Business Requirement Document (BRD)

Finsapfia Application Enhancement

22, March 2025

Version 1

1 Document Revisions

Date	Version Number	Document Changes
22/03/2025	1	Draft Initial version of BRD for PROJECT ID FINSEN

2 Approvals

Role	Name	Title	Approval	Date
Project Sponsor	NARESH			
Business Owner				
Project Manager				
System Architect				
Development Lead				
User Experience Lead				
Business Analyst				
Content Lead				

3 Introduction

3.1 Project Summary

3.1.1 Objectives

- The finsapfia application should be contains separate login for customer and the Employees in simple and user friendly design.
- Enhanced Dynamic admin dashboard should be available for employee login with the sales distribution, total learners, profitability over a period and leads from different marketing campaigns with simple UI design.
- Feedback dashboard should be created with graphical format for customer sentiment analysis and rating for all parameters with filter options.
- For employer, transaction should be displayed with all the history of course purchases and customer details in a tabular format with simple view.
- Products window must be placed with the option to add new courses to the database or edit existing course content in finsapfia.
- The course purchase interface for customer should be with simple navigations and includes multiple payment options. The payment server should be capable to complete the transaction without any lag in the process.
- Customized review section should be available to the customer with the options to add the review and view existing reviews in a clear picture.
- Course content view for purchased courses must be displayed with progress bar and user friendly design to view the contents for customers.

3.1.2 Background

Since in the current application the dashboard and customer feedback analysis is not updated. So the main focus is to update the admin dashboard with inclusion of graphical view and leads generated data for different marketing campaigns with multiple filter options. Also the focus is process customer sentiment analysis by prediction algorithm with interactive UI design and display the overall customer response across different parameters for all the courses.

3.1.3 Business Drivers

- The customer sentiment analysis and tab for feedback with key parameters and customer satisfaction rate, will helps business to understand the customer needs and improvement areas to make better growth of the company.
- Accepting multiple payment options from customers including EMI with efficient way of transaction interface will be helpful in increasing the number of customers who are willing to purchase the course with minimum initial investment and as a result more profit will be generated in parallel.
- The admin dashboard with the clear picture of the sales and profit, number of customers in both present and past with the graphical view for the comparison and the leads generated data will helps business to take effective decisions to make an impact in the education industry and the focus points for the different marketing campaigns.

- The reviews section from the application helps for improvement in the material, enhancing content quality and development by highlighting strengths and weaknesses of existing materials. Which will helps to make improvement and promote the courses .In parallel more sales and profit will be generated.

3.2 Project Scope

3.2.1 In scope Functionality

- The admin dashboard enhancement with graphical distribution data for sales and profit with filter options for different marketing campaigns is in scope.
- Customer sentiment analysis with score for the feedbacks in the dashboard is in scope.
- Feedback dashboard should be created with customer satisfaction rate graphical tracker and the overall rating points is in scope.
- The update for the transaction tab with new organized tabular structure is in scope.
- The new interface of payment page for customers with minor bug fixes is in scope.
- The home tab information update for customers is in scope.
- The internal video player update for purchased courses view is in scope.
- The new enhanced payment confirmation page is in scope.

3.2.2 Out scope Functionality

- The interface update for products tab in the employee login with product addition page is out scope.
- Review section for customers with more parameter addition in the page is out of scope.
- Enhancement of about tab for both customers and employee is out scope.
- Other application updates regarding finsapfia will be out of scope.

3.3 System Perspective

3.3.1 Assumptions

- The admin dashboard in the application helps business to understand the overall picture of the company instantly and it helps to take timely decisions to improve the particular parameter.
- The customer sentiment analysis score in the dashboard will helps business to understand how customer thought about the courses and helps to improve the areas which customer feels lag and dis appointed.
- The enhanced feedback dashboard will helps business to capture the overall opinion of the courses from the customer point of view and helps to improve the areas of opportunities and quality of the course content.

- The simple and user friendly interface of the application will helps the user to understand and use the futures without much complications.

3.3.2 Constraints

- The Separate database to be created to store the data feedbacks alone.
- New dashboard should be capable to track and display all the live data without any technical glitches or time lag. The server should be capable to process the data request in a fraction of seconds.
- The dashboard should be dynamic. So the date needs to be fetched every seconds. The process should be capable to do this work without any slowdown.
- Separate algorithm using machine learning to be developed. This should be capable to calculate the customer sentiment analysis for the feedbacks within fraction of seconds without any error and must be capable to update every seconds.

3.3.3 Risks

- Cost approval for the enhancement is still pending from the client end.
- The project time line is very short. So if there is any lag in one process will affect the other tasks also.

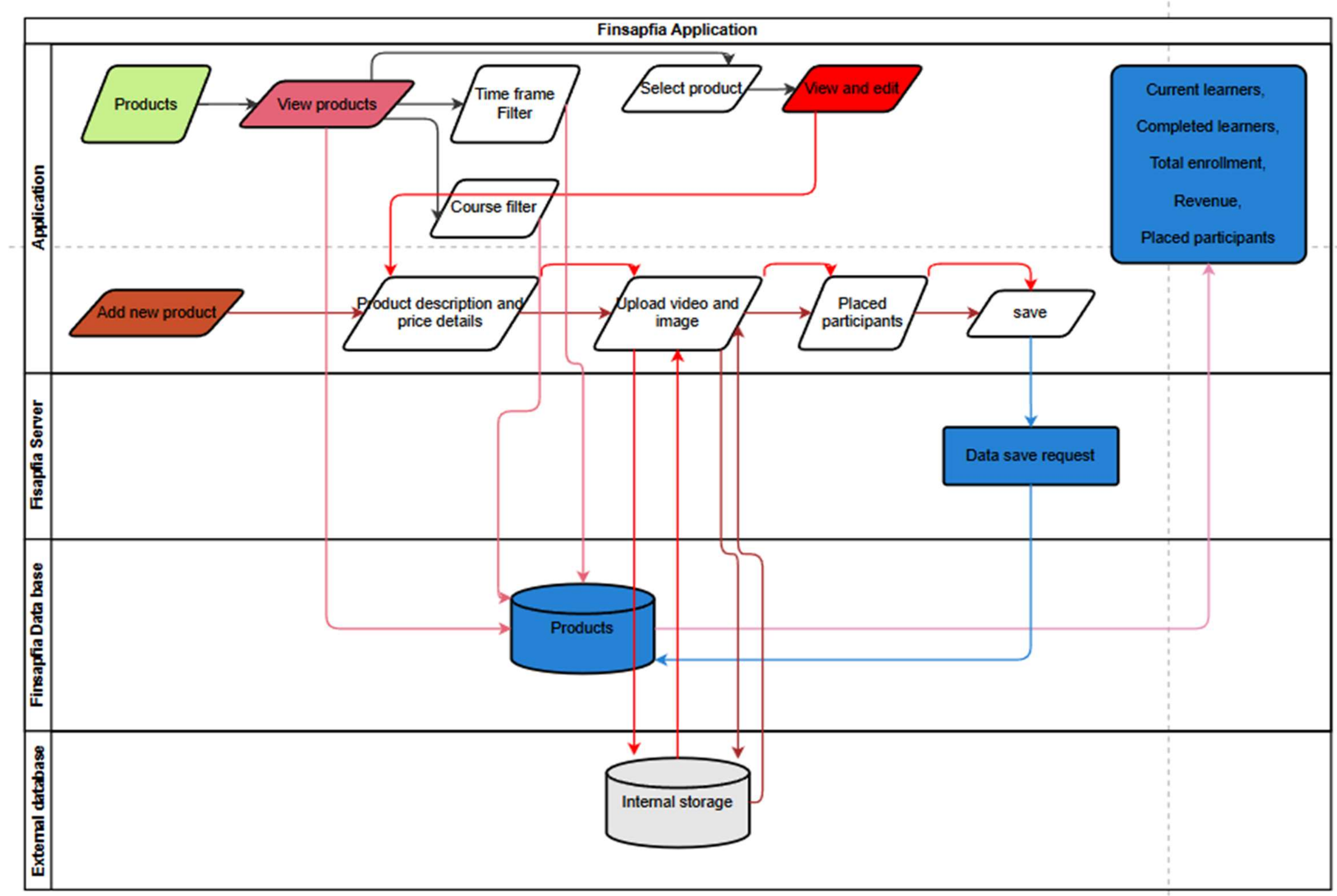
3.3.4 Issues

Not Applicable

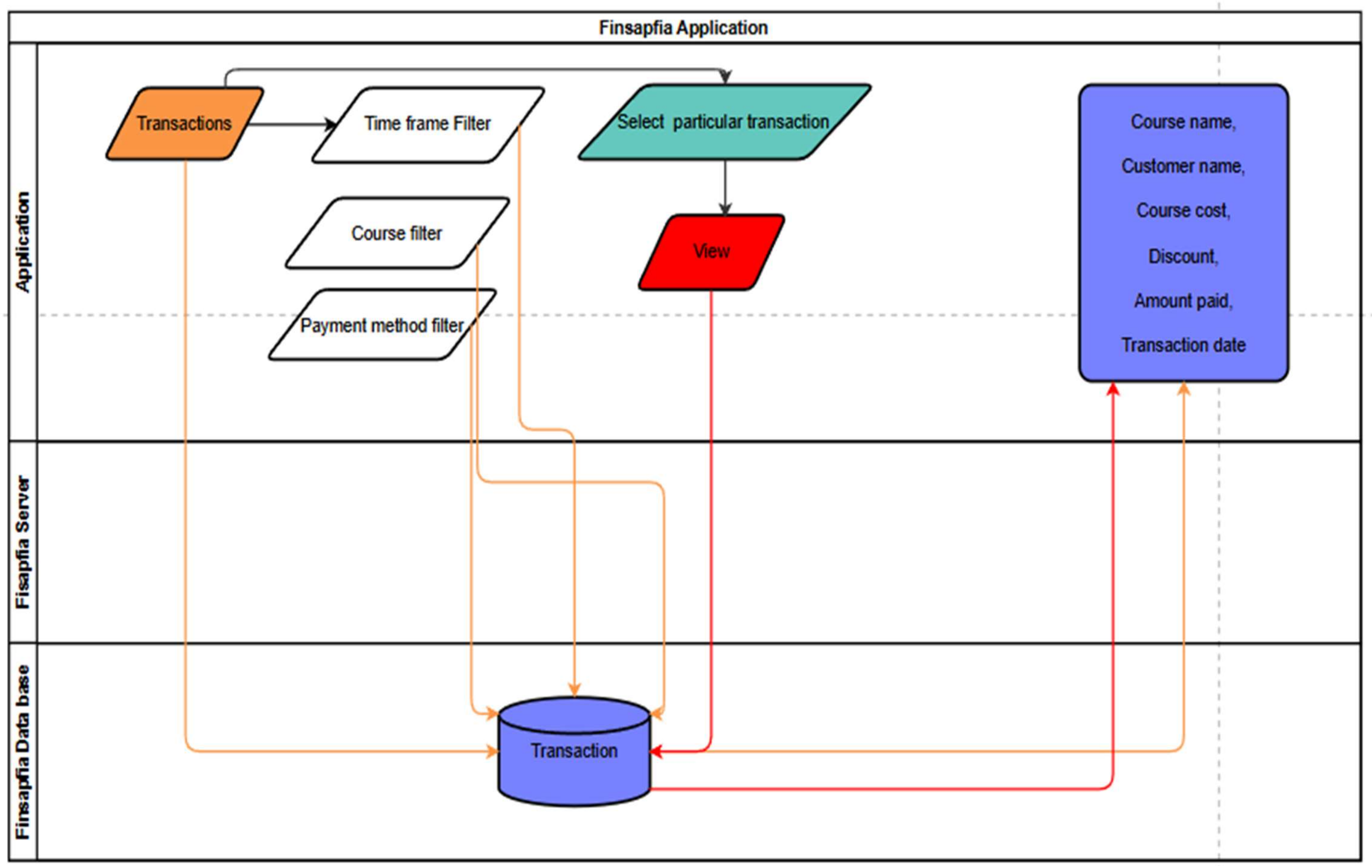
4 Business Process Overview

4.1 Current Business Process (As-Is)

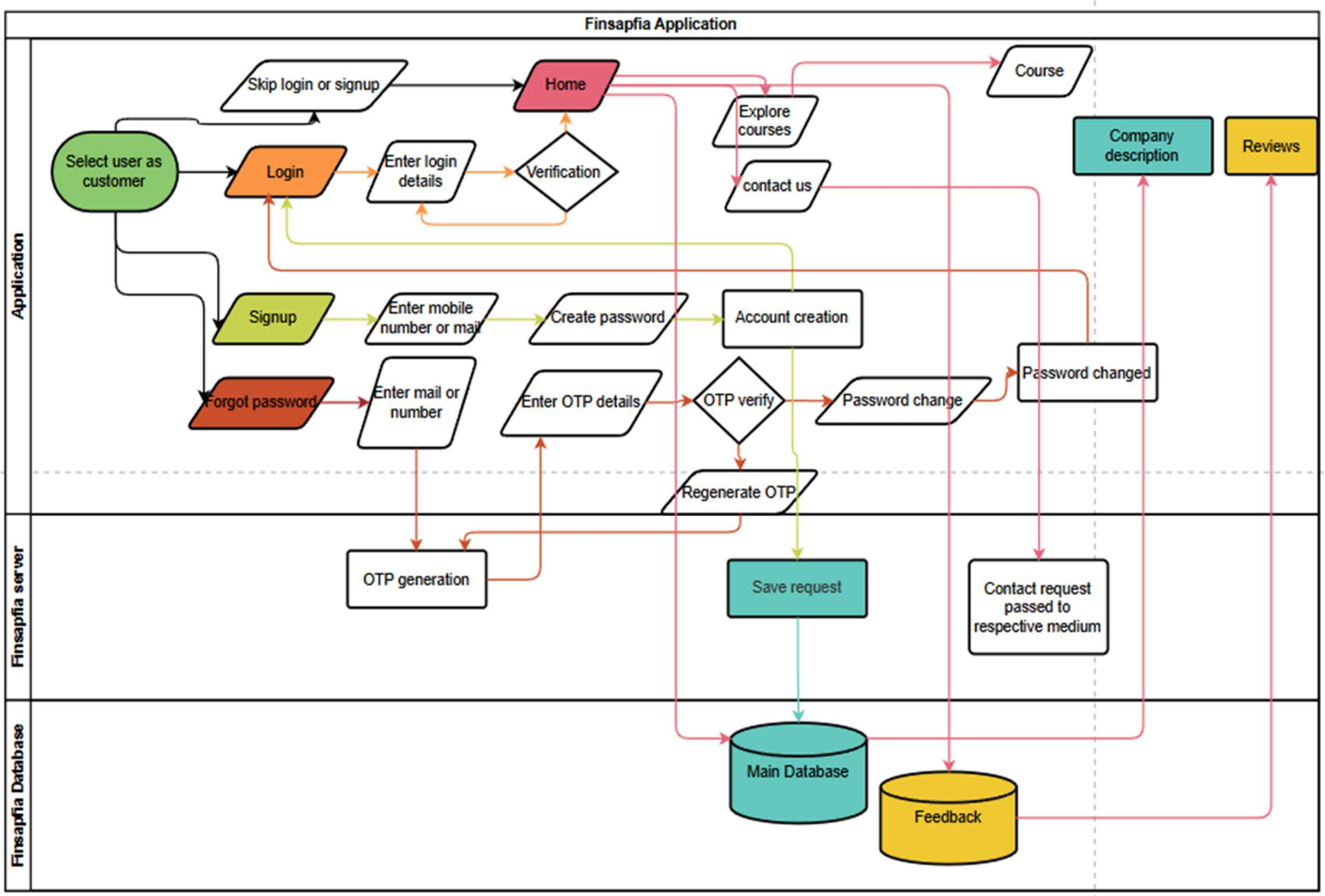
Products tab



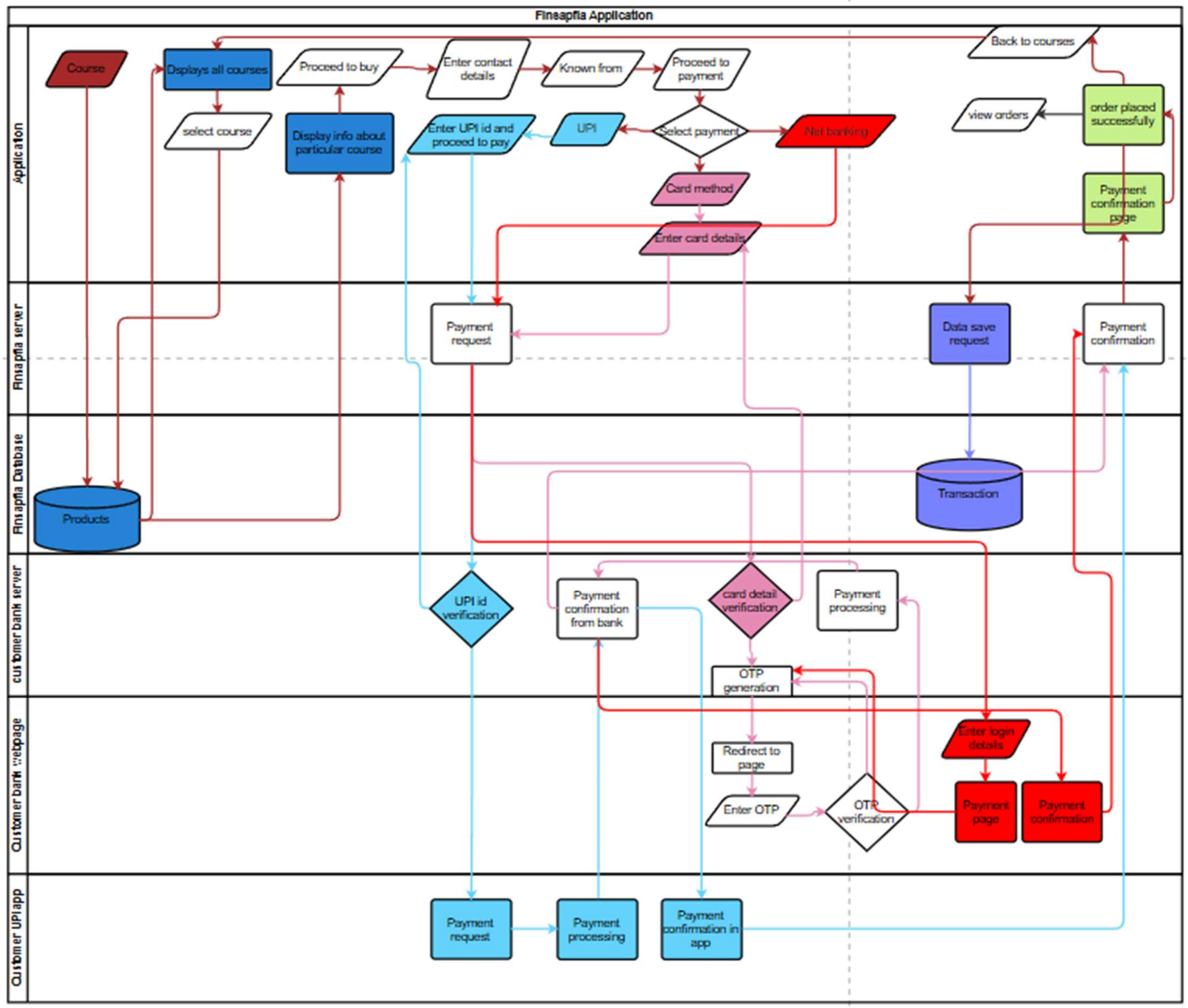
Transaction tab



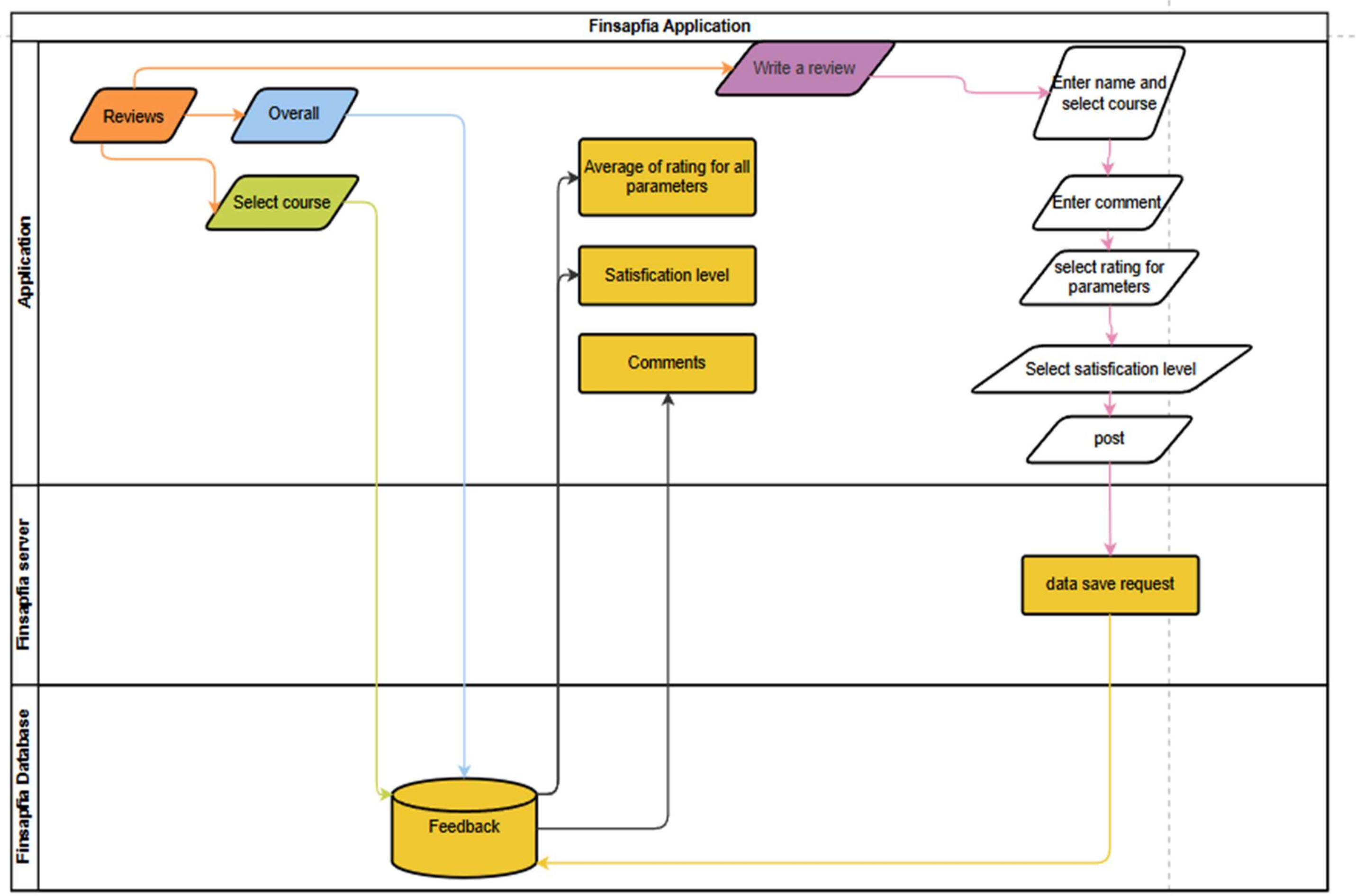
Login for customer and home tab



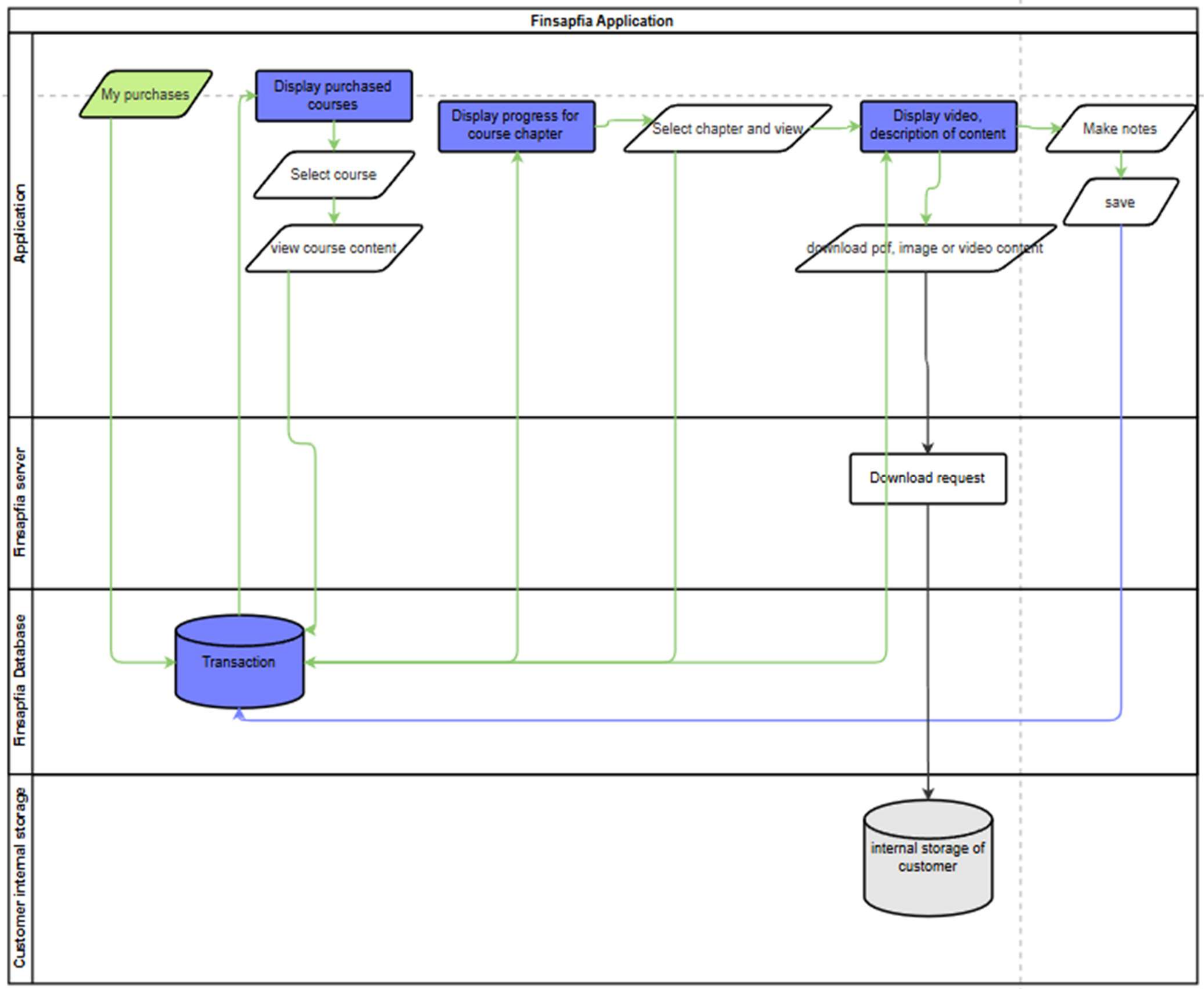
Course purchase tab



Reviews tab

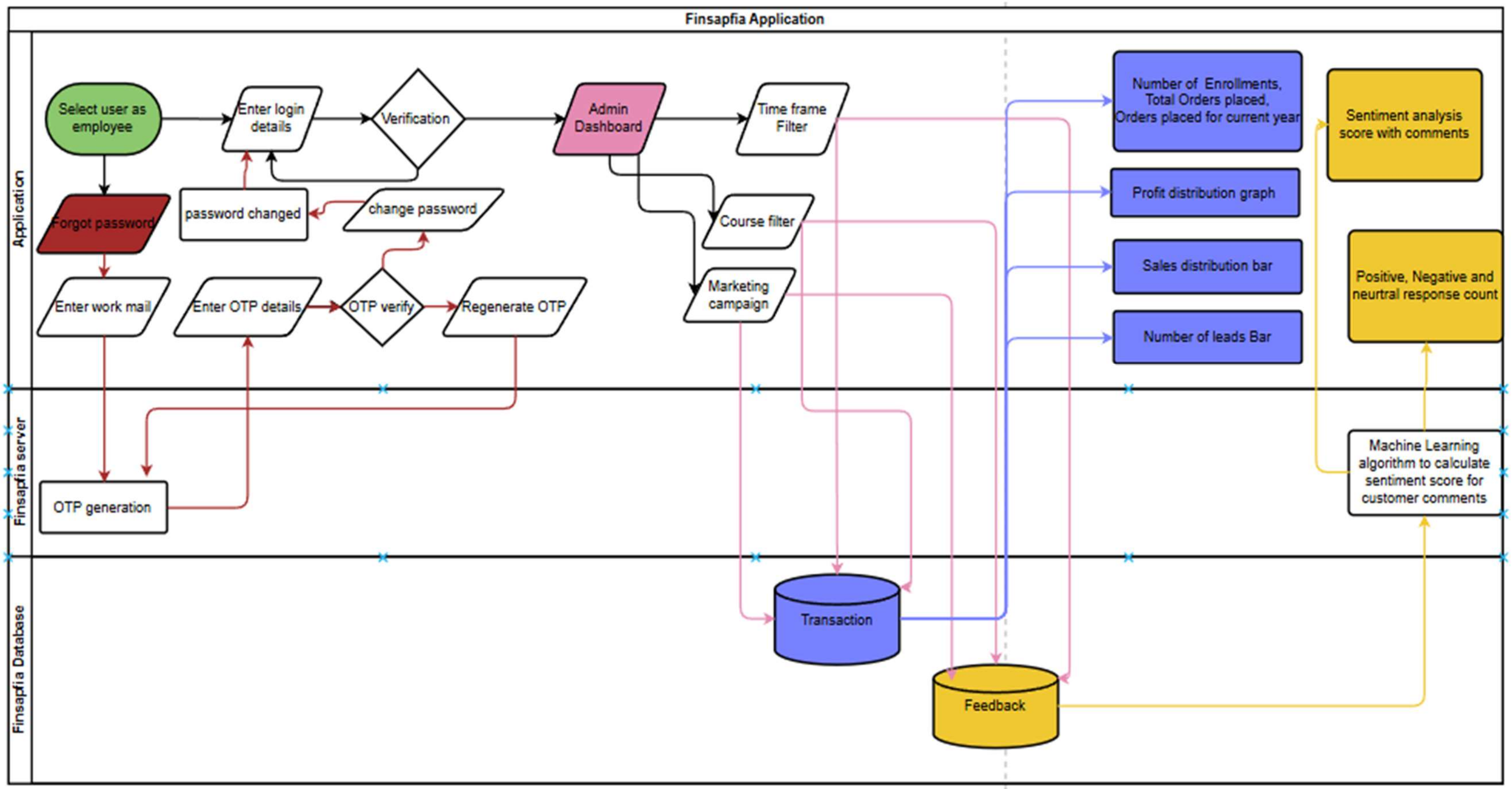

Finsapfia Application
Application
Finsapfia server
Finsapfia Database
Reviews
Overall
Select course
Write a review
Enter name and select course
Average of rating for all parameters
Satisfication level
Comments
Enter comment
select rating for parameters
Select satisfication level
post
data save request
Feedback

My purchases tab

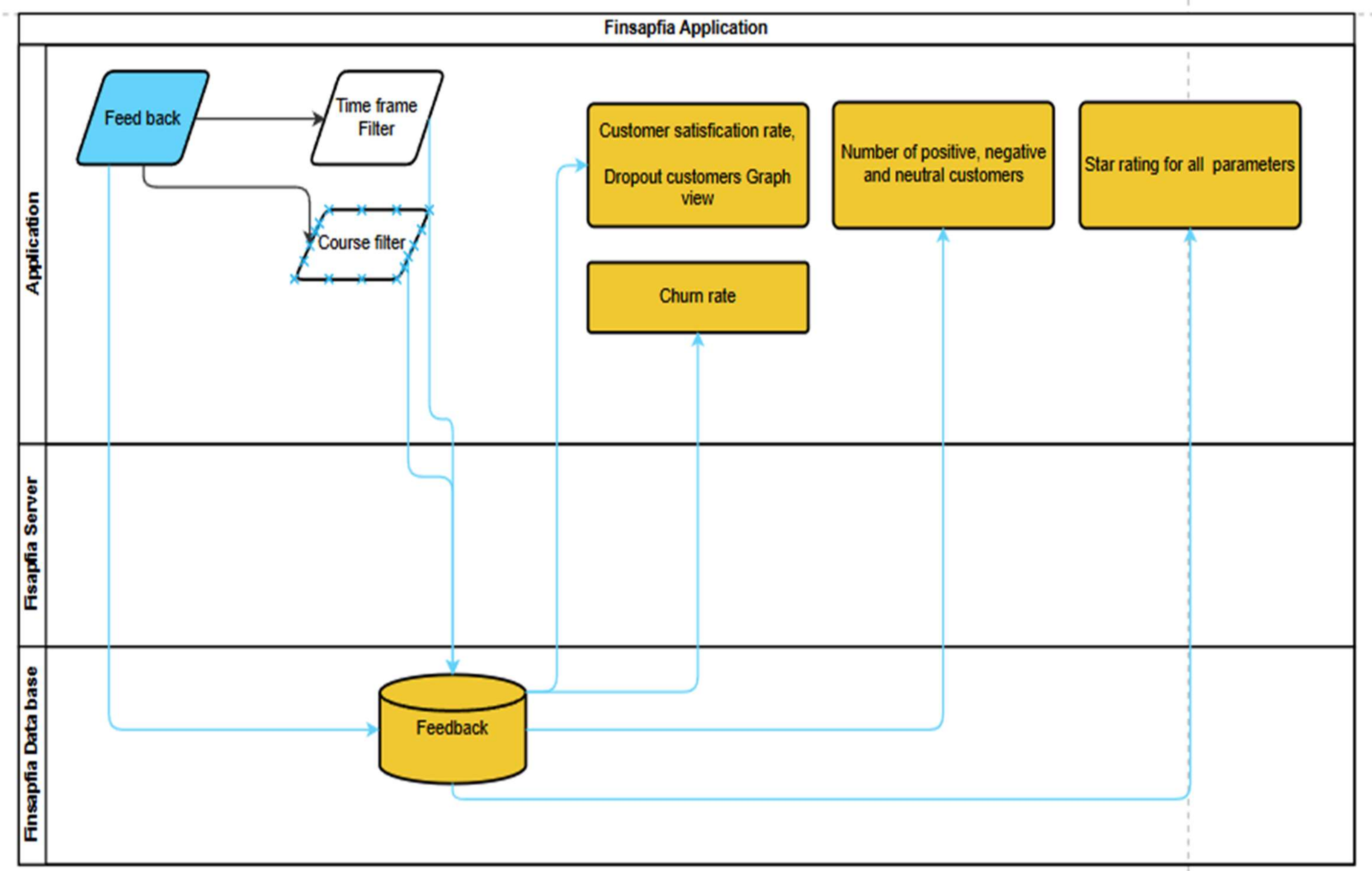


4.2 Proposed Business Process (To-Be)

Login for employee and Enhanced Admin dashboard



Enhanced feedback tab



5 Business Requirements

The requirements in this document are prioritized as follows:

Value	Rating	Description
1	**Critical**	This requirement is critical to the success of the project. The project will not be possible without this requirement. **FR 003, FR 004, FR 005**
2	**High**	This requirement is high priority, but the project can be implemented at a bare minimum without this requirement. **FR 001, FR 006, FR 008, FR 010, FR 011, FR 012, FR 013**
3	**Medium**	This requirement is somewhat important, as it provides some value but the project can proceed without it**.** **,** **FR 007, FR 009, FR 014**
4	**Low**	This is a low priority requirement, or a "nice to have" feature, if time and cost allow it. **FR 002**
5	**Future**	This requirement is out of scope for this project, and has been included here for a possible future release. **FR 015**

5.1 Business Requirements

BR-001 _Login for employee and customer:

1) Create new login page for user and should have an option to enter the login credentials and it must be verified user friendly.
2) Separate options for login, signup and skip options should be included for customer login selection.
3) Forgot password option should be included in the same page itself.
4) After the logged in successfully the screen should move to main interface for customer and employee.

BR-002 _Internal interface after user logged in:

1) Once logged in the page should contain banner at the top of the page. In the taskbar company details, User details, settings and refresh option should be placed.

2) Separate Tabs to be created for the major functions for customer login (Home, courses, reviews, my purchases). The tabs needs to be aligned in horizontal position. Separate data bases to be created for the major functions.
3) For the employee login the main tabs (Dashboard, feedbacks, transaction, Products) should be created.

BR-003 _Admin dashboard Enhancement:

1) Once the employee click the admin dashboard it should be displayed with the key parameter indices. The dashboard should be dynamic.
2) The parameter indices include total revenue, total profit, Leads from different marketing campaigns and number of customers with increment and decrement indicator.
3) Customer sentiment analysis with sentiment score should be visible on dashboard with feedback criteria (positive, negative, neutral) and sentiment score prediction from customer comments must be calculated by algorithms.
4) The filter conditions should be created with time frame, major courses (Tally, GST and TDS) and marketing campaigns (Google ads, Instagram and Referal).
5) Also line and bar chars should be placed to track the data in user Friendly manner.

BR-004 _Feedback dashboard:

1) In the feedback dashboard the customer satisfaction rate parameter with graphical picturization should be created.
2) The rating points for all the parameters (overall rating, course content, value for money, punctuality, staff behaviour and staff knowledge) with churn rate must be displayed.
3) The filter conditions should be created with time frame, major courses (Tally, GST and TDS).
4) The data of number of satisfied customers should also be shown.

BR-005 _Products tab:

1) In this tab the view products and add new product options should be included with time frame filter option and course.
2) Once clicked the view products option the overall courses with total enrolment, revenue and placed participant data should be displayed in a tabular format with view and edit option for all records.
3) In the add new product section the option to add the new course content with customised description, videos and documents must be placed.

BR-006 _Transactions tab:

1) In the transactions tab the data should be arranged in table wise format with filter conditions including payment mode, time frame and courses.

2) The customer name, course with price details, discount, transaction date and method of payment must be displayed for all records with view option.
3) In the view option the detailed data should be displayed including CGST and SGST details with invoice number for the particular purchase.

BR-007 _Home tab for customers:

1) Once clicked the home tab the description content for the company and the courses should be displayed with visualization.
2) Then overall ratings provided by the customers with comments and top companies for hiring data must be shown with respective company logos.
3) The contact us option should be placed with click option (Whatsapp, Gmail, Instagram and Google). Once clicked it should re direct to the respective contact domains and it must be complete in a fraction of seconds.
4) At the bottom the quick links to terms and conditions, privacy policies with news and articles should be available.

BR-008 _Course tab for customers:

1) In the courses tab all the courses with price details, course duration, description image and view option for all the courses should be included.
2) Once clicked the view courses the complete information of the course and reviews for the particular course must be displayed. Add to cart and proceed to buy option also be included.
3) In proceed to buy option the option to enter the customer details with known from options should be placed. Then at proceed to payment option the option to select the payment modes (UPI, debit and credit cards, net banking and EMI) needs to be included.
4) The server should be capable to complete the payment without any lag. Create a server according to this requirements.
5) Once completed the payment the payment confirmation page should be shown and complete information about the transaction.

BR-009 _Reviews tab for customers:

1) Once clicked the reviews tab the rating values for overall parameters with satisfaction indicators should be displayed at the top.
2) Below that the individual customer comments must be shown with date and view option. Filters should be included for this section as well.
3) Then write a review option needs to be included and once clicked the option to add a comment, select satisfaction level and star rating addition for all the parameters with post option should be included.

BR-010 _My purchases tab for customers:

1) In this tab the purchased courses from finsapfia by the customers with one by one and view content button and search option for courses.

2) Once clicked the view content button the all the chapters of the particular course should be displayed with progress bar for all the chapters individually.
3) For the particular content the internal video player with download course files and add notes option must be placed. The option to change the marked as completed also be included.
4) The video player should be capable to display the video with different resolution (Auto, 360p, 480p, 720p and 1080p) without any technical glitches.

5.2 Functional Requirements

FR-001 Create a login page for Employee:

1) Create a login interface in the finsapfia application for the user.
2) It should contain a circle shaped company logo of Diameter 8 cm at the top.
3) Below that the dropdown should be included to select the user type employee or customer.
4) Once the user select the mode as employee, there should be a Text box field where the user can able to enter the "User id "given by the respective company. The box should accommodate both alphabetic as well as numerals.
5) User Icon should be placed at the corner of the Login id text box.
6) Then the separate Text box field should be created to enter the "Password" details and it should be encrypted. It should accept Alpha-Numeric value and special characters as well.
7) Below that login button should be included. All the above details are mentioned in Fig 1.1

Fig 1.1

8) Once user click the login button after entered all the credentials internal verification should be happened with the database. If the given details are correct then it should move to the next page. If the details are incorrect then error message should be displayed separately for user name and password below the password text box like in Fig 1.2 and Fig 1.3

Fig 1.2

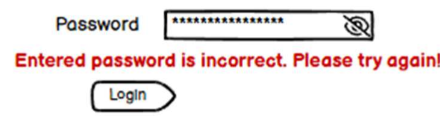


Fig 1.3

FR-002_Create a Forgot password for Employee:

1) Create forgot password button next to login button.
2) When user clicks forgot password option it should move to next page to reset the password. Fig 2.1

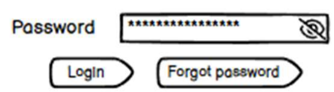


Fig 2.1

3) In forgot password page there should be a text box to enter the User name and work email. No need to enter the both. Anyone can be enough.
4) Post that "Generate OTP" button should be placed. For that new OTP server should be created and it should share the OTP directly to work email. The OTP should have 6 digit limit and it must be numeric only. The validation time should be 24 hours from the time of generation.
5) Next "Enter OTP" text box option should be included to catch the OTP details. If the details are correct then it should verify with server and show message as "OTP verified successfully "then move to change password. Fig 2.2

Fig 2.2

6) If it is wrong then error message should be display “OTP is invalid. Please enter the correct OTP or generate again” Fig 2.3

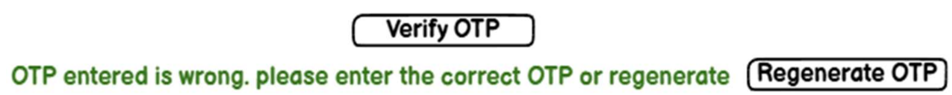


Fig 2.3

7) In the new password text box field next to that one icon should be placed. When user should click the icon it could contains all the password acceptance details. New password must start with capital letter and minimum of 8 character limit. All special characters should be included and all Alpha-Numeric should be included.
8) Post that Confirm password text box should be created. The field should be encrypted.
9) Then change password button will be included. If the details are same in the 2 text boxes then “password changed successfully! Go to login” message should be displayed. For that back to login button should be included below. Fig 2.4

Fig 2.4

10) If the details are incorrect error message must be shown. "Password doesn't matches with the above field. Please Re-enter the password". Fig 2.5

Fig 2.5

FR-003_Create Internal interface after employee logged in:

1) Create a banner at the top of the window. The company logo should be placed inside the banner at the right corner and it fit to the size.
2) Then the name finsapfia should be displayed.
3) Then setting button should be included to change the basic settings of the interface.
4) Then refresh button should be placed next to settings to refresh the page if any occurs. Create a server according to that.
5) At right corner employee name should be displayed with user icon. This should be captured automatically with verification of the identity provided at the time of login with the company database.
6) Then at the right most corner logout button should be placed to logout from the current login session.
7) Below the main banner, the separate tabs for the main functions (Admin dashboard, feedback, products, transactions, about) should be placed one be one horizontally.
8) At the right corner, just below the tab there should be separate add on button should be placed. When user click this tab it should create a new home window where user must be able to perform other functions mentioned in the above mentioned main tabs. All the details should be same mentioned in Fig 3.

Fig 3

FR-004_Admin dashboard enhancement:

1) Create a dynamic admin dashboard with key parameter values. Separate boxes should be created inside the dashboard to show the each values.
2) The values should be displayed automatically once clicked the dashboard tab. The values must be fetch from the respective databases (Transaction and Feedbacks).
3) At the top the filter options Time frame range selection, Quarter selection (I to 4), Month selection (Jan to Dec), Year selection ((company start year to current) should be placed. Once clicked the time frame range selection, the pop should be opened and after selecting the range and clicked enter it should be closed. Fig 4.1

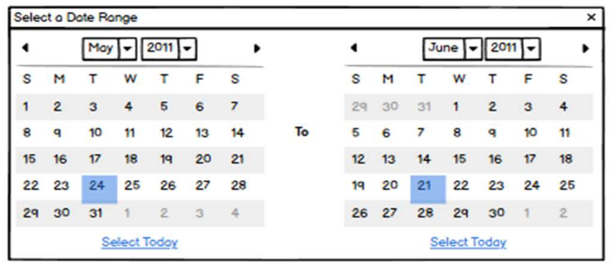


Fig 4.1

4) Separate data cards should be placed for number of enrollments, total order placed and order placed for current year. By default without any year selection the order value for current year should be same. If any year is selected then the value should be change according to the condition.
5) Below that sales distribution, profit distribution graph and leads distribution should be placed one by one.
6) In sales distribution the revenue for GST, TDS and Tally course should be calculated and displayed from transaction database. Separate bars to be placed for all the three courses and inside each bars the total sales with percentage of the sales for particular course when compared to overall sales must be shown. This each bars must be a filter condition also.
7) Inside each of the bars increment and decrement indicatory should be placed. If the value is increased from the previous week, day or month anything the increment indicator with triangle in green color should be shown. If the value is reduced from the previous instance the reverse triangle with red color indicator should be shown. The previous instance value should be displayed on right side of the main value of the current selection for the record Fig 4.2 and Fig 4.3.

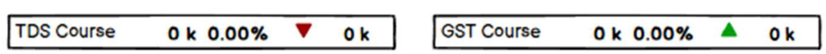


Fig 4.2

Fig 4.3

8) Create a separate line graph for profit distribution and sales distribution with time frame on x-axis and amount value on y-axis. For each data point on the line graph, the profit value and sales value must be shown. The title should be displayed on the top with overall profit should be mentioned.
9) If the sales line is below the profit line for the particular time frame then the value should be shown in red and otherwise it should show as blue. Below that data points should be mentioned clearly. At the bottom quarterly and annually button should be placed and once clicked the values in the graph and overall data in the dashboard should be changed as filter condition. Fig 4.4.

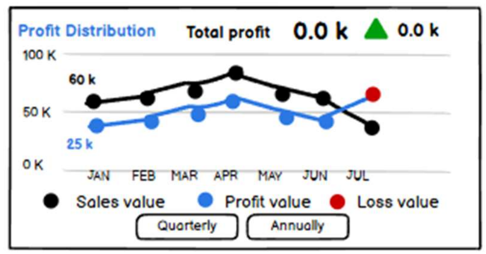


Fig 4.4

10) Below that leads distribution for Google ads, Instagram and Referral should be calculated and displayed from transaction database. Separate bars to be placed for all the three marketing campaigns and inside each bars the total leads with percentage of the sales for particular lead medium must be shown. This each bars must be filter condition also. (Refer point 7 for functionalities inside each bars and Fig 4.2). Fig 4.5.

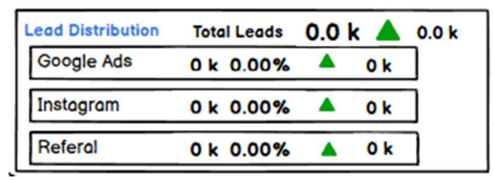


Fig 4.5

11) On the right side of the dash baord customer sentiment analysis title should be placed with positive, negative and neutral comments should be displayed in separate boxes.

12) Create a separate machine learning algorithm to predict the customer sentiment analysis score by feed the words and mention the scores for the words. For the selected comment the score should be calculated by algorithm and the comments should be classified and shown on the respective feedback columns with score.

    If the sentiment score is between 0 to 50 = Negative feedback
    If the sentiment score is between 50 to 75 = Neutral feedback
    If the sentiment score is between 75 to 100 = Positive feedback

13) At the top the gauge indicator should be shown for all the three feedbacks with percentage (0 to 100) for the particular feedback section compared to overall feedbacks with different color indicators must be shown. The gauge should be filled according to the percentage value and the total addition of all the percentage values should be equal to 100 for 3 different feedbacks. At the bottom of the feedback box the sum of overall sentiment score for the particular feedback should be calculated out of total comments. **For each comment the maximum score is 100.** Create a algorithm according to this requirements. Fig 4.6.

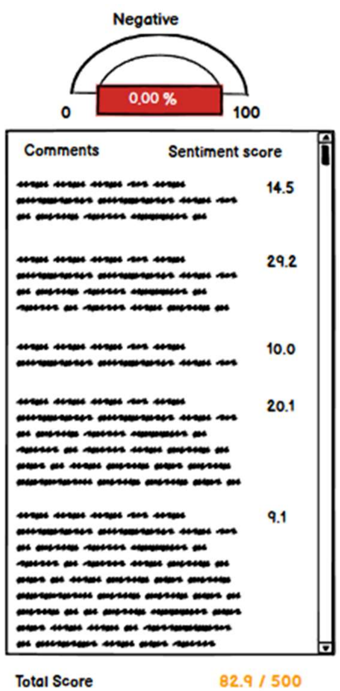


Fig 4.6

14) The feedbacks should be fetched from the feedbacks database for the selected filter condition and calluate the score and displays in the dashboard.
15) There should be three filter options in the whole dash board course filter, time frame filter and marketing campaign filter. Once clicked these filters the overall data should be displayed according to that requirement. This should be completed within fraction of seconds without any lag. The server should be capable to complete this requirement.
16) The overall dashboard is mentioned in Fig 4.7.

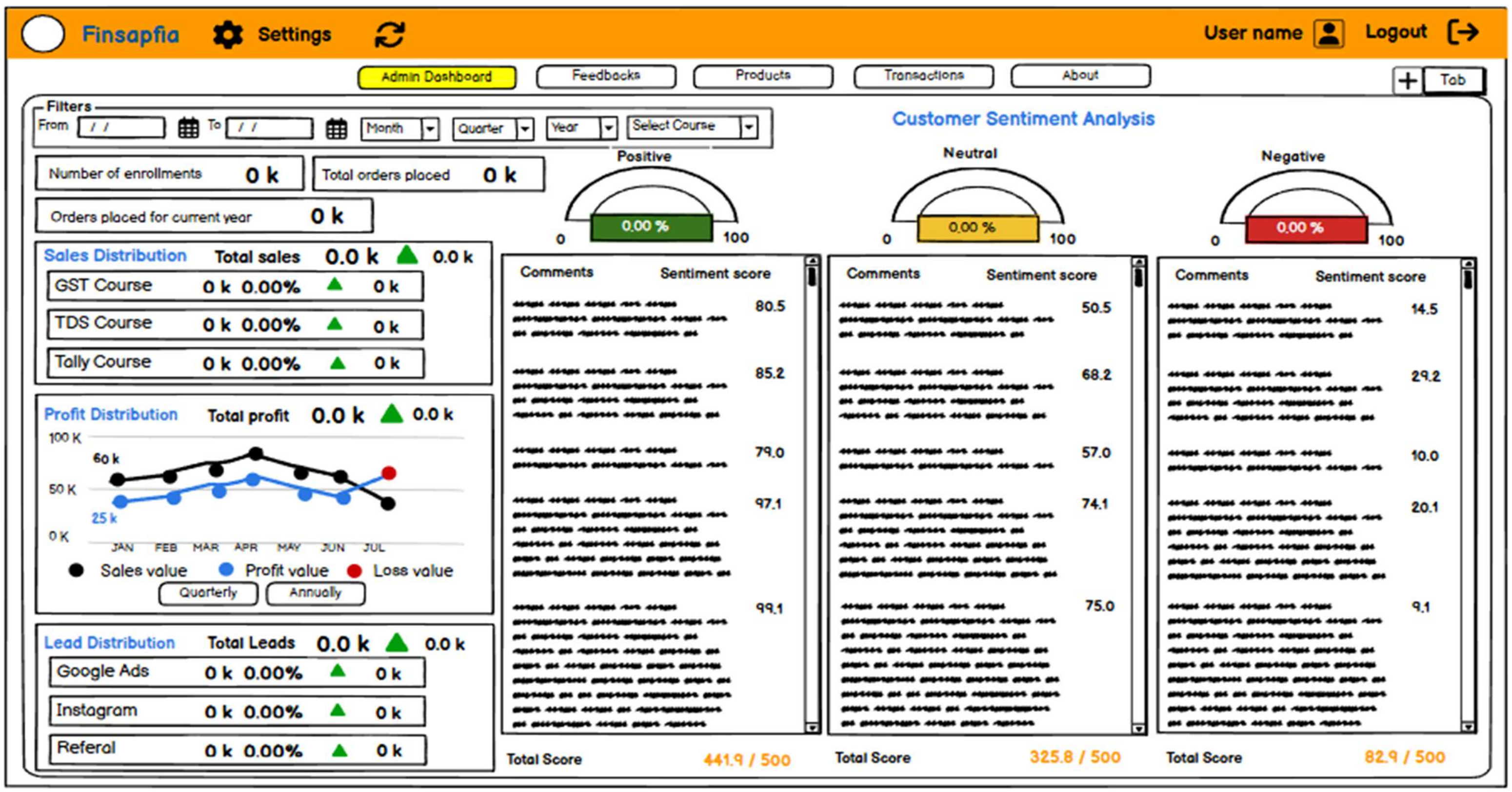


Fig 4.7

FR-005_Create feedback dashboard:

1) Create a dynamic dashboard for feedback tab with time frame filter and course filter options. In time frame filter the option to select the date range (same as in Fig 4.3) with month, quarter and year drop down must be placed.
2) Data cards for customer satisfaction rate, churn rate and delayed course completion percentage with positive and negative indicators compared to previous instance should be created. This layout should be same as in Fig 4.1 and Fig 4.2. The formula for all the calculation are mentioned below.

   Customer satisfaction rate = (Number of positive responses / Total number of responses) x 100

   Churn rate = (customers who stopped the course learning / Total number of customers who purchased courses) x 100

   Delayed course completion = (customers who have not completed the course on time/ Total number of enrolled customers) x 100
3) The satisfaction level of customers with total number and reaction image (positive, neutral and negative) should be created. Fig 5.1

   Positive Feedback = satisfaction level (5,4) **Neutral Feedback = satisfaction level (3,2)** **Negative Feedback = satisfaction level (1)**

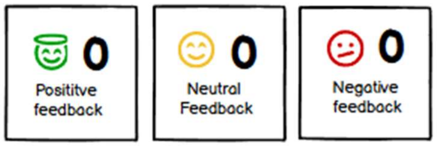


Fig 5.1

4) Data cards for rating should be created with parameters (overall, course content, value for money, punctuality, staff behavior, staff knowledge) with average of the star ratings provided by the customers.
5) Create a separate line graph for customer satisfaction rate with time frame on x- axis and satisfaction percentage on y-axis. The value for each data points should be mentioned above the each records. Also bar graph should be placed with number of dropout customer value for the selected filter condition. Fig 5.2

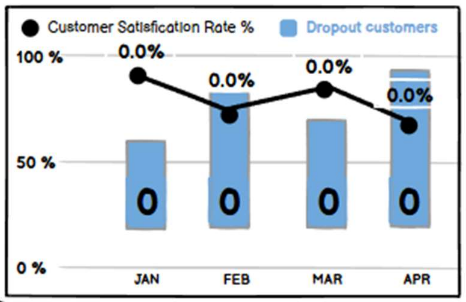


Fig 5.2

6) The separate bar should be created for the list of main courses with satisfaction percentage for present and past instance with drop down to select the sub courses must be placed. If the employee selects the main course in the filter bar then at the dropdown the sub courses related to the main course only should get displayed. The employee can able to also select the courses and multiple courses from the drop down also.
17) The all the data should be fetched from the feedback database. Once clicked these filters the overall data should be displayed according to that requirement. This should be completed within fraction of seconds without any lag. The server should be capable to complete this requirement.
7) The overall interface of the feedback is mentioned in Fig 5.3.

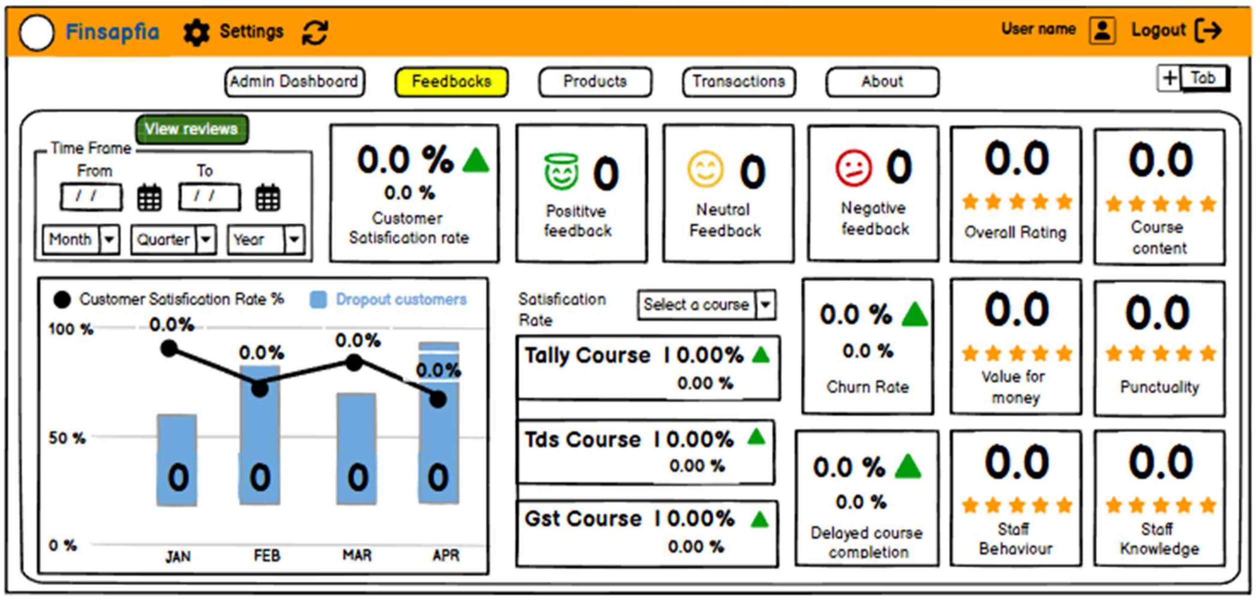


Fig 5.3

8) If the employee clicks the view reviews button then the page should move to the reviews provided by customers for all the courses with detailed view. Back button must be placed and once clicked it should be back to the feedback dashboard. Fig 5.4

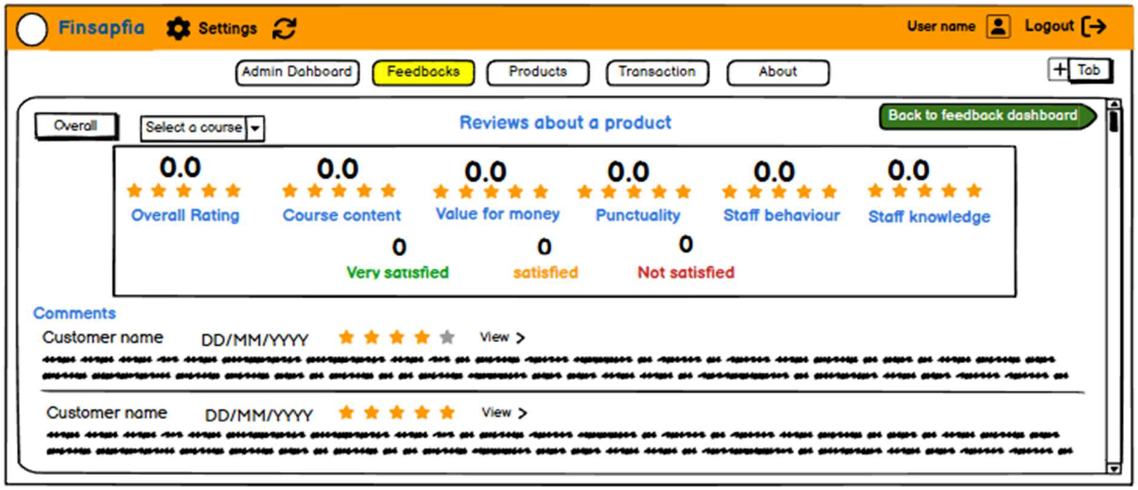


Fig 5.4

FR-006 Produts tab creation with add product option:

1) Two main buttons should be placed for products tab one is view product and other one is add products. Once clicked the products tab the default view is view products. In this view all the courses with course completed customers, current learning customers, total enrollment, revenue generated for particular course with total placed learners all these data should be visible in tabular format.
2) The total enrollment is the addition of course completed learners and current learners. The total revenue is the addition of all the amount paid by the customers for the particular course. These data should be fetched from the transaction database table.
3) Filter options for the date range selection with dropdown to select the month, quarter and year should be created. Also search bar to search the particular course should be included.
4) Sort descending options should be included for the total enrollment and revenue in the data table. Scroll bar must be included to scroll and view the complete data. Fig 6.1

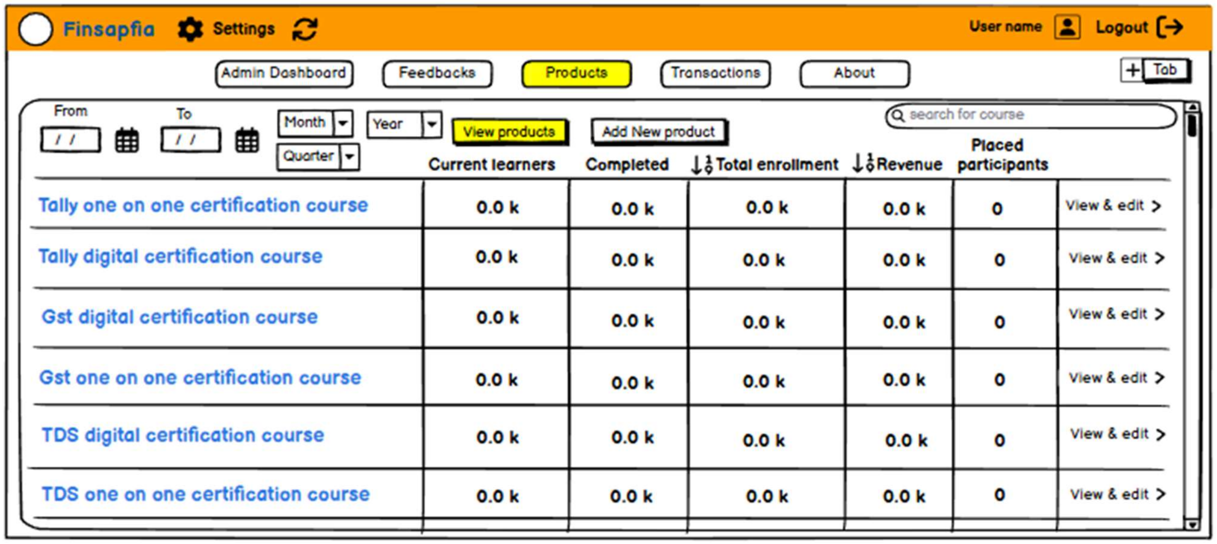


Fig 6.1

5) Once clicked the view and edit tab the edit window should be opened to edit the existing course content. In this interface the options to add or edit the course content and files should be placed. Fig 6.2, Fig 6.3

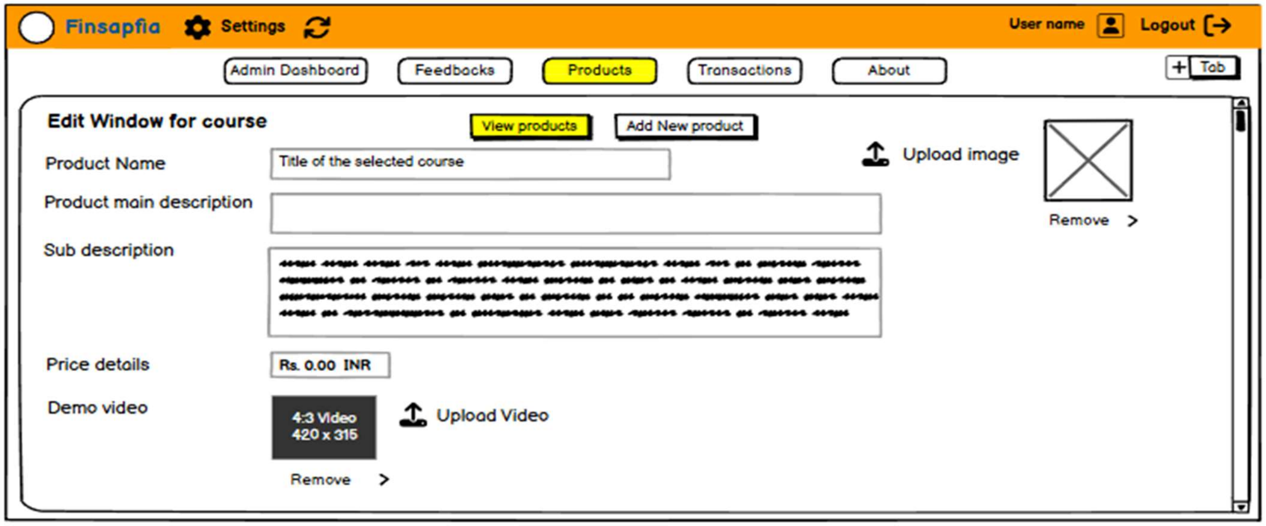

Finsapfia
Settings
User name
Logout
Admin Dashboard
Feedbacks
Products
Transactions
About
Tab
Edit Window for course
View products
Add New product
Product Name
Title of the selected course
Upload image
Remove
Product main description
Sub description
Price details
Rs. 0.00 INR
Demo video
4:3 Video 420 x 315
Upload Video
Remove

Fig 6.2

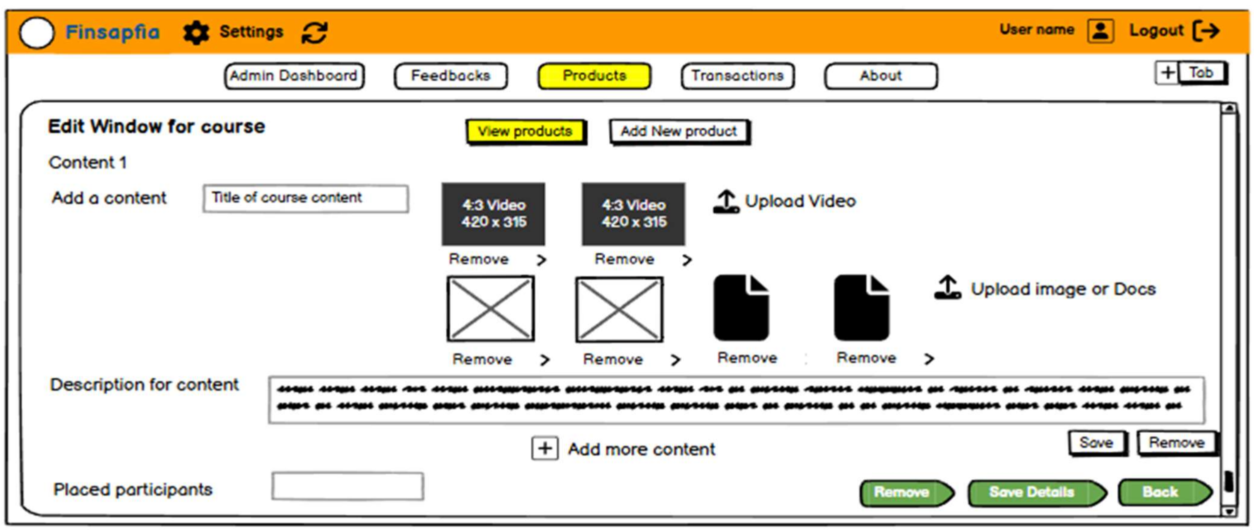

Finsapfia
Settings
User name
Logout
Admin Dashboard
Feedbacks
Products
Transactions
About
Tab
Edit Window for course
View products
Add New product
Content 1
Add a content
Title of course content
4:3 Video 420 x 315
4:3 Video 420 x 315
Upload Video
Remove
Remove
Upload image or Docs
Remove
Remove
Remove
Remove
Description for content
Add more content
Save
Remove
Placed participants
Remove
Save Details
Back

Fig 6.3

6) Once clicked add new product button the new window should be opened to add the new course content in finsapfia. This tab is used to add the basic recorded videos and documents with description.
7) Create a separate text boxes to enter the product name, product main descripton and sub description. This text box should accept the both alpha-numeric values. And also text box to enter the price details should be included. This should accept numeric values only. If anything other than numeric is entered then error message should be shown Fig 6.4.

Fig 6.4

8) Then create the upload image and upload demo video section with view and delete option. Once clicked the upload button the upload file option should be opened and once clicked it should re direct to the internal storage to upload the files and once uploaded the image or video should be added and shown. Also the add pdf brochure should be included to add the course layout pdf. Fig 6.5. This all data should be shown in home tab for the customers with selected course before buying.

Fig 6.5

9) The next section is to add the content for the course. This content should be shown for the course purchased customers under my purchases tab for the selected course.
10) Create a text boxes to add the title of the content and description of the content with acceptance of both alpha-numeric values. Here also the upload option to add the video files and documents or images for the content. Then save button should be included for the particular content. Once clicked the content should be saved for the selected course in products database.
11) Add more content button should be included then once clicked it should open to add the second content as mentioned in the above. Number of placed student numeric text box should be included to manually enter the placed students by the admin.
12) At last save details button should be placed. Once clicked the data should be saved to the products database and it must be shown in view products tab along with other courses in finsapfia. The pop up message should be shown also. Fig 6.6

Fig 6.6

13) The back button should be included, once clicked it should be back to the main view tab for courses. The overall interface is shown in Fig 6.7

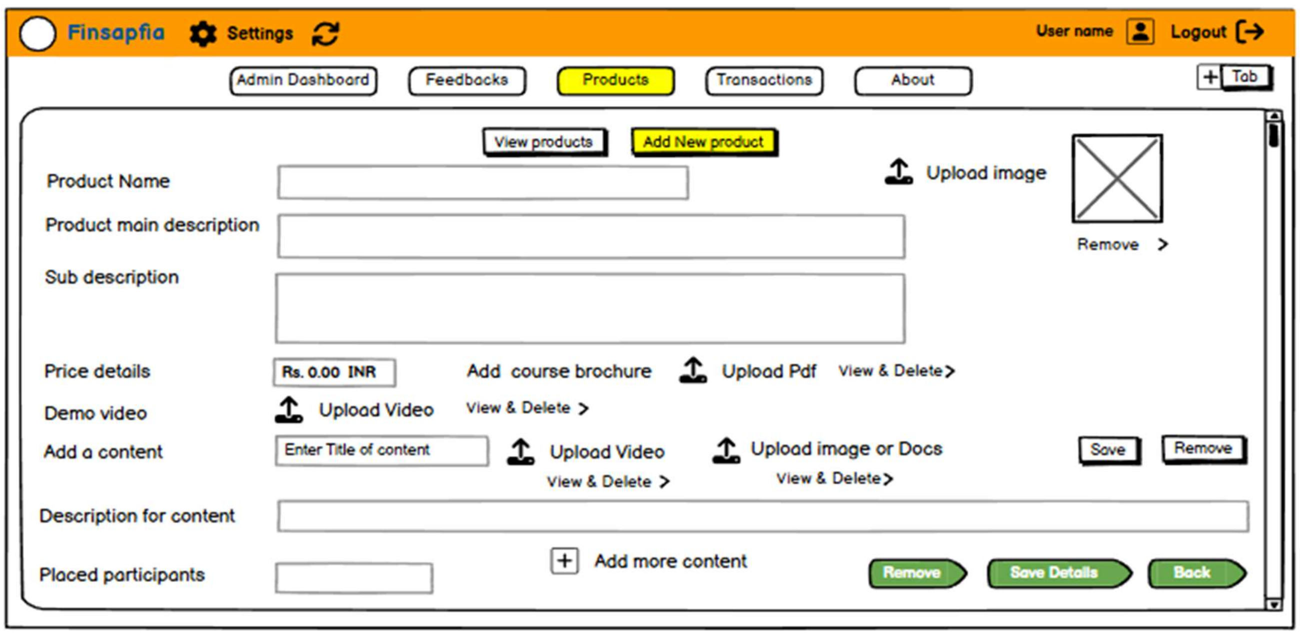


Fig 6.7

FR-007_Craete transaction tab:

1) Once employee clicked the transaction tab then the data should be shown with course name, customer name, course cost, discount, amount paid, transaction date and paid method is a tabular format.
2) Time frame filter must be created with data range selection and dropdown to select month, quarter and year. Separate search bar and dropdown should be placed to select the particular course for filter. Once selected the data should be fetched from the transaction database and displayed. The server must be capable to fetch these data is fraction of seconds.
3) In the table sort descending options should be included for course cost, discount, amount paid and drop down should be included for payment method selection in the table. View button must be included for all the records to see the complete detail of the transaction.
4) At the bottom the drop down to select the number of records needs to be displayed per page with navigation buttons to select the page. Also scroller should be included. The overall layout is mentioned in Fig 7.1.

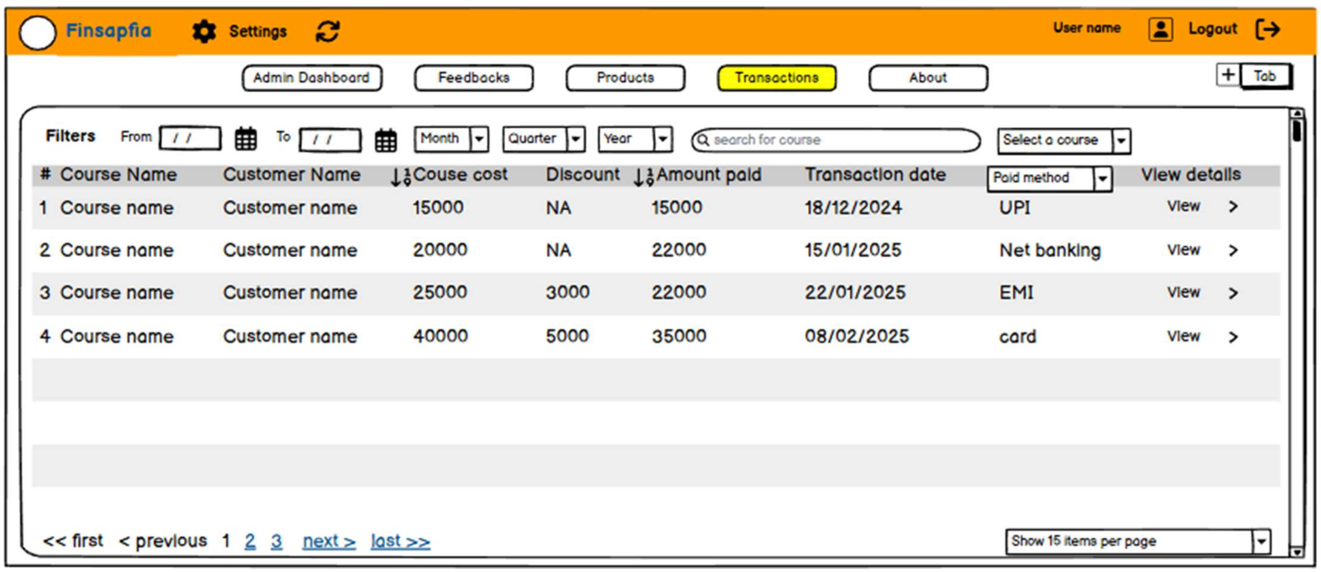


Fig 7.1

5) Once clicked the view button for the particular record, the complete detail of the particular transaction should be opened in new page customer details, date of transaction, Invoice number, course details with price, discount, SGST and CGST details. Back to transaction button component should be included, once clicked it must be moved to main transaction page. Fig 7.2

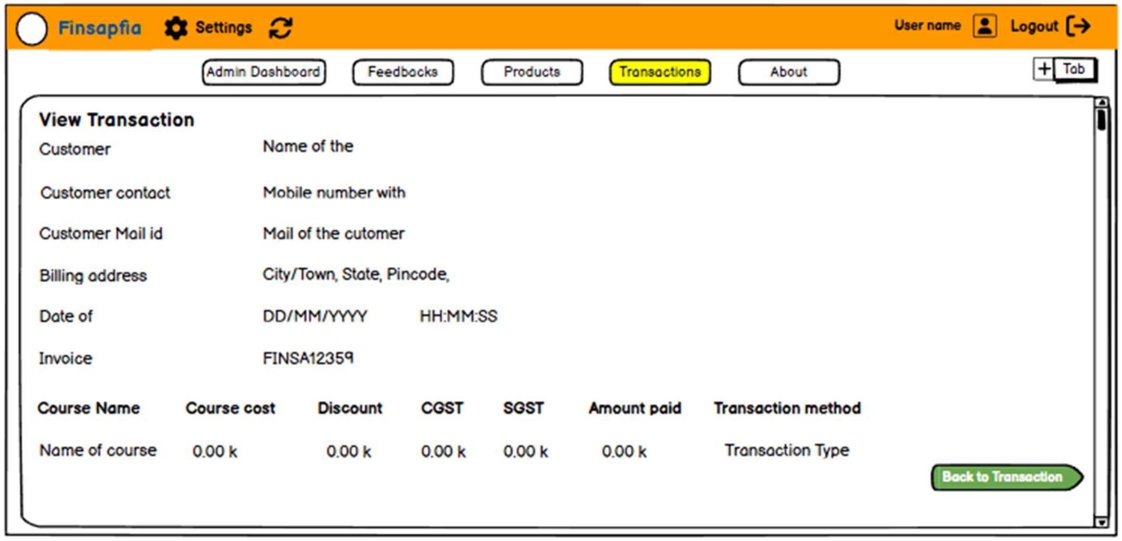


Fig 7.2

FR-008_Create a login and signup page for customer:

1) Once the user select the mode as customer, there should be a Text box field where the user can able to enter the "mobile number or mail id "of the customer. The box should accommodate both alphabetic as well as numerals and special characters @.
2) Then the separate Text box field should be created to enter the "Password" details and it should be encrypted. It should accept Alpha-Numeric value and special characters as well.
3) Below that login button should be included. All the above details are mentioned Fig 8.1.

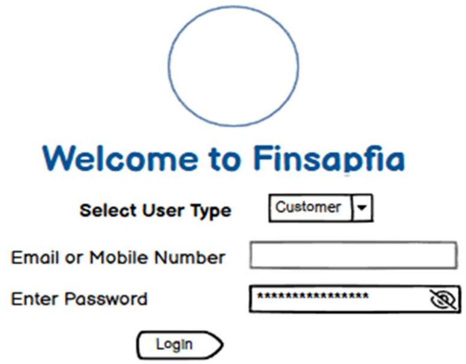


Fig 8.1

4) Once user click the login button after entered all the credentials internal verification should be happened with the database. If the given details are correct then it should move to the next page. If the details are incorrect then error message should be displayed separately for Mail or mobile number and password below the password text box like Fig 8.2 and Fig 8.3.

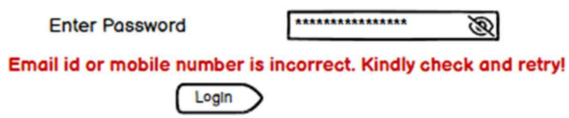


Fig 8.2

Fig 8.3

5) Create a signup page for the new customer with signup button below the login button.
6) Once the sign up button is clicked, new page should be open with the option to enter the mobile number with the drop down to select the country code from the database. This field should accepts only numeric. If any value other than numeric is entered then error message must be shown. Fig 8.4

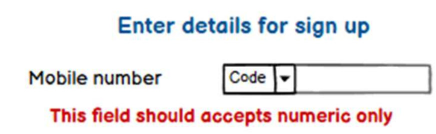


Fig 8.4

7) Separate text boxes should be placed to enter the email id but this is optional only. This should accept alpha – numeric and special character @.
8) Then text boxes to enter the password and confirm password should be placed. This field should accepts all alpha-numeric and all special characters. On the right side of the text box password guidelines must be displayed clearly. If the password entered in confirm password does not matches with the password in first box then error must be displayed. Fig 8.5.

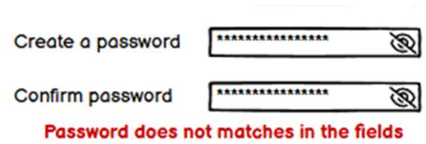


Fig 8.5

9) Then create account button should be placed and once clicked the pop up should be shown below the button for account confirmation. Fig 8.6.

Fig 8.6

10) At last the back to login button should be placed. Once clicked then it should be back to the customer login page. The overall interface is shown in Fig 8.7

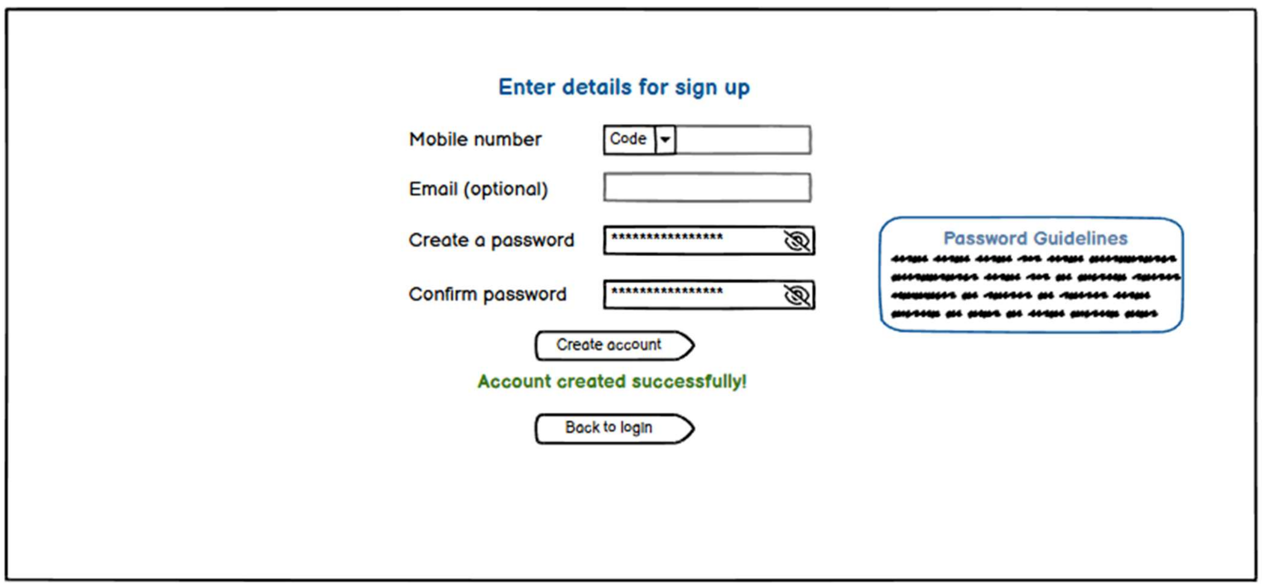


Fig 8.7

11) The skip login or signup button should be placed at the bottom of the page along with forgot password option. Once clicked the skip button it should re direct to the main home tab. The overall front page is shown in Fig 8.8.

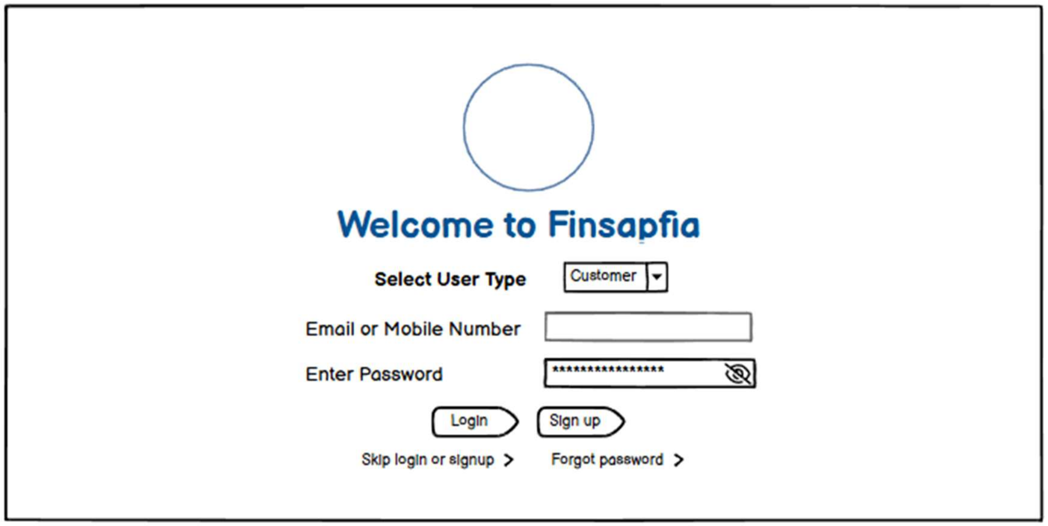


Fig 8.8

FR-009_Create a Forgot password page for customer:

1) When customer clicks forgot password option it should move to next page to reset the password.
2) In forgot password page there should be a text box to enter the Mobile number or mail id.
3) Post that “Generate OTP” button should be placed. For that new OTP server should be created and it should share the OTP directly to the customer mail or mobile number based on the entered value. The OTP should have 6 digit limit and it must be numeric only. The validation time should be 10 minutes from the time of generation.
4) Next “Enter OTP” text box option should be included to catch the OTP details. If the details are correct then it should verify with server and show message as “OTP verified successfully “then move to change password. Fig 9.1

Fig 9.1

5) If it is wrong then error message should be display “OTP is invalid. Please enter the correct OTP or generate again” Fig 9.2

Fig 9.2

6) Then text boxes to enter a new password and confirm new password should be placed. This field should accepts all alpha-numeric and all special characters. On the right side of the text box password guidelines must be displayed clearly. If the password entered in confirm password does not matches with the password in first box after clicking the change password button, then error must be displayed. As in Fig 8.5
7) If the details are same in the 2 text boxes then “password changed successfully! Go to login” message should be displayed. For that back to login button should be included below. Fig 9.3

Fig 9.3

8) At last the back to login button should be placed. Once clicked then it should be back to the customer login page. The overall interface is shown in Fig 9.4

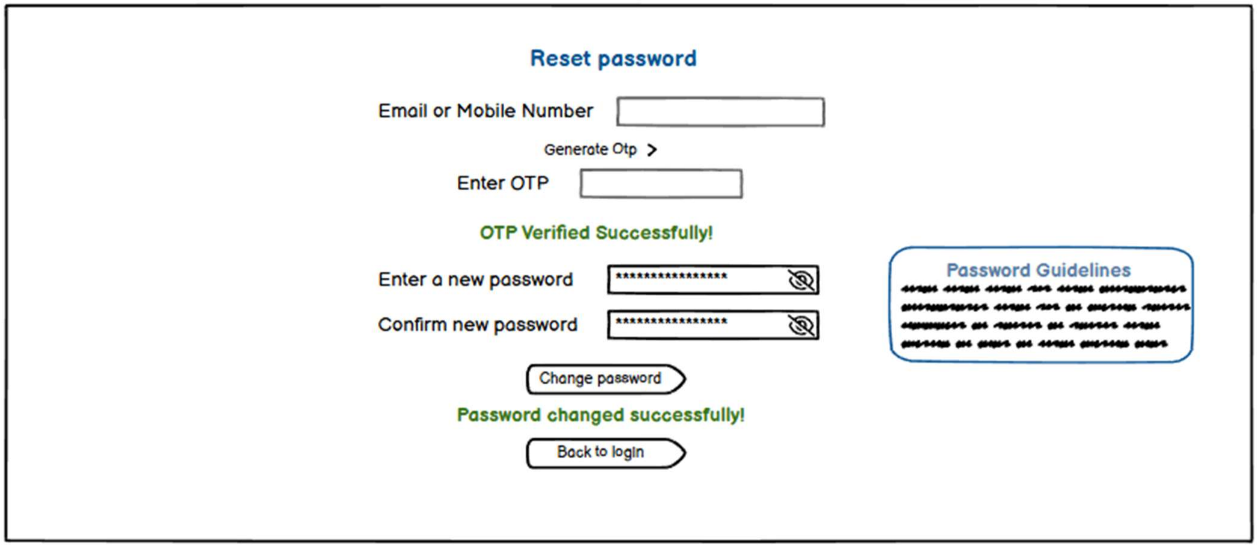


Fig 9.4

FR-010_Create Internal interface after customer logged in and home tab:

1) The main banner should be same as in employee login. Below the main banner, the separate tabs for the main functions (Home, Courses, Reviews, my purchases, About) should be placed one be one horizontally. Fig 10.1

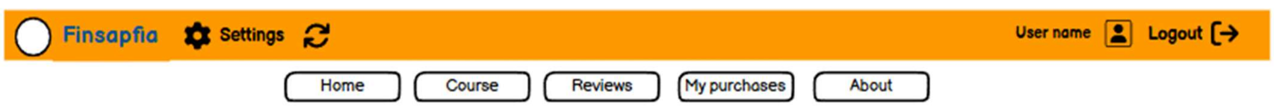


Fig 10.1

2) Once the user clicked the home tab from the list of main tabs, the description of the company and training with images related to training or advertisement should be displayed. Explore button should be placed and once clicked it should move to courses page. Fig 10.2

Fig 10.2

3) Then at the next row the top reviews from learners should be placed with customer identity, ratings provided with comments and scroll left and right button should be placed to view all the ratings.
4) Below that list of top companies hiring for the provided courses with company logo and name should be visibled.
5) Then contact us option should be placed with the link for (whatsapp number, instagram, mail. Google). If the user selects the whatsapp link then it should re direct to company business whatsapp chat. For that customer needs to login or signup. If the user clicks without that then it should re direct to the main login or signup page.
6) If the customer selects the mail link it must redirects to the mail page with the company mail id. If customer selects the instagram link then if should re direct to the finsapfia instagram page. If customer selects google link then it needs to be re direct to the finsapfia browser web page. The server should be capable to complete these tasks in fraction of seconds without any technical glitches.
7) At last the quick links should be included for (Terms and conditions, privacy policies, reviews, contact us, news and articles, about). When user clicks the terms and conditions or privacy policies or news and articles the page should re direct to the content. If the user selects the reviews or about link then it should move to the main tabs for reviews and about in the application.
8) If the user clicks the contact us from the quick link it should re direct to the contact us message from the home tab. The overall layout is mentioned in Fig 10.3

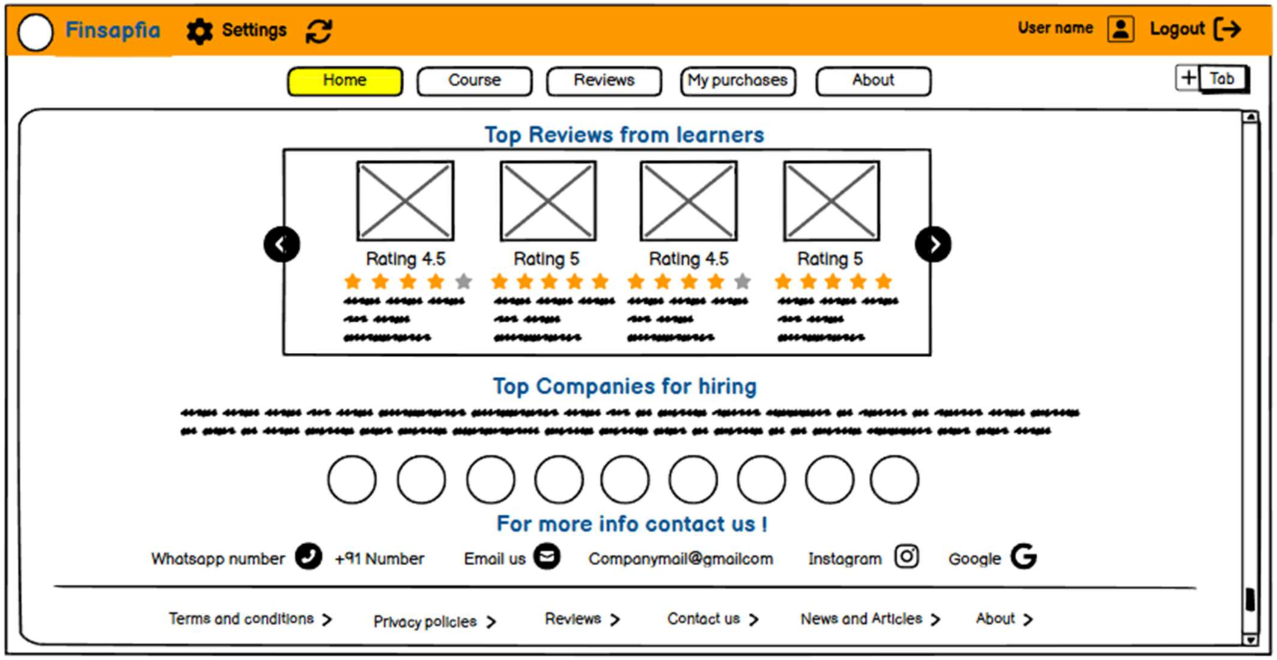


Fig 10.3

FR-011_Create a course tab for customer:

1) Once customer clicks the courses tab the list of all the courses from finsapfia should be displayed with the course name, description image, course duration and cost in the box for all the courses with view course button component for all the courses. The scroll bar should be included for this page. Fig 11.1

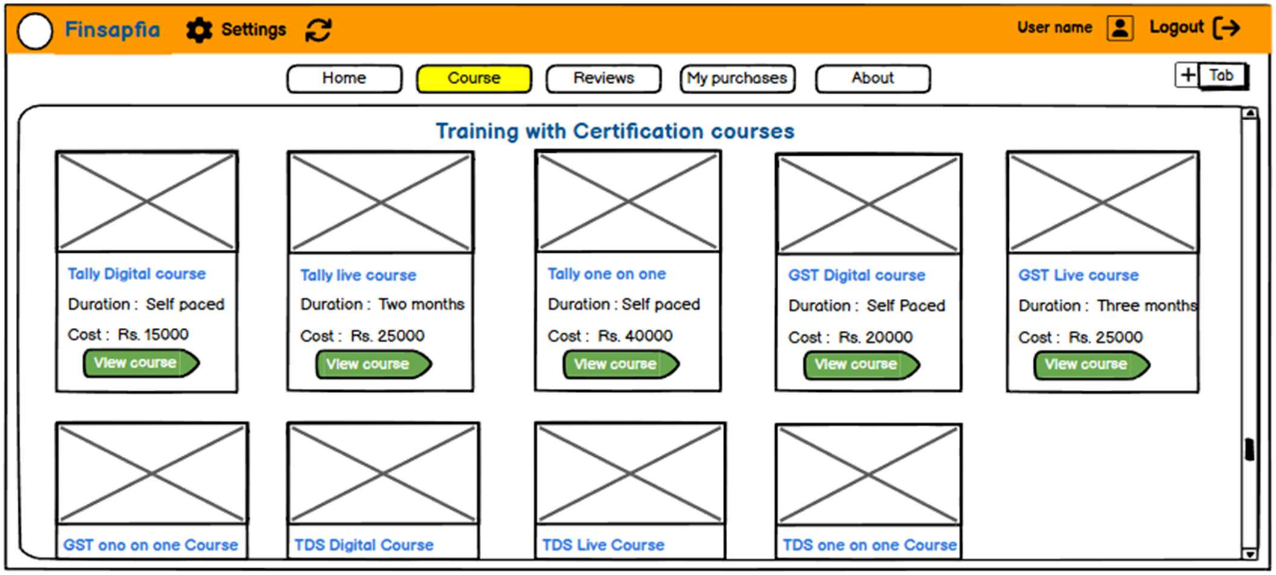


Fig 11.1

2) If the user selects the view course button, then new page should be opened to display the complete details of the course.
3) In this page course description with duration, learning path with details of the learning modules, skills covered and reviews about the particular course from the previous customers should be displayed.
4) Download brochure button should be placed, once user clicked this button it should download the pdf file and store to the internal storage of the customer device. Also view demo video button should be placed once clicked it must open the video from the internal player in the application. All these data should be fetched from products database.
5) Add to cart and proceed to buy button component should be created. If the customer already signed in or logged in then it should re direct to the respective functions. If the user directly clicks the button without log in or sign in then it should first redirect to the login page and then once completed then only it should re direct to the respective functions.
6) If the user clicks add to cart button then it should add the particular product to the cart.
7) View cart button should be placed at the top corner of the page with at the left corner of the button the number of products in the cart should be displayed. If the user clicks the view cart button then the page should move to the cart page.

8) In the page price details and discount should be mentioned. The final price should be calculated from the difference of discount from the price difference. At the right corner of the bottom the back to courses main page must be created. All the details are captured in Fig 11.2.

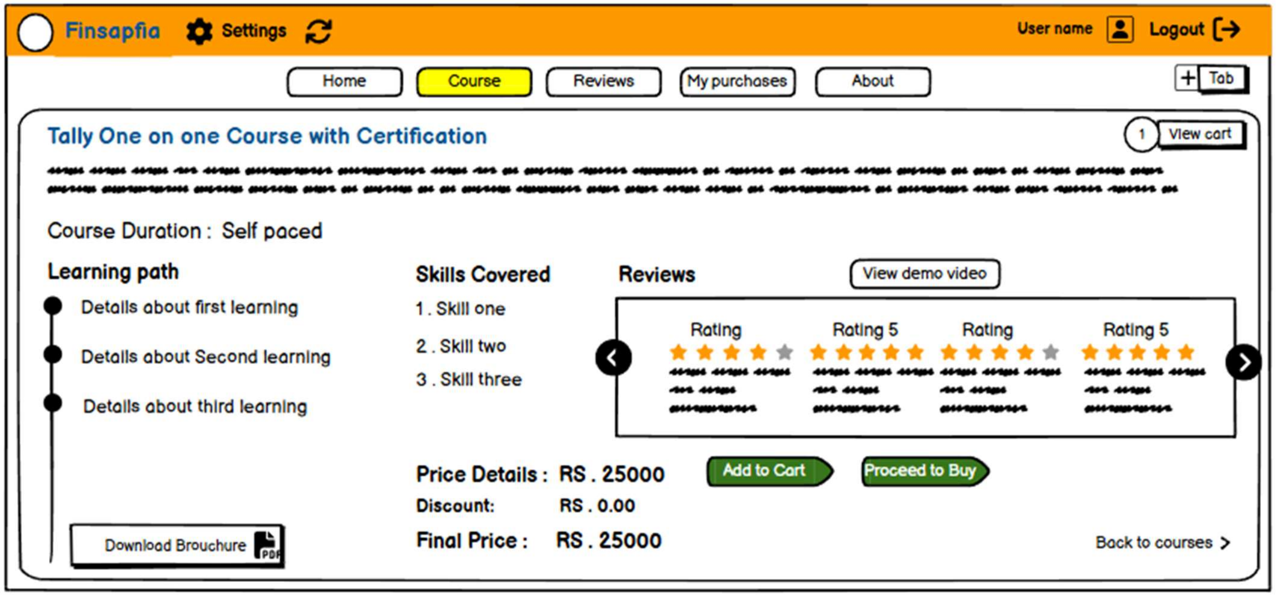


Fig 11.2

9) If the user selects the view cart button then new page should be opened and it should displays the course cost, discount and final price for all the selected courses. Total course should be calculated from the addition of the final price and shown.

10) Also view button should be placed once clicked it should back to the course content page. Remove button should be placed to delete the particular product from the cart.

11) Then proceed to buy button should be placed. At last back button should be included once customer clicked this it should back to the course content page. Fig 11.3

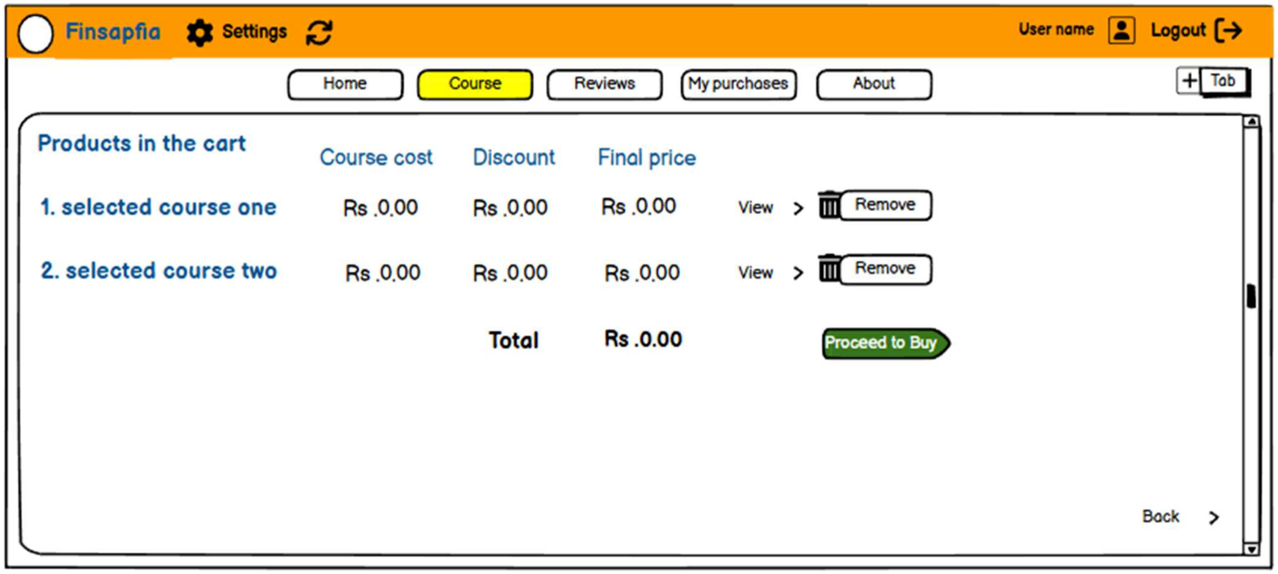


Fig 11.3

FR-012_Create a payment page for customer:

1) Once customer clicks proceed to buy button the payment page should be shown.
2) In this page the selected course should be auto captured and placed at the top.
3) Below that text box to enter the name of the customer should be created. This should accept alphabetic values only. If any other values entered then error message should be shown.
4) Then the mobile number text box with drop down to select the country code should be placed. This field must accepts numeric values only. Email text box should be created and this should accepts both alpha numeric values and special character @. If any other values entered then error message should be shown. Fig 12.1

Fig 12.1

5) Then the text boxes to enter the street or area name should be placed and it accepts only alpha-numeric values under the title address information.
6) Create separate text boxes to capture the city, district and state and this field must accepts only numeric values. Create pin code text box with the option to enter the pin code of the customer and this should accepts only numeric value. If any other values entered then error message should be shown. Fig 12.2

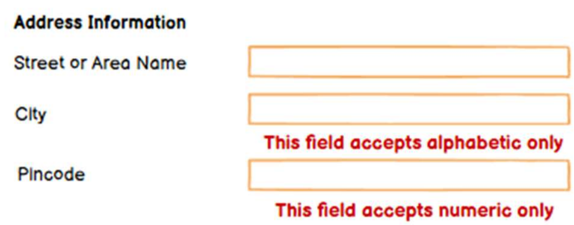


Fig 12.2

7) Below that known from drop down should be created to select the options (instagram, referral, google).
8) Then the payment details should be displayed with selected course price and create check boxes to accept the terms and conditions and payment and refund policies with the view option to check the information. Customer must needs to tick the both the check boxes before clicking proceed to payment. If customer directly clicks then remainder message must be shown. Fig 12.3.

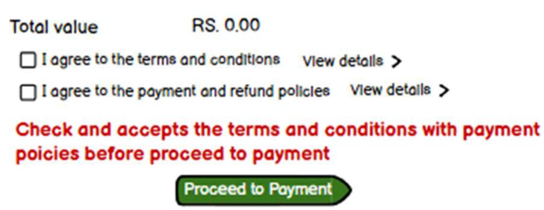


Fig 12.3

9) The overall layout is captured in Fig 12.4.

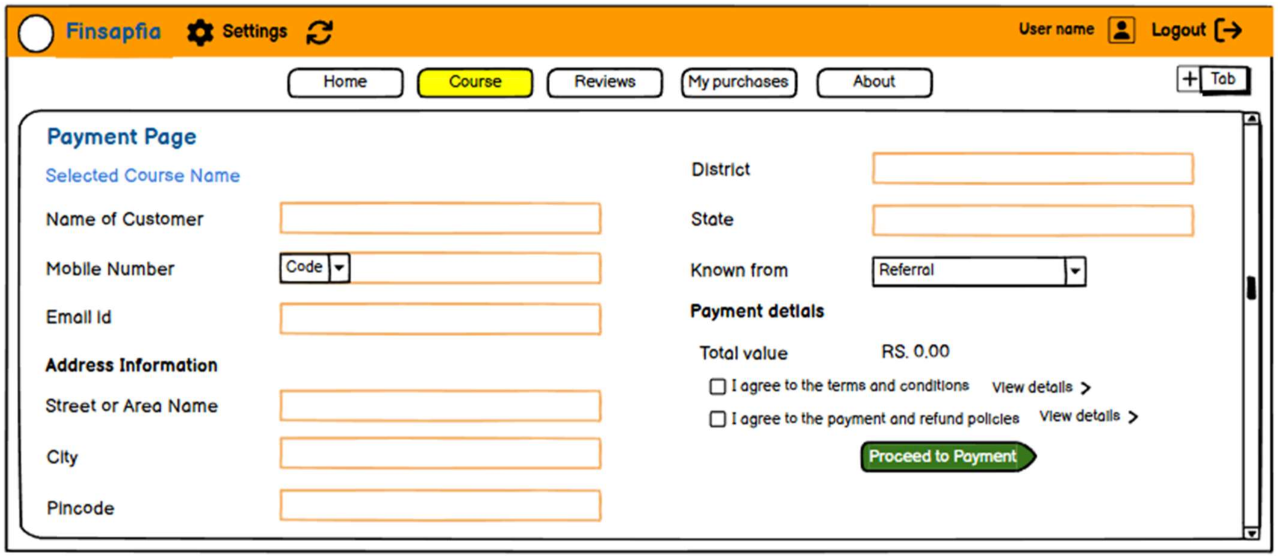


Fig 12.4

10) Once clicked proceed to payment button new page should be opened to select a payment mode.
11) If the customer selects the net banking option then on the right side the dropdown should be shown to select the banks from the database. Fig 12.5 .Once selected and clicked the make payment button the page should re direct to the selected bank login page for net banking. Where customer needs to login with the net banking id and complete the payment. If the payment is successful, then the finsapfia server should receive the confirmation from the customer bank server and shows the payment confirmation page on the finsapfia application. The server should be capable to complete the transaction without any lag in the process. Fig 12.6

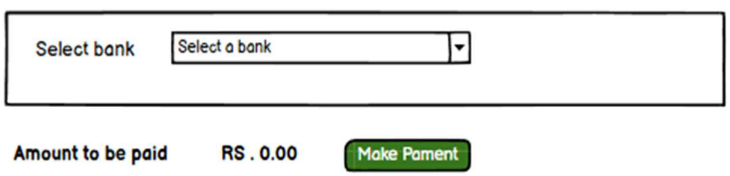


Fig 12.5

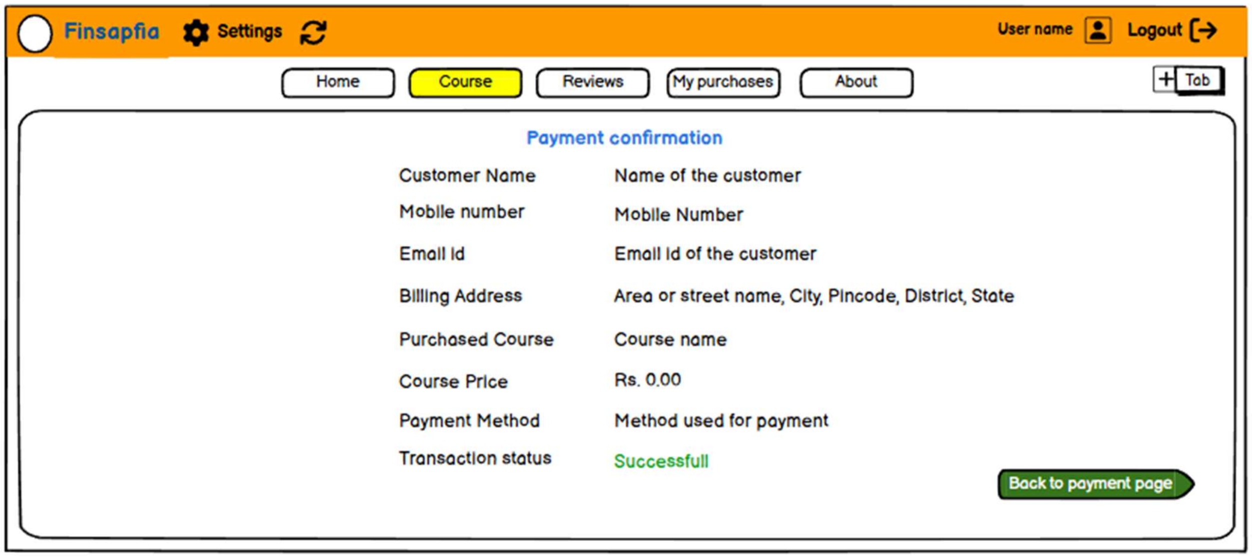


Fig 12.6

12) If the payment is failed then on the page it must shows the payment status as failed with back to payment button. Once the customer clicked that it should re direct to the payment page. Fig 12.7

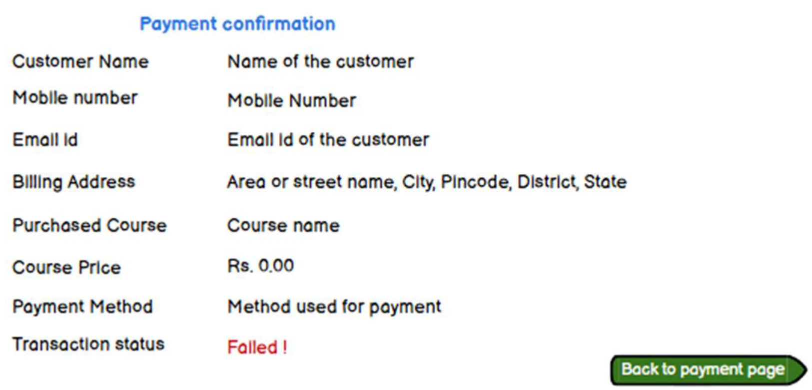


Fig 12.7

13) If the customer selects the payment mode as UPI, the text box to enter the UPI id should be placed. Once clicked the make payment button the finsapfia server should share the request to bank server and it should do the internal verification. If the UPI id is correct then the bank server share the request bank to finsapfia server and it should display the pop up for request to UPI application. Fig 12.8.

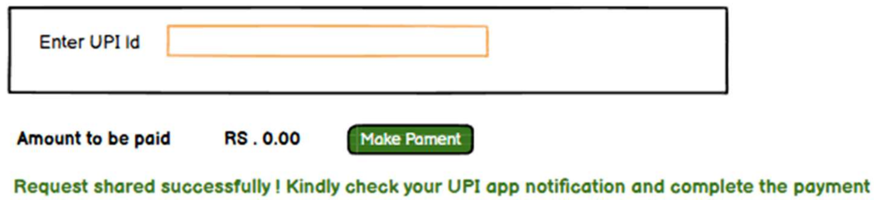


Fig 12.8

14) If the UPI id is incorrect after internal verification from bank end then the server should receive the request from bank end shows the pop up as incorrect UPI id. Fig 12.9.

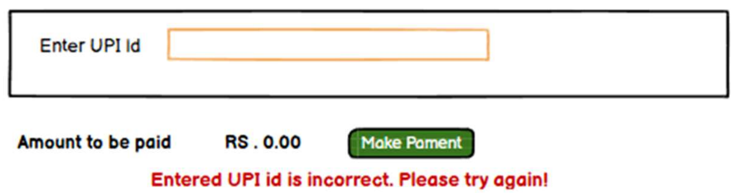
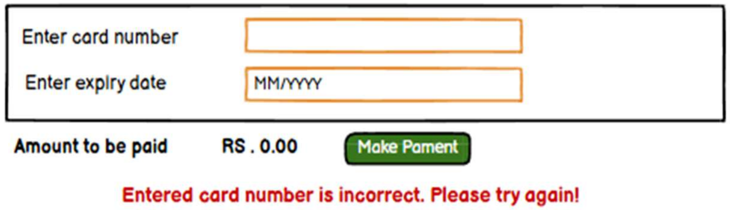


Fig 12.9

15) If the customer selects the credit or debit card then the text boxes to enter the card number and expiry date should be placed and it should accept the numeric values only. If any other values entered then error should be displayed.
16) Once entered and clicked proceed to payment button the finsapfia server should forward the request to bank server and from bank server end internal verification will happen. If the entered card details are correct then it should move to the bank page with otp generation. Once clicked the otp the bank server process the payment and share the confirmation to finsapfia server. The server must fetch the bank server response and displays the payment status as failed or success in the payment confirmation page. Fig 12.6 and Fig 12.7
17) If the card detail are incorrect then the bank server shares the error to finsapfia server and finsapfia server must displays the error on the payment page. Fig 12.10 and Fig 12.11



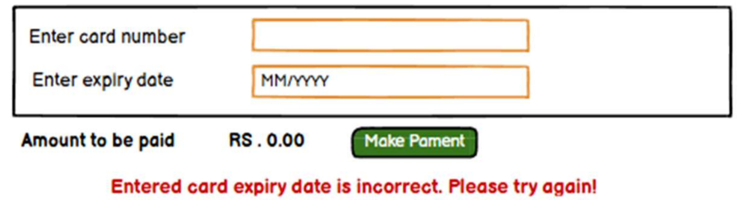


Fig 12.10 **Fig 12.11**

18) If the customer selects the EMI option then the drop down to select the bank name and the duration should be placed and the option to enter the credit card details should be displayed. Then once clicked make payment option the request should move to bank server for internal verification. If the card details are correct with respect to the selected bank then the steps are same as in point 16.
19) If the card details are incorrect with respect to bank then the finsapfia server captures the request from bank server and display the error. Fig 12.12.

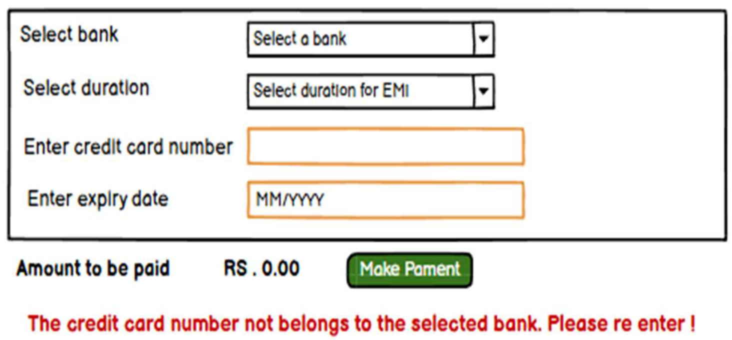


Fig 12.12

20) If the payment is confirmed through any of the payment mode then the confirmation pop up should be shown on the same payment page with view course button to view the purchased course and re directs to my purchases tab. All these data must be stored to the transaction database. Fig 12.13.

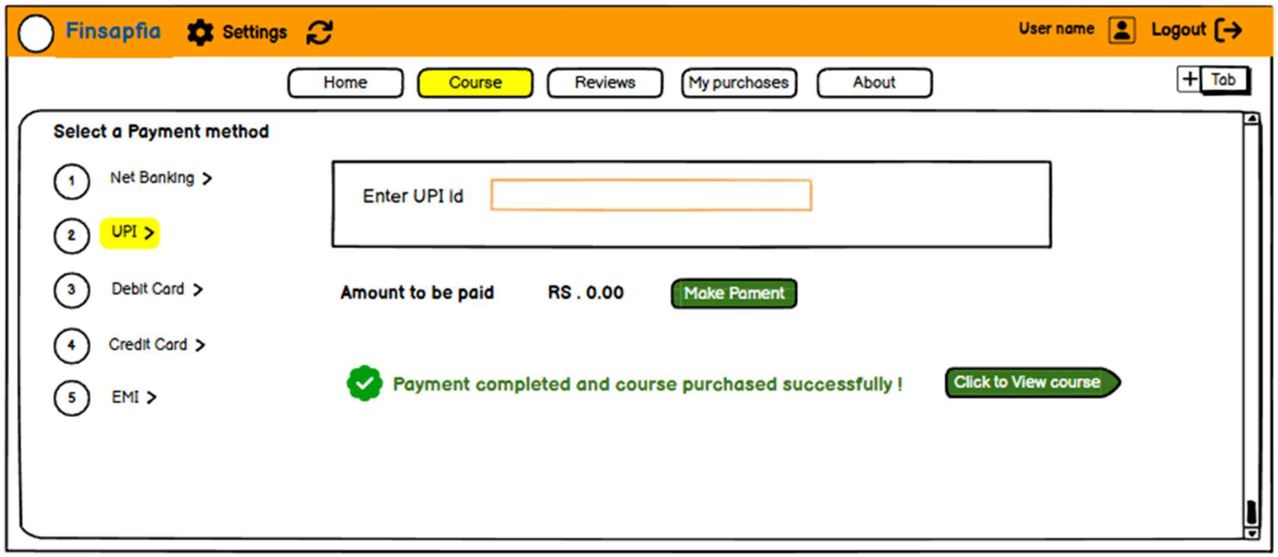


Fig 12.13

FR-013_Create reviews tab for customer:

1) Once clicked the reviews tab the data should be fetched from feedback database and shown with star ratings for parameters (overall, course content, value for money, punctuality, staff behavior, staff knowledge) and satisfaction level (very satisfied, satisfied, not satisfied) at the top inside the box. The value of one star is 1 and the average rating is calculated by the total number of stars for the particular parameter divided by overall customer response and must be shown.
2) Below that the comment section should be displayed with customer date, date of comment and overall star rating. Below that the comment should be displayed with view option to display the complete review by the customer.
3) At the top left corner the overall button should be created. The default view is overall view. Also dropdown to select the list of courses. If the customer selects the particular course then the reviews related to that course should be fetched from feedback database and shown. At the top right corner the write a review button must be placed. Scroller should be included for this page as well. Fig 13.1

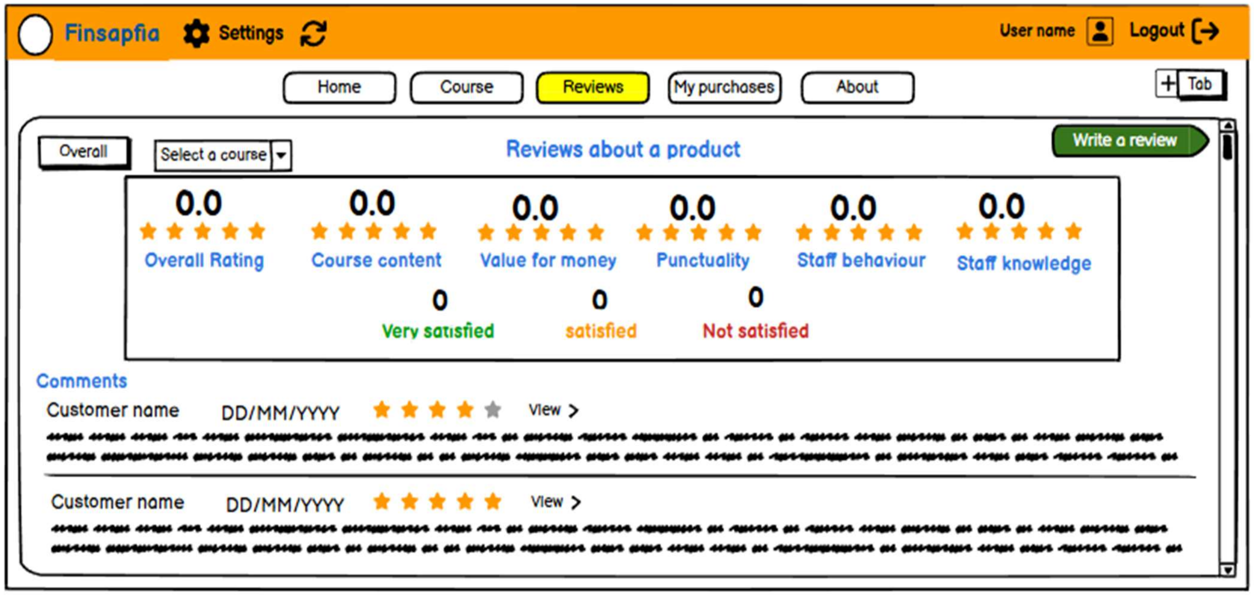


Fig 13.1

4) If the customer selects the write a review button then new page should be opened. In this page text boxes to enter the customer name should be created with drop down to select the course.
5) Post that add comment text box placed and it should accepts all alpha numeric and special characters.
6) Below that the star rating option must be placed for all parameters. Once clicked the star color should turn to yellow.
7) At last the radio buttons should be placed to select the satisfaction level of customer from one to five. At the right bottom corner the post button should be placed. Once customer clicked the post button then the review should be added with pop up and all these data must be saved to feedback data base. Fig 13.2

Fig 13.2

8) At the top of the page back button should be placed to back to the review page. The overall interface is in Fig 13.3.

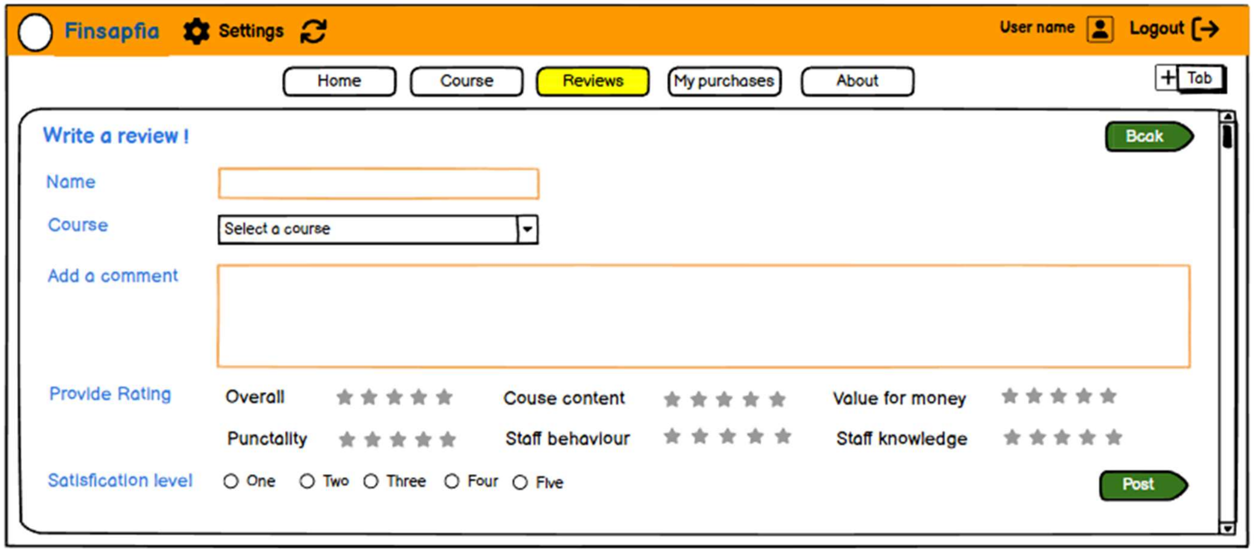


Fig 13.3

FR-014_Create my purchases tab for customer:

1) Once customer clicked my purchases tab from main tabs the list of purchased courses by the customer should be fetched from transaction database with course description image, course name with progress bar for completion. Also view course content button should be placed for all the purchased courses. At the corner search bar for purchased courses should be placed. Fig 14.1

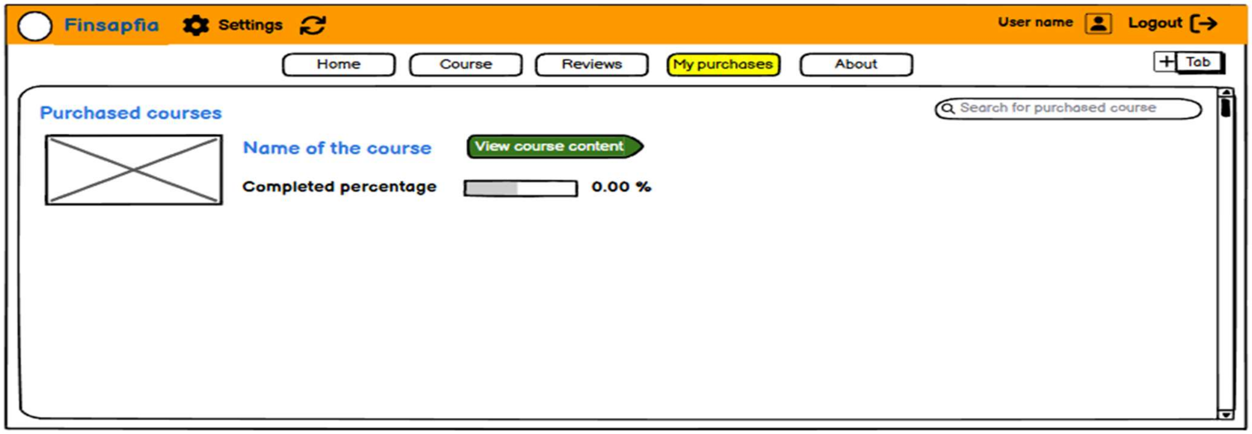


Fig 14.1

2) If the customer selects the view content for the course, then new page should be opened with the name of course at the top. Below that title of the content with view content button for the particular topic should be created.
3) Also the status (completed, in progress, not completed) should be displayed with all the course content with different color for all the status. Fig 14.2

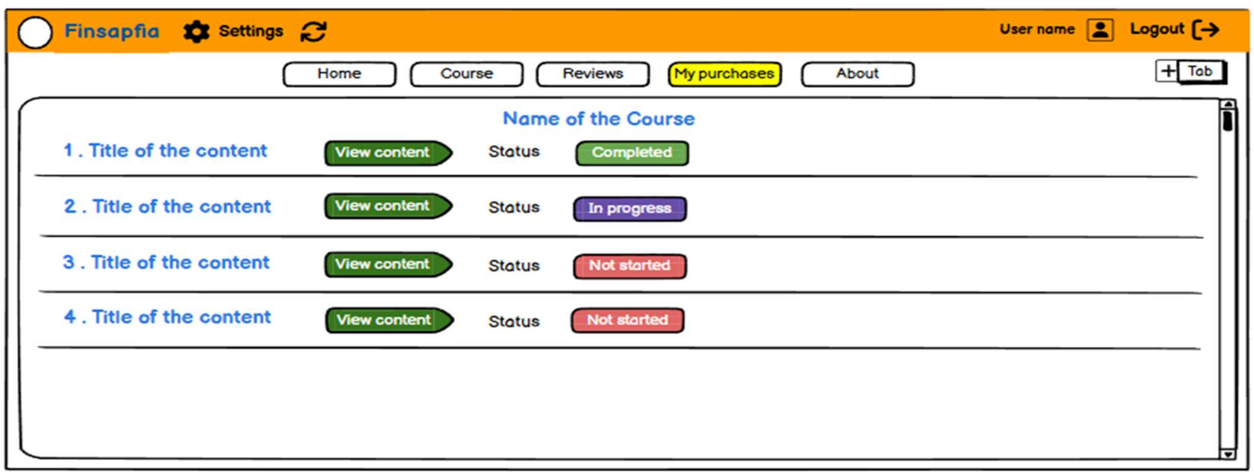


Fig 14.2

4) Once the view content button should be clicked the page should re direct to the content part.
5) In this page title of the content and description about the topic should be shown. Video content should be displayed in the middle once clicked it must be played in the internal vide player at the application. Pause and volume adjuster should be included for the video player with full screen mode option also.
6) On the right side of the player, the make notes text box should be included. If learner prefers to add any notes for the learning purpose they can add it in this text box. Save button should be included to save the notes for the database.
7) Below that under materials title pdf and image with link to view and download should be included. If the learner clicks the link then the content must be popped up and shown. If the learner clicks the download button then the file needs to be downloaded and stored to internal storage of the learner.
8) Below that mark as completed button should be placed. Once learner clicks the button on the progress bar the status must be changes to completed. If the user clicks the back button with clicks the mark as completed then the status on the progress bar must be displayed as in progress. The overall interface is shown in Fig 14.3

Fig 14.3

FR-015_About tab for customer and employee:

1) For that separate main tab should be created in the title of "About" for both employee and customer login.
2) When user clicks that it should show the details about the application and if any updates coming in the future this must be noted here with the futures of the particular update.
3) This input should be decided by the developer team and mention it in this tab.

6 Appendices

6.1 List of Acronyms

6.2 Glossary of Terms

1) User – The person who uses finsapfia application.
2) Employee – The person who works in finsapfia.
3) Customer, learner – Who purchases the course or use the finsapfia to learn the course

6.3 Related Documents