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# Active chat monitoring and suspicious chat detection
## Vision

**Version 1.0**

# Revision History

| Date | Version | Description | Author |
|---|---|---|---|
| 18/03/2018 | 1.0 | Specifications added | Alvaro |
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# Table of Contents

# Vision

## 1. Introduction

The purpose of this document is to collect, analyze, and define high-level needs and features of the Active chat monitoring and suspicious chat detection. It focuses on the capabilities needed by the stakeholders and the target users, and **why** these needs exist. The details of how the Active chat monitoring and suspicious chat detection fulfills these needs are detailed in the use-case and supplementary specifications.

### 1.1 Purpose

The purpose of this document is to collect, analyze, and define high-level needs and features of the Active chat monitoring and suspicious chat detection.

### 1.2 Definitions, Acronyms, and Abbreviations

All the terms will be defined in the Project_Glossary.docx document.

### 1.3 References

This document references:

- Project_SupplementarySpecification.docx

- Project_UseCaseModel.docx

- Project_Glossary.docx

### 1.4 Overview

The rest of this document focuses on detailed explanations of why the Active chat monitoring and suspicious chat detection system is needed for the stakeholders/users (that will be described also) and finally the requirements that the system has to fulfill.

## 2. Positioning

### 2.1 Problem Statement

Nowadays with the growth of technologies it has become a danger the fact of being connected to the network, this system will focus online chats, where people don't know who is sharing private information with, because of this our system will ensure real-time tracking of chats, suspicious behaviors will be reported to an administrator and will be studied and if needed, a solution will be carried out such as banning suspicious accounts.

| The problem of | Detecting suspicious behaviors in live chats |
|---|---|
| affects | Chat Members, Chat Administrator |
| the impact of which is | Reduce the danger when sharing information |
| a successful solution would be | When a suspicious behavior is found, notify the administrator which will have the final decision. |

### 2.2 Product Position Statement

In the context of live chats, our system purpose is to be added to every single chat as a feature to provide more security to their users.

| For | Any online chat interested. |
|---|---|
| Who | Need an automatic and easy way to keep track of suspicious behaviors. |
| The Active chat monitoring and suspicious chat detection | Is a tool which allows to keep track, in real time, the suspected behavior of users. |
| That | Reports to an administrator suspicious behavior. |
| Unlike | Online chats without security tools. |
| Our product | Will be accurate, easy to use and efficient. |

## 3.     Stakeholder and User Descriptions

### 3.1     Stakeholder Summary

| Name | Description | Responsibilities |
|---|---|---|
| Online chat Managers | People which has built a chat application but it has the previously mentioned security problem and want to integrate our tool to their chats. | Are in charge of keep the chat working for the users and ensure them their chat quality. |

### 3.2     User Summary

| Name | Description | Responsibilities |
|---|---|---|
| Chat Members | Regular users which will connect to the chat to talk with other users. | Interact with other users exchanging words also report non-polite or forbidden behaviors. |
| Chat Administrator | Person in charge of keeping track of the chat. | Detect bad behaviors and depending on the situation, notify the users via email or in the worst case delete their accounts. |

### 3.3     User Environment

#### 3.3.1     *Users*

The system will be operated by an average of 25 concurrent users.

#### 3.3.2     *Collaboration*

Several people can be involved in the tasks that could be performed through this application module, i.e. Suspicious behavior can be detected by third party members such as regular users and processed by the administrator.

### 3.3.3   Infrastructure

The OS Platforms on the user side are various versions of Windows with the latest service packs. The application will run on IE 5.0 or greater with the latest service packs.

In the future, mobile client compatibility shall be offered.

On the server side, the module should run on any platform supporting a MYSQL database.

## 4.    Product Requirements

- The users can log in, if they don't have an account to the chat they may create it.

- In case of incorrect user an error page will show up with the error 404.

- Once logged in a user can write messages, see other users connected and report bad behavior.

- The chat messages will contain the user name and the time to identify who has made that message and when.

- The administrator will have his own rights and will be differentiated from regular users, that is, the administrator will be allowed to use the chat, ban accounts and send messages to users warning their bad behavior.

- The administrator is allowed to delete messages from the chat and create a list of forbid words that the users will not be able to use (this list will be shown in the chat page).

- If a user tries to submit a message containing a forbidden word the system won't let him and will notify him with a message on the screen.

- In case a user has a warning message if he keeps submitting offensive messages he will be banned.