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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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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 and report bad behavior.

- The chat messages will contain the user name to identify which user made the comment.

- 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, See the all the existing users, ban accounts and send messages to users warning their bad behavior.

- The administrator is allowed to create, update and delete 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.

- All the data will be updated in real time and without user interaction that is, messages will be seeing by all the users and when a new user logs in the rest of the users will see it and when a user leaves the chat the same.

- If any operation fail the correspondent failure will be handle by the system.