Concept Document

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Context

This document is used to refer to the initial concept/ idea on how to solve the problem that SVb tasked us to do. The problem is that the pension department of SVb is using WhatsApp video call on a tablet to determine if the retirees that are living abroad are still alive. They want to eliminate the part where they have to make the video call on a table. They prefer it to be on the PRAS desktop application. This document is meant for all the stakeholders, for technical and non-technical. To agree on the initial idea of the project.

Concepts

There are 2 concepts that I came up with while doing a bit of research on the video call system.

Concept 1

The first concept is about using WhatsApp to video call from the PRAS app to the retiree's mobile WhatsApp.

Concept 2

The second concept is designed to create a room or meeting for the SVb employee and retiree, to join the video call. The SVB employee will automatically join the room or meeting when they click the video call button. The retiree will be able to join through the link provided via email, SMS, and WhatsApp. This is similar to a 'Teams' and 'Zoom' meeting.