-*

*The reason to display this screen is to identify the user by unique Id.*

*Feature priority is High.*

*4.1.2 Stimulus/Response Sequences-*

*By entering unique Id the the login panel the system let you enter its main screen*

*and start working on either the new or old leads.*

*4.1.3 Functional Requirements-*

*Problems that could happen in the software:*

*Entering wrong information is the software such as old date, wrong hours, wrong*

*phone number\id, etc.*

*The system will open an error window which points the error.*

*Example: for wrong id the system pop ups a window which will say:*

*"Id is not exists in the system".*

## System Feature 2 – Add lead

### Description and Priority

*User has the ability to add lead to the leads list, and all the information it contains.*

*information of lead: Customer name, Id, Contacting info etc.*

*Also, the user can delete the information if he made a mistake or the lead info was wrong.*

*Priority of this feature is high.*

## System Feature 3 – SEARCH

### Description and Priority

*User has ability to search lead by name, Id and status.*

*Priority of this feature is medium.*

## System Feature 3 – History

## Description and Priority

User has access to the history logs of clients and can see all the communications between the client and the representatives of the company.

The history page includes the documentation of the day, the sales, and the registration of the representatives who handled the customer calls.

Accessing client history is by entering the client file, by pressing 'HISTORY' button.

## System Feature 4 – Status

## Description and Priority

User has ability to choose clients status to describe sales status.

Status category helps the company make analysis to improve sales opportunity.

The status option is split into four options: On-Hold ,In progress, sold, Irrelevant.

## System Feature 5 – Filtering

### Description and Priority

*User has ability to filter lead by name, Id and status.*

*Priority of this feature is low.*

# Other Nonfunctional Requirements

## Performance Requirements

*The system is real-time system so it needs to be reliable with mass connection of representatives using it and working at the same time , also, the system need to allow only one handler at a time for a ticket.*

## Safety Requirements

*We need a full backup of the database that contains customer information.*

*this will save us from losing precious leads.*

## Security Requirements

*The operating system requires username and password when turning on the computer.*

*Only the organization personal has access.*

## Software Quality Attributes

*The main quality of the program is it's easy to use the work panel and its smooth operating system for fast and easy workflow.*

## Business Rules

*business principles for the courses that the collage provide based on discounts given to the clients on these circumstances:*

*-Financial problems.*

*-A student who shows student permit.*

*-Soldiers that is in the military.*

*The discounts are permitted by supervisors only and are mentioned in the client case.*

# Other Requirements

*the software requirements are full control in the Hebrew language and the software uses its own database.*

**Appendix A: Glossary**

*-client leads- potential new clients that was added to the client database and yet handled by a representative.*

*-potential leads- clients that was initially spoken and either wanted to talk later or still thinking about it etc.*

*-status options-*

*-case open- client after initially spoken to.*

*-case closed- unsuccessful case, client did not buy a course.*

*-case won- successful case, client bought a course\courses.*

*-On-Hold-clients not sure.*

-In progress-opportunity client is on the phone with one of the representatives, also, waiting to final decision about the product.

-Sold-client has purchased one or more of the products.

-Irrelevant-client is not interested.

**Appendix B: Analysis Models**

*None.*

**Appendix C: To Be Determined List**

*None.*