IRES

Electronic Receptionist

Project Vision Document

Version 1.4

9/24/2024

Revision History

Revision	Date	Author	Reviewed By	Summary of Changes
1.2	9/12/2024		Prof. Laily	Included chapters 1, 2, 6, 7
1.4	9/26/2024		Prof. Laily	Included chapters 3,4,5

Document Approval List

Version	Approved By	Signature	Date
Project Summary Template	Prof. Laily		September 12, 2024
Minutes of Meeting 1	Prof. Laily		September 13, 2024
High Level Requirements	Prof. Laily		September 19, 2024

Document Distribution List

Version	Name of the Receiver/Group	Date
1.2	Tomer Edelman, Margaret Terechtchenko, Ryan Tran, Berlean Gregori, Akeen Zhong	9/12/2024
1.4	Tomer Edelman, Margaret Terechtchenko, Ryan Tran, Berlean Gregori, Akeen Zhong	9/26/2024

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1 Introduction

1.1 Purpose

This project vision document's purpose is to outline IRes' strategic goals and technical objectives for developing an electronic receptionist application. The application will electronically automate visitor check-ins, streamline appointment management, and improve security by digitizing the services a traditional front desk receptionist would have. This document will serve as a guide to inform stakeholders on the project's direction, clarify desired outcomes, and ensure that the project's development process sticks closely to our organization's goals.

1.2 Scope

This Vision Document applies to the Electronic Receptionist System application, which will be developed by the IRes team. The Ires team will develop a tablet-based application that will be placed at building entrances and lobbies, allowing visitors to check in seamlessly. The application will store the visitor's inputs such as entry time, purpose of visit, and visitor information. This data will be stored securely and accessible by an authorized administrator to track entries and monitor visitor activity.

1.2.1 In Scope

- A user-friendly interface on tablets for visitors to enter their details, select the purpose of their visit, and confirm appointments.

- Secure collection of visitor information, including name, time of entry, purpose, and appointment details.

- Reporting feature to allow authorized personnel to view data on who has entered the building, when, and for what purpose.

1.2.2 Out of Scope

- Integration with building security systems such as CCTV, facial recognition, or biometric authentication.

- A dedicated mobile application or responsive mobile interface for visitor check-in outside of the tablet system.

1. 3 Definitions, Acronyms, and Abbreviations

<This subsection provides the definitions of all terms, acronyms, and abbreviations required to properly interpret the Project Vision document. This information may be provided by reference to the project's Glossary>

This section explains all of the terms and abbreviations that are being used in this document, for those who are unfamiliar with them. Not everybody who reads this document will understand all of the terms, so this section is helpful.

Term	Explanation
receptionist	A person who assists administration that often works near the entrance. Common responsibilities include greeting guests / clients, booking appointments and answering questions in person or on the phone and providing guests / clients with paperwork.
CCTV	Closed-circuit television, commonly used for surveillance purposes
check-in	Announcing one's arrival to the business or end user
biometric authentication	Verifying one's identity using their unique biological properties. Examples include fingerprint and retina scans, and facial recognition
automation	The act of using technology or applications, aiming to reduce the need for human intervention
AI	Artificial intelligence, a term used for technology capable of performing advanced features that resemble human intelligence

1.1 References

<This subsection provides a complete list of all documents referenced elsewhere in Project Vision. Identify each document by title, report number if applicable, date, and publishing organization. Specify the sources from which the references can be obtained. This information may be provided by reference to an appendix or to another document>

Reference File Name	Version	Description

This section also contains links to all other places that were referred to in this document. These may include:

- *Web sites*
- *URLs or network locations*
- *Research done for similar products*

Name	Link

SWOT Analysis	https://www.businessballs.com/strategy-innovation/swot-analysis/)
The Receptionist	https://thereceptionist.com/product/

2 Positioning

2.1 Business Opportunity

< Briefly describe the business opportunity being met by this project >

The business opportunity with IRes can improve visitors and deliveries like parcels or food interactions while reducing long wait times and inefficiencies. Since IRes is an electronic receptionist, it solves a lot of problems associated with human receptionists.

In most buildings, visitors are greeted by a human receptionist, who often must manage multiple tasks at a time, such as handling several visitors and verifying whether a business is accepting guests all while ensuring security. With IRes, visitors simply check in using a tablet at the front of the building where a receptionist would be, providing details about who they are meeting, the floor they need access to (if applicable), and the reason for their visit. The business is then notified via text message, allowing them to decide to give entry.

2.2 Problem Statement

< Provide a statement summarizing the problem being solved by this project. The following format may be used>

IRes is an electronic receptionist that would make visitors' or delivery agents' lives a lot easier. It will reduce the probability of additional wait time, miscommunication or a mistake.

The Problem of	<Describe the problem> Human receptionists can make mistakes, can get overwhelmed leading them to get stressed out easily, they must manually check in visitors and ask business/companies if allowed access, probably may have limited availability since they're human plus additional costs like paying a salary and benefits.
affects	<Who are the stakeholders affected by the problem> Businesses, visitors, delivery agents, and administrative staff.
the impact of which is	<what is the impact of the problem> There might be long wait times for visitors, might have problems handling deliveries, receptionists might be getting into arguments frequently resulting in high blood pressure, and security risks due to human error.
a successful solution would be	<list some key benefits of a successful solution> 1. IRes would fix a lot of human errors. 2. Shortening wait time. 3. Ensuring secure visitor access. 4. Minimizing workload. 5. Saving on business costs. 6. Increase overall company productivity.

Table 1 Problem Statement

2.3 Product Position Statement

< A product position statement communicates the intent of the application and the importance of the project to all concerned personnel >

The intent of the product is to minimize physical contact while checking in visitors into office/company buildings.

For	<target user> Businesses, Visitors, Receptionists, and Building Administrators.
Who	<statement of the need or opportunity> The opportunity is to replace human receptionists with a tablet at the front of the building where a receptionist would be, providing details about who they are meeting, the floor they need access to (if applicable), and the reason for their visit. The business will be notified straight away with a text message, allowing them to decide whether to give entry. Ensuring faster communication, and improved visitor handling.
The IRes <Electronic Receptionist>	is an Electronic Receptionist.

That	<statement of key benefit; that is, what is the compelling reason to buy> 1. Reducing operational costs. Save money. 2. Doesn't need availability. Don't need to worry if it can work certain days. 3. Visitors don't need to be overwhelmed. You don't need to worry about visitors feeling stressed. 4. Ensuring faster communication. Less wait time for visitors.
Unlike	<primary competitive alternative> The primary competitive alternative is traditional human receptionists.
Our product	<statement of primary differentiation> IRes provides fast check-ins unlike traditional human receptions. The electronic receptions give, paperless solution, fewer check-ins' steps, ensuring security, less wait time, no breaks, and no vacations. In the future AI could be added for easier interactions with visitors. It also keeps visitors' history for future reference.

Table 2 Product Position Statement

2.4 SWOT Analysis

<Reference: https://www.businessballs.com/strategy-innovation/swot-analysis/)

The below SWOT Analysis clarifies the Strengths/Weaknesses/Opportunities/ Threats associated with investing in developing IRES as an Electronic Receptionist at the entrance to the buildings.

Strengths	Weaknesses
Internal Stakeholders can develop back-end, front-end, user interfaces, database management for mobile apps that function well for IRes. The implementation of digital receptionist can reduce the labor costs in the long run.	Initial Setup costs and time for data integration from all the offices and units located in the building might be high.
IRes can provide the digital receptionist for the variety of industry not only building	The IRes may pose concerns about system dependency, the system can be

management (corporate offices, hotels, hospitals, shopping centers)	disrupted once the system fails or network issues.
Data Integration for real-time updates, which can facilitate the operation as well as enhance efficiency and security for people working in the building.	Visitors and staffs, building management may take time to learn and use the app.
Opportunities	**Threats**
The concept of complete Electronic Receptionist has not been widely used in Canada and other developed countries for the multi-purposes building and commercial places.	Rapid changes in technology required the continuous learning and development from developers to constantly update the app for having the up-to-date systems and features.
The demand for automation, high security of data, convenience and AI is increasing along with the launch of new buildings, business centers, shopping malls.	Data protection regulations and cybersecurity risks could increase the costs for compliance or limit the app functionality.
The high potency to be researched and developed customizable features for different industry like hospital, travel places, hotels.	Certain businesses and buildings are still resistant to use digital systems

3 Stakeholder and User Descriptions

< This section provides a profile of the stakeholders and users involved in the project, and the key problems that they perceive to be addressed by the proposed solution. It does not describe their specific requests or requirements as these are captured in a separate stakeholder requests artifact. Instead, it provides the background and justification for why the requirements are needed>

3.1 Stakeholder Summary

< There are a number of stakeholders with an interest in the development and not all of them are end users. Describe and list the project stakeholders>

Stakeholder Name	Represents	Role
Businesses	Businesses represents where our product will be sold to	The Role this stakeholder represents is our customer
Building Administrators	Building Administrators Represents the managers of where our product is set up	The Role this stakeholder represents is the property owner where our product is installed and interfaced with
Visitors	Visitors represent the people interacting with our product	This Role Represents end users

Table 3 Stakeholder Summary

3.2 User Summary

< Present a summary list of all identified users of the system >

User Name	Description	Responsibilities	Stakeholder
Pearle Vision EyeCare	Perle Vision Eyecare is a customer to our system	Initializing Installation and location Communication for visitor entering Manage business profile	Business
Jannet	Jannet is the building administrator	Adding the business details into building IRes (location, directory, hours of operations, etc.) Generating employee keys and logins to the system to grant access of entry Generate daily entry report for security purposes using database	building administrator

User Name	Description	Responsibilities	Stakeholder
Bob	Bob Is a customer of Pearle Vision and is going for an eye exam	Interact with our products software Logging user information on entry	Visitor
Candice	Candice works as an optometrist for Pearle Vision	Receiving Notifications form our software Logging Employee information on entry	Visitor
Denis	Denis works as a UPS driver and he's delivering a package	Interacts with our system Loggin information to system	Visitor
James	James is the general building of the manager	Secure the logins and database of businesses and users. Generate and manage entry keys for visitors Identify abnormal entry activities through reports.	Building administrator
Louis	Louis works as UberEATS delivery	Interact with the system. Adding basic identity information Providing the receiver information and destination	Visitor

Table 4 User Summary

4 Stakeholder Requirements

< Categorize and list the requirements from the perspective of the business stakeholder and potential system users >

ID	Requirement	Stakeholder
1.	Visitors will be able to send requests to the business/companies for entry.	Business
2.	Building Administrators can track visitor logs for security.	Building Administrators
3.	Visitors, Delivery Companies, and employees is required to complete the check-in process upon arrival for entry into the building	Visitors, Delivery Companies, employees

Table 5 Stakeholder Requirements

5 System Features

< List and briefly describe the system features. Features are the high-level capabilities of the system that are necessary to deliver benefits to the users. Avoid design. Keep feature descriptions at a general level. Focus on capabilities needed and why (not how) they should be implemented >

ID	Feature	Stakeholder Requirement ID
1.	Users should be able to enjoy a seamless and quick check-in experience through a mobile app, reducing frustration and saving time.	3
2.	Administrators should be able to easily manage visitor logs, track real-time data, and generate detailed reports	2
3.	Users should also be able to check-out using the application upon exiting the building.	3

Table 6 System Features

6 Assumptions

- *Companies will have access to electronic devices (smartphones, tablets, laptops, etc.).*

- *Stable internet connections will be available.*
- *Businesses will experience constant visitation.*
- *Users will be familiar with basic mobile and web applications.*
- *The operating device will remain stable and accessible.*

7 Constraints

- *The application must work across devices depending on what the individual location has.*
- *The application will need an internet connection.*
- *The software must be able to be made in 15 weeks.*
- *The application must be able to be used intuitively.*
- *The application must communicate with users (Text, onscreen displays, etc.).*