~~Call Frequency Portal~~ Call Compliance Portal

Version 2

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# Revision History

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| --- | --- | --- | --- |
| **Date** | **Description** | **Author** | **Comments** |
| 08/30/2016 | Draft | L. Stutz | Initial Draft |
| 9/15/16 | Draft updated | L. Stutz | 3.1.1 Added Wireframes |
| 9/19/2016 | Version 1 | Laura Sitarski and other Stakeholders | 1. Revised introduction;  1.2 Revised to “In Scope”  1.3 Added “Out of Scope (Phase 2)  1.4 Revised section  3.1.1 Revised/Add Wireframes  3.2.1 Added functional requirements  3.3 Revised Use Case |
| 11/29/2016 | Version 2 | Leslie Stutz | Updated Title Page;   * 1. – Revised   2. - Revised statement and added 24 Hr Cooldown (now Tab 3); Revised Tab 4; added Global DNC page Tab 5); revised Admin page (now Tab 6); added Search Feature.   2.5 – Dependencies |
|  |  |  |  |

# Document Approval

The following Software Requirements Specification has been accepted and approved by the following:

|  |  |  |  |
| --- | --- | --- | --- |
| **Signature** | **Printed Name** | **Title** | **Date** |
|  | <Your Name> | <Your Title> | Current date |
|  |  |  |  |
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# 1. Introduction

As a large part of Ultimate Medical Academy’s (UMA) business is conducted over the phone, UMA is required to abide by ever changing telecom regulations. UMA has leveraged different functions within a variety of enterprise solutions to meet those regulations, and to encourage a satisfactory student experience. This has caused some phone numbers to be added to one or more of the lists maintained by UMA to limit or prohibit additional outreach to the number. One of those lists is of numbers that have been called a pre-determined amount of times in a day, with the purpose being to block further outreach to that number for the remainder of the day. In some cases, UMA has a legitimate, compliant need to call the number despite its presence on this list. UMA needs a solution that will give selected personnel the ability to “override” the daily dial cap on a phone number; create a “ white list” of phone numbers that should not be blocked due to justifiable business needs; and provide historical reporting of unblock call actions taken.

## 1.1 Purpose

The purpose of this document is to provide the business and development requirements of the Call Compliance Portal for Greg Mueller, Jeremy Wilson, Cathy Cantidate, Brian Roos, Robert Johnson, Laura Sitarski, Lindsay England and other UMA Business and IT stakeholders.

## 1.2 In Scope (Phase 1)

The “Call Compliance Portal” (hereafter referred to as the “Portal”) will be web-based solution that will provide functionality to specific users that will allow for the temporary override of the daily dial cap (ddc) on outbound dialed numbers for the day, as well as allowing users to add legitimate telephone numbers that should never be capped and provide reporting on the data entered.

* The portal will be built in phases.
  + Phase 1 will consist of the creation of all architecture and integration.
  + Phase 2 will consist of the creation of the user interface
* The portal will have a login page/screen.
  + The Portal will utilize Active Directory (AD) authentication.
* There will be four functional tabs.
  + Tab 1: Number Unblock
    - This tab will give designated users the ability to temporarily override a blocked number for the remainder of the calendar day for an additional number of outbound dials.
      * The tab will include a formatted field to enter the “blocked” number.
      * The tab will include a dropdown field to capture the reason code/description why the block should be overridden
      * The tab will include a formatted field to enter Student Name or Employer Name
      * The tab will include a formatted field to enter the syStudentId (from CampusNexus) if the user is entering a Student Name.
      * The tab will include a text field to capture additional notes.
      * The tab will include a “save” button/function.
      * The tab will capture the user name, user ID, date & time, department of logged in user when entry is saved.
      * The tab will present error or informational messages including, but not limited to:
        + Telephone number block has already been overridden for the calendar day.
        + Telephone number has already been added to the White list.
        + Telephone number has not currently reached max dials for the day.
  + Tab 2: White List
    - This tab will give designated users the ability to add numbers to a list that should never be blocked from outbound dials.
      * The tab will include a field to enter the telephone number to be added to the white list.
      * The tab will include a field to capture additional notes.
      * The tab will include a “save” button/function.
      * The tab will present a validation message and require a secondary save if the number entered is a contact number on a student’s record.
      * The tab will capture the user name, user ID, date & time, department of logged in user when entry is saved.
      * The tab will present error or informational messages including, but not limited to:
        + Telephone number is currently on the White list.
        + Telephone number was previously removed from the White list.
  + Tab 3: 24 Hour Cooldown
    - The tab will include ability to enter a phone number
    - Entry of phone number will put a 24 hour block on outbound dials of number entered
    - Will be auditable, including phone number, date/time entered, date/time block expires, user who entered
  + Tab 4: Reporting
    - The tab will include a dropdown field of the reports available to the user
      * The tab will give designated users the ability to run reports on:
        + historical data of unblock call actions including but not limited to:

Date/Time; Phone Number; Student/Employer name; SyStudentiD; Director Name; Department; Reason Description; Notes

* + - * + Historical data on White List including but not limited to:

Date/Time; Phone Number; Director Name; Department; Details; Validation Override; VO Student; VO SyStudentiD

* + - * + Reporting data will be exportable to Excel
      * Flexibility to include additional reporting views of data as determined by business need
    - Report list will be driven SSRS directory
      * Assuming no report level security needed
    - The tab will include a multi-select field to select which users data the report will be run for.
    - The tab will include formatted Date Range fields.
    - The tab will include buttons for “Run”, “Reset” and “Export”.
    - The tab will display the results on the query within the GUI.
  + Tab 5: Global DNC page
    - The tab will include ability to manage Global DNC
    - Information presentation on last date/time sync
  + Tab 6: Admin
    - The tab will include ability to manage DDC
    - The tab will include ability to manage Reports
    - The tab will have role management functionality for the portal
    - The tab will use AD authentication to manage security roles
    - Ability to manage lists (number removal)
    - Future functions (Phase 2)
* Search feature
  + Search for number would perform action like tell you what list its on
  + Will be located in app header
* The Portal will be Secure
  + Applied via Active Directory
  + For Director Level and above.
  + The portal will have security applied so that only designated users will have access.
* The Portal will be integrated with I3 UMA Telecom Db.
  + Number Unblock and White list data will be consumable by i3 UMA Telecom Db.
* The Portal’s data will be auditable.
* The Portal will update the following system tables:
  + The I3 “UMA Telecom” database
    - CR\_BlockedNumber table (final name TBD) – an exception flag to be set on the specified record.
    - CR\_WhiteList table (final name TBD) – record written to the table
  + Other Databases as determined (Phase 2)

## 1.3 In Scope (Phase 2)

Phase 3 will consist of user interface development and integration to the architecture for the portal.

## 1.4 Out of Scope (Phase 3)

The Portal may be used to house SMS Text Management solution. This will be a Phase 3 Item and is currently outside the scope of the initial development.

## 1.4 Definitions, Acronyms, and Abbreviations

* AD – Active Directory
* Db - Database
* DDC – Daily Dial Cap
* DW – data warehouse
* I3 – Interactive Intelligence, Inc. telephony system
* ODS – Operational Data Store
* SSRS – SQL Server Reporting Services
* UMA – Ultimate Medical Academy
* VO – Validation Override

## 1.5 References

*This subsection should:*

*(1) Provide a complete list of all documents referenced elsewhere in the SRS, or in a separate, specified document.*

*(2) Identify each document by title, report number - if applicable - date, and publishing organization.*

*(3) Specify the sources from which the references can be obtained.*

*This information may be provided by reference to an appendix or to another document.*

## 1.6 Overview

*This subsection should:*

*(1) Describe what the rest of the SRS contains*

*(2) Explain how the SRS is organized.*

# 2. General Description

*This section of the SRS should describe the general factors that affect 'the product and its requirements. It should be made clear that this section does not state specific requirements; it only makes those requirements easier to understand.*

## 2.1 Product Perspective

*This subsection of the SRS puts the product into perspective with other related products or*

*Projects. (See the IEEE Guide to SRS for more details).*

## 2.2 Product Functions

This subsection of the SRS should provide a summary of the functions that the software will perform.

## 2.3 User Characteristics

This subsection of the SRS should describe those general characteristics of the eventual users of the product that will affect the specific requirements. (See the IEEE Guide to SRS for more details).

## 2.4 General Constraints

*This subsection of the SRS should provide a general description of any other items that will*

*limit the developer’s options for designing the system. (See the IEEE Guide to SRS for a partial list of possible general constraints).*

## 2.5 Assumptions and Dependencies

# 3. Specific Requirements

This will be the largest and most important section of the SRS. The customer requirements will be embodied within Section 2, but this section will give the D-requirements that are used to guide the project’s software design, implementation, and testing.

Each requirement in this section should be:

* Correct
* Traceable (both forward and backward to prior/future artifacts)
* Unambiguous
* Verifiable (i.e., testable)
* Prioritized (with respect to importance and/or stability)
* Complete
* Consistent
* Uniquely identifiable (usually via numbering like 3.4.5.6)

Attention should be paid to the carefully organize the requirements presented in this section so that they may easily accessed and understood. Furthermore, this SRS is not the software design document, therefore one should avoid the tendency to over-constrain (and therefore design) the software project within this SRS.

## 3.1 External Interface Requirements

### 3.1.1 User Interfaces



Wireframe 1 – Number Unblock



Wireframe 2 – White List



Wireframe 3 – White List w/Validation



Wireframe 4 – Reporting w/Unblock report view



Wireframe 5 – Reporting w/White List report view



Wireframe 6 – Admin

### 3.1.2 Hardware Interfaces

### 3.1.3 Software Interfaces

### 3.1.4 Communications Interfaces

## 3.2 Functional Requirements

This section describes specific features of the software project. If desired, some requirements may be specified in the use-case format and listed in the Use Cases Section.

### 3.2.1 Tab 1 – Number Unblock

3.2.1.1 Introduction – This tab will have a form with seven text labels, each with a corresponding formatted input field. It will also have additional text/icons to indicate missing/required information and two radio controls and two button controls. The text labels should be in BLACK font with asterisk in RED unless otherwise noted. Labels are as follows:

1. \* “Enter phone number needing temporary override”
2. \* “Reason for overriding daily dial cap limit”
3. \* “Student Name” “Employer Name” (with a radio button in front of each that will toggle between)
4. “If Student, enter SyStudentid”
5. \* “Provide additional details”
6. Cancel Button
7. Save Button
8. \* Required Field (Font color should be red)

3.2.1.2 Inputs – This tab will have a form with five input fields that correspond to the text labels.

1. Phone number entry boxed field – format 10 digit phone
2. Dropdown control listing categories (need to define categories list)
3. “01 – Student Requested Callback”
4. “02 – Employer Requested Callback”
5. “03 – Connectivity Issues”
6. Boxed Field – format Varchar (40?)
7. Boxed Field – format Numeral
8. Boxed expandable Field – format Varchar (140?200?)
9. Cancel Button
10. Save Button

3.2.1.3 Processing

1. Validation icon should appear if field entry in wrong format
   1. “tool tip” reason
2. When Save button clicked,
   1. form will validate all required fields containing entries.
      1. If successful, the system will proceed 3.2.1.3c
      2. If validation fails, the system will proceed to 3.2.1.5 Error Handling
3. Upon successful validation the system will
   1. Write all form fields, user and processing data to {audit/reporting?} table
   2. Add exception flag to phone number in the “CR\_BlockedNumber table (final name TBD)
4. When Cancel button clicked, form should return to default settings.

3.2.1.4 Outputs

1. System should present “Entry complete.” message upon successful commit:
   1. to {audit/reporting?} table
   2. to the CR\_BlockedNumber table (final name TBD).

3.2.1.5 Error Handling – system will present the following error messages on screen as part of validation on Save execute. These will validate against the UMA Telecom Database tables.

1. Telephone number block has already been overridden for the calendar day.
2. Telephone number has already been added to the White list.
3. Telephone number has not currently reached max dials for the day.

### 3.2.2 Tab 2 – White List

3.2.2.1 Introduction

3.2.2.2 Inputs

3.2.2.3 Processing

3.2.2.4 Outputs

3.2.2.5 Error Handling

### 3.2.3 Tab 3 - Reporting

3.2.3.1 Introduction

3.2.3.2 Inputs

3.2.3.3 Processing

3.2.3.4 Outputs

3.2.3.5 Error Handling

## 3.3 Use Cases



### 3.3.1 Use Case #1 work on blowing out use cases per tab

### 3.3.2 Use Case #2

### 3.3.3 Use Case #3 – single number import; bulk list import; search function

### 3.3.4 Use Case #4

### 3.3.5 Use Case #5

## 3.4 Classes / Objects

### 3.4.1 <Class / Object #1>

3.4.1.1 Attributes

3.4.1.2 Functions

<Reference to functional requirements and/or use cases>

### 3.4.2 <Class / Object #2>

…

## 3.5 Non-Functional Requirements

Non-functional requirements may exist for the following attributes. Often these requirements must be achieved at a system-wide level rather than at a unit level. State the requirements in the following sections in measurable terms (e.g., 95% of transaction shall be processed in less than a second, system downtime may not exceed 1 minute per day, > 30 day MTBF value, etc).

### 3.5.1 Performance

### 3.5.2 Reliability

### 3.5.3 Availability

### 3.5.4 Security

### 3.5.5 Maintainability

### 3.5.6 Portability

## 3.6 Inverse Requirements

State any \*useful\* inverse requirements.

## 3.7 Design Constraints

Specify design constrains imposed by other standards, company policies, hardware limitation, etc. that will impact this software project.

## 3.8 Logical Database Requirements

Will a database be used? If so, what logical requirements exist for data formats, storage capabilities, data retention, data integrity, etc?

## 3.9 Other Requirements

Catchall section for any additional requirements.

# 4. Analysis Models

List all analysis models used in developing specific requirements previously given in this SRS. Each model should include an introduction and a narrative description. Furthermore, each model should be traceable the SRS’s requirements.

## 4.1 Sequence Diagrams

## 4.3 Data Flow Diagrams (DFD)

## 4.2 State-Transition Diagrams (STD)

# 5. Change Management Process

Identify and describe the process that will be used to update the SRS, as needed, when project scope or requirements change. Who can submit changes and by what means, and how will these changes be approved.

# A. Appendices

Appendices may be used to provide additional (and hopefully helpful) information. If present, the SRS should explicitly state whether the information contained within an appendix is to be considered as a part of the SRS’s overall set of requirements.

*Example Appendices could include (initial) conceptual documents for the software project, marketing materials, minutes of meetings with the customer(s), etc.*

## A.1 Appendix 1

## A.2 Appendix 2