Software Requirements Specification

CFS Project

March 5th, 2021

1.2

ATTN: This is Phase 1 of the Project
Phase is [here](#) but incomplete

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Revisions

Version	Primary Author(s)	Description of Version	Date Completed
1.0	Abdul	Initial Version	

Review & Approval

Requirements Document Approval History

Approving Party	Version Approved	Signature	Date
Abdul			
Youssef			

Requirements Document Review History

Reviewer	Version Reviewed	Signature	Date

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1. Introduction

1.1. Purpose:

CFS is a Customer Feedback System used for stores to capture Feedback from live customers when visiting a branch or a store.   The application will be a SAAS based app in order to allow its implementation for each customer.

CFS has 2 mains components:
- ○ Frontend Using React Native, so it can run on both Android and IOS.
- ○ Backend using Laravel - The Back End has 2 main components
  - ■ An Admin for the End Customer
  - ■ A Super Admin to create new Customers and manage the entire platform - named below Master Control

CFS is intended to be extremely flexible in order to allow end users to build their own Front End Surveys dynamically.

2. General Description

2.1. Product perspective:

CFS will be implemented by organizations such as Banks, Telco Operators, etc etc. The main purpose is to offer the flexibility required to collect feedback from Customers while doing a transaction or asking an Agent at a Counter.

The front end will be based on Android Tablets in the initial phase.

Kiosk Mode.

2.2. Product features:

- ● FrontEnd
  - ○ Design Dynamically the Front End
  - ○ Button Top Right - With Feedback Icon
  - ○ Questions set in Admin - Displayed in Frontend
  - ○ Satisfaction Levels.
  - ○ Multi Language
  - ○ Branding
  - ○ Offers displayed while Tablet not used
  - ○ Secured Logins
  - ○ Autoboot on Tablet
  - ○ Sliding

- ● Backend
  - ○ SaaS based
  - ○ Multiple Admins levels based on access.
  - ○ Reporting with Dynamically defined Graphs and Boxes
  - ○ Account Settings

- ○ Multiple Roles & Users
  - ○ Permissions
  - ○ Ratings Definition
  - ○ Questions / Ratings Creation

- ● Master Control - SaaS

3. Front End Interface

The Front is by default empty and its content depends on what the Admin selects in the back end.

The Administrator will first define the **number of languages** he wants the Survey to work with. This is key as it will be used later.

The Admin will also define a Template for the Company. The Template basically defines the Header and the Footer. The body of the Page (CONTENT) will be defined when creating a page. See image below

The concept is as follows:

The user will define each page in the Admin Side. Then decide the content of each page and the number of Pages.

A **SURVEY** is a set of Pages.

Admin first click to create a Survey and then follow the process.

When a Page is added to the Survey the user must specify who is measured

- ● Employee/ Agent
- ● The Service (Example: too expensive, waiting time, service not available, ….)
- ● Environment (Clean, Health aware, ….
- ● None - None of the above

In this phase we will have 1 Question per Page only

A Page is defined by pulling elements predefined in the System. These elements can be

- Smileys
  - When admin adds Smileys, then he must answer parameters to define Smiles as below
  - He adds also a Title for this question
- Scroll down menus
  - When admin adds Smileys, then he must answer to define Smiles as below
- Text space
  - Admin will only put the title.

Smileys

- Number of Smileys minimum 2 max 10
- Text for each level and per language
- Images pre defined in Template Mode
- Example - Each Image is defined in the creation of the Object
- Can be used as conditions = YES
- Smiley Score

Very Unhappy   Unhappy   Neutral   Happy   Very Happy
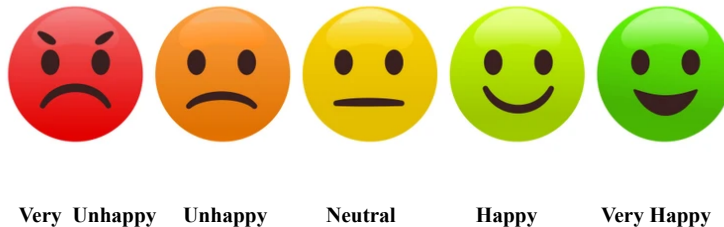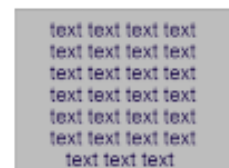
Scroll down menus

- Define Titles
- Define list of info / per language
- Can be used as conditions = YES
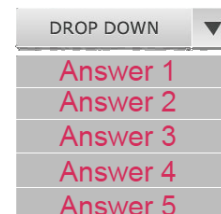
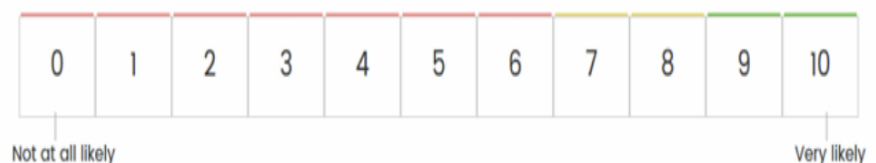## Text request

- Tex Zone
- Can be used as conditions = NO

Numbered / Ladder

- Boxes from 0 to 10.

BackEnd has the following Menus

- Global Setup
- Branding
- Ratings Templates Pages
- Surveys
- Reporting / Dashboard

Global Setup
- Users
  - Create Roles (Role Name, Access Rights admins,,... MENUS
    - Admin and Agents roles are created by default
    - Manager Level
  - Creates Users
    - Roles
    - First Name
    - Last Name
    - email
    - Employee ID
    - Picture
    - Branch
    - Password / Reset Password

- Branches
  - Name
  - Country
  - City
  - Picture
  - Manager
- Devices
  - Mac @
  - Branch
- Company Info (Admin just add URL)
  - FB
  - Instagram
  - Twitter
  - LinkedIN
  - Logo (Upload Company Logo - Will be used on top left side of Admin)
  - Week Starts (Sunday or Monday)

Branding
Branding are like offers from the company. They are simply a list of pictures uploaded here.
- Users select a picture from URL or PC to upload.
- User can Add or delete pictures
- User give an order number to each pictures
- Shows as Table per order

Ratings, Template, Pages

- Ratings
  - User defines all the Ratings Inputs
    - Smileys - ScrollDown Menus - Text (See above)
- Template
  - User Build up Each Page without the Content
  - User can select the following
    - Logos, Agent Picture, Agent Name, Current time, Branch Name
    - User position these elements in the template. Choices are as follows
      - Header or Footer
      - Left - Right - Center
- Pages
  - User build a page using a Template and then choses the Rating to be on the Page
  - A page can have a conditions based on previous Rating (PRevious Page)
  - If Rating below = 3 then page will display otherwise not
  - When a Page is added to the Survey the admin must specify who is measured

- Sequence / Full Poll
  - Sequence or Full Poll consist in selecting the orders of the Pages to be played
-

Example of building a Rating with Smileys

Surveys

Suvey is a list of predefined pages a Survey has a name
Only one Survey can be active at a time

Reporting

All reporting is required to be flexible.

The following is a lost of predefined Dashboards and reports
The admin can define which Roles is able to access each of the predefined Dashboards

Polls are results of surveys

Dashboard Top Management

- Total number of Polls Completed
  - Today [Box]
    - Total Polls
    - Average Scores
    - Nb Agents surveyed
  - Current Week (Sunday to Saturday) [Box]
    - Total Polls
    - Average Scores
    - Nb Agents surveyed
  - Current Month [Box]
    - Total Polls
    - Average Scores
    - Nb Agents surveyed
  - Year to Date (From Jan) [Box]
    - Total Polls
    - Average Scores
    - Nb Agents surveyed
  - Since Jan - Branches Scores Year to Date   [Graphs]
    - X Axis = Branch Names
    - Y Axis = Average Score
  - Current Month - Branches Average Scores Year to Date [Graphs]
    - X Axis = Branch Names
    - Y Axis = Average Score
  - Current Week - Branches Average Scores Year to Date [Graphs]
    - X Axis = Branch Names
    - Y Axis = Average Score
  - Top 3 Agents
  - Top 3 Branches
- Average Score - GLOBAL
- Current Number of Agents **ONLINE**
- Average Ratings per Branch
- Number of Completed Surveys PER Branch

There will be 6 Dashboards predefined in total as predefined. However Admin must be able to build its own dashboard and attach a Role to it. There will be Dashboards for

- Admin
- Branch Managers
- Marketing
- IT
- Agent

Example of Dashboards

Dashboard

TODAY	WEEK	MONTH	POLLS CM
POLLS: 107	POLLS: 320	POLLS: 1380	DAILY avg: 70
AVERAGE: 4.2	AVERAGE: 4.3	AVERAGE: 4.1	TOTAL: 1270
			4 & 5: 78 %

Dashboard
Global Setup
Branding
Ratings / Template
Surveys

Agents

Roles
4

Branches Average Ratings

Polls per Branch

Other Examples:

MANAGEMENT DASHBOARD

TODAY	WEEK	MONTH	POLLS CM
POLLS: 62	POLLS: 145	POLLS: 1380	DAILY avg: 70
AVERAGE: 2.9	AVERAGE: 4.2	AVERAGE: 4.0	TOTAL: 1270
			4 & 5: 78 %

MONTH TOP TEAMS		PREV. MONTH		YEAR TO DATE	
AL QUOZ	4.4	BUR DUBAI	4.5	AL QUOZ	4.3
FUJEIRAH	4.4	AL QUOZ	4.2	DEIRA	4.1
BUR DUBAI	4.3	DEIRA	4.2	BUR DUBAI	4.1

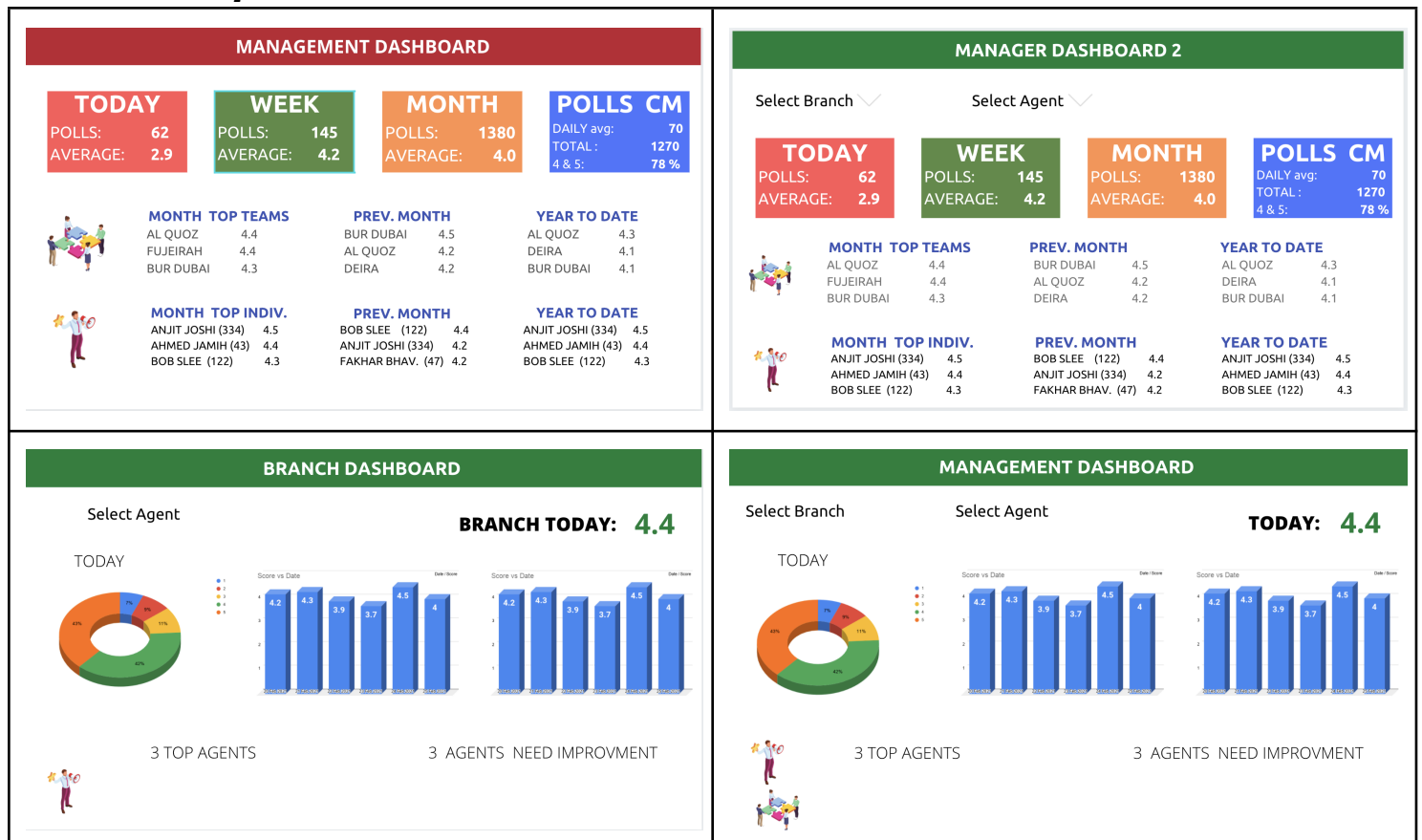| MONTH TOP INDIV.		PREV. MONTH		YEAR TO DATE	
ANJIT JOSHI (334)	4.5	BOB SLEE (122)	4.4	ANJIT JOSHI (334)	4.5
AHMED JAMIH (43)	4.4	ANJIT JOSHI (334)	4.2	AHMED JAMIH (43)	4.4
BOB SLEE (122)	4.3	FAKHAR BHAV. (47)	4.2	BOB SLEE (122)	4.3

MANAGER DASHBOARD 2

Select Branch   Select Agent

TODAY	WEEK	MONTH	POLLS CM
POLLS: 62	POLLS: 145	POLLS: 1380	DAILY avg: 70
AVERAGE: 2.9	AVERAGE: 4.2	AVERAGE: 4.0	TOTAL: 1270
			4 & 5: 78 %

MONTH TOP TEAMS		PREV. MONTH		YEAR TO DATE	
AL QUOZ	4.4	BUR DUBAI	4.5	AL QUOZ	4.3
FUJEIRAH	4.4	AL QUOZ	4.2	DEIRA	4.1
BUR DUBAI	4.3	DEIRA	4.2	BUR DUBAI	4.1

MONTH TOP INDIV.		PREV. MONTH		YEAR TO DATE	
ANJIT JOSHI (334)	4.5	BOB SLEE (122)	4.4	ANJIT JOSHI (334)	4.5
AHMED JAMIH (43)	4.4	ANJIT JOSHI (334)	4.2	AHMED JAMIH (43)	4.4
BOB SLEE (122)	4.3	FAKHAR BHAV. (47)	4.2	BOB SLEE (122)	4.3

BRANCH DASHBOARD

Select Agent   **BRANCH TODAY:** 4.4

TODAY

Score vs Date   Date / Score   Score vs Date   Date / Score

4.2 4.3 3.9 3.7 4.5 4   4.2 4.3 3.9 3.7 4.5 4

3 TOP AGENTS   3 AGENTS NEED IMPROVMENT

MANAGEMENT DASHBOARD

Select Branch   Select Agent   **TODAY:** 4.4

TODAY

Score vs Date   Date / Score   Score vs Date   Date / Score

4.2 4.3 3.9 3.7 4.5 4   4.2 4.3 3.9 3.7 4.5 4
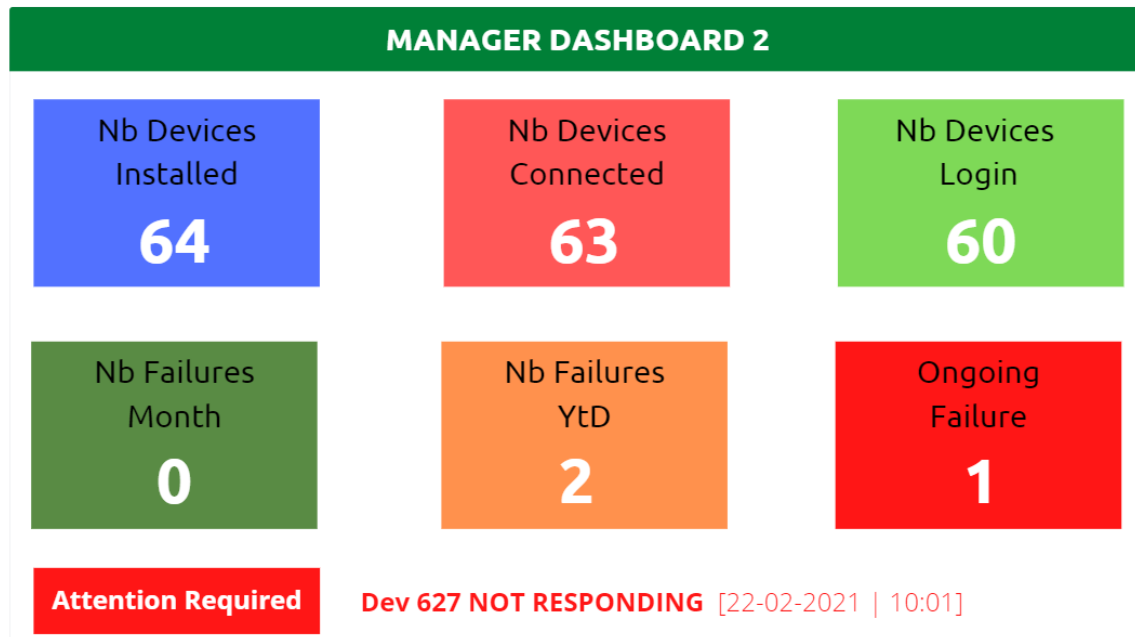
3 TOP AGENTS   3 AGENTS NEED IMPROVMENT

Technical **Dashboard**

Admin can see the Dashboard below to ensure that there is no issue with the Tablets.
When a tablet is switched off it should updates its state before disconnecting.

Remember that tablets are updating their status every 30s. The update is done by adding current time to their table. Any timing older than 60s means the tablet is offline

MANAGER DASHBOARD 2

Nb Devices Installed	Nb Devices Connected	Nb Devices Login
64	**63**	**60**

Nb Failures Month	Nb Failures YtD	Ongoing Failure
0	**2**	**1**

**Attention Required**   **Dev 627 NOT RESPONDING** [22-02-2021 | 10:01]

5. Logic

Tablets with Android App are connected to Wifi and loading info to Database on all Surveys.
Initially, the Tablets will first open a DB connection to pull information about itself. It will use its MacAddress to check its own Configuration.

Configuration contains:
- Country Name
- Branch
- Logic Number
- MAcAddress

WiFi

INTERNET

Back-End Server
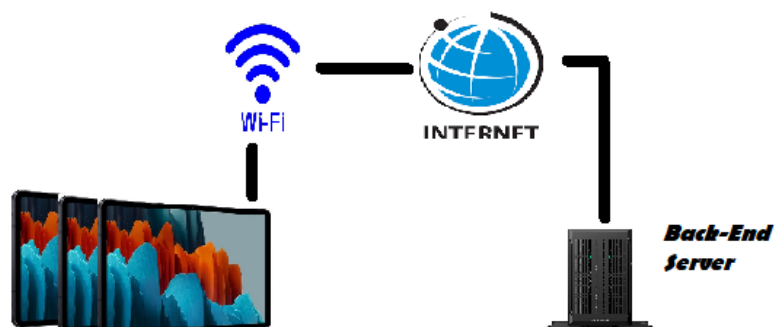
IMPORTANT: As soon as a Tablet is online it must update it status so we know the tablet is online. Tablet should update its status every **30s.**

The first windows that will show is a Login Window where the Agent connects with Id/Password. Id Password are defined on the backend by admin for all Agents.
Once the Agent is login, the Survey will start.

 Tablet will first show pictures like Ads that are predefined in Admin. The Ads will rotate in a circle on all defined pictures which are attached to the Logic Number of the Tablet.

If a User touch the tablet then the Survey starts

At the end of the Day Agents and Branch Managers receive a summary email
- Average Score of the day - Top and bottom
- Week to date
- Month to Date

Conditions of delivery

- **Code must be delivered on a daily basis via push on the Git Hub**
- **Code quality will be checked on a daily basis**
- **Payment will be 100% at completion and bugs corrected**

- Deliver all source code
- Deliver the APK too
- Deliver the Laravel Part

Quality is Key and project will be cancelled if quality is unacceptable

Thanks