

# Dumra Consulting

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## 1. Introduction

### 1.1 Purpose

This document outlines the functional, non-functional, and technical requirements for the Dumra Consulting website. The platform will serve as a user-friendly and responsive solution offering services such as Australian visa assistance, visitor health cover / OSHC, appointment bookings, courses, and immigration consultations. The website aims to simplify the immigration process and improve communication between clients and consultants by offering a centralized digital hub.

### 1.2 Scope

The website will serve as the official online platform for Dumra Consulting, providing information about its services related to Australian immigration, including visa types, health cover guidance, legal updates, courses, and document requirements. It will allow users to register, book appointments, upload documents, and access immigration resources. A secure admin panel will enable backend operations such as content management, appointment handling, and user support. The website will be mobile-friendly and accessible via all major browsers.

### 1.3 Definitions, Acronyms, and Abbreviations

- **UI** – User Interface
- **API** – Application Programming Interface
- **SEO** – Search Engine Optimization
- **Admin** – Website administrator with access to manage backend operations
- **OSHC** – Overseas Student Health Cover

### 1.4 References

1. Website: <https://www.dumraconsulting.com>

## 1.5 Overview

This SRS document provides a detailed outline of the requirements for building a robust, responsive, and efficient immigration service website for Dumra Consulting. The target audience includes individuals planning to move to Australia for work, study, or tourism. The website focuses on streamlining consultation scheduling, visa guidance, visitor health cover information, and customer service communication.

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## 2. Overall Description

### 2.1 Product Perspective

The Dumra Consulting website will serve as the central digital platform for managing visa services, OSHC details, consultation scheduling, and customer inquiries related to Australian immigration. Built using technologies like HTML5, CSS3, JavaScript, and PHP, the system will emphasize performance, security, scalability, and accessibility. The responsive design will ensure an optimal experience across all screen sizes and platforms.

### 2.2 Product Features

- **Visa & Immigration Services:** Users can explore service offerings, including skilled migration, student visa support, visitor visas, and PR assistance.
- **Appointment Booking:** Clients can book in-person or virtual consultations by selecting from available time slots.
- **Visitor Health Cover (OVHC)/ Student Health Cover(OSHC):** Users will be guided through suitable health cover options based on their visa type.
- **Consultation Options:** Clients will be able to select from both in-person and virtual consultation options.

- **Document Upload and Review:** Clients can securely upload documents (e.g., visa applications, supporting materials) for review by consultants. Admins can access and manage document submissions for processing.
- **Admin Panel:** Administrators can manage consultations, users, uploaded documents, service details, and website content.
- **WhatsApp Integration:** Instant messaging functionality for users to connect with consultants and customer service agents in real time.
- **News and Policy Updates:** Regularly updated information on changes in Australian immigration laws and regulations.
- **Responsive Design:** Optimized for performance across mobile, tablet, and desktop devices.

## 2.3 User Classes and Characteristics

- **Clients:** Individuals applying for Australian visas or seeking immigration support. They can register, upload documents, and book consultations.
- **Consultants:** Professionals who provide immigration consultation and service evaluation. They manage their availability and access client data.
- **Admin Users:** Website staff managing backend operations, content updates, appointment handling, and CRM integrations.
- **Guest Users:** Visitors who can view services, news updates, and general information without registration.

## 2.4 Operating Environment

- **Web Browsers:** The website will be compatible with modern browsers such as Google Chrome, Firefox, Safari, and Microsoft Edge etc.
- **Mobile Devices:** The website will be responsive and optimized for both Android and iOS devices.

## 2.5 Design and Implementation Constraints

- **Accessibility:** Ensure compliance with WCAG 2.1 standards to make the website accessible to all users, including those with disabilities.

- **Data Security:** The website will adhere to data protection laws and implement strong security protocols to safeguard user data. This includes SSL encryption, secure login/authentication methods, and protection against common security vulnerabilities (e.g., SQL injection, cross-site scripting).
- **Hosting:** The website will be hosted on reliable, high-availability servers with enhanced security measures to ensure continuous accessibility and protection of sensitive user data.
- **Performance:** Focus on fast loading times and optimized code to improve user experience. The website will be optimized for mobile responsiveness, ensuring a smooth experience across all devices. Techniques like image compression, lazy loading, and caching will be implemented to improve performance.
- **Browser Compatibility:** Ensure support for all major desktop and mobile browsers, including Google Chrome, Firefox, Safari, and Edge, as well as common mobile browsers (e.g., Chrome for Android, Safari for iOS). The website will be tested across different browsers to ensure consistent performance and layout.
- **Content Management System (CMS):** Implement an intuitive Content Management System (CMS) that allows admin users to easily manage and update content such as service offerings, blog posts, news articles, and appointment information, without requiring technical expertise. The CMS will allow for flexible content publishing and management.
- **Scalability:** The website architecture should support scalability, allowing it to handle increased traffic, consultations, and content as Dumra Consulting grows.
- **Legal:** Include all necessary legal pages, such as Terms of Service, Privacy Policy, and Cookie Policy, to ensure legal compliance and protect both users and Anand Consulting. These pages will be easily accessible from the footer and updated regularly to comply with new regulations.

## 2.6 Assumptions and Dependencies

- **Internet Connectivity:** The website assumes users have access to a stable and reliable internet connection to ensure smooth performance, especially during document uploads, form submissions, and video consultations.

- **Third-Party Integrations:** The platform will integrate seamlessly with third-party services such as payment gateways, calendar tools (e.g., Google Calendar), CRM systems, and email providers to enhance service delivery and automate key processes.
  - **External APIs:** External APIs may be utilized for features like secure payment processing, location-based services, email verification, and social media sharing, improving the overall functionality and user experience of the website.
  - **Hosting Environment:** The performance and availability of the website will depend on the hosting provider, which must offer secure, high-uptime infrastructure with regular backups and protection against DDoS attacks and other threats.
  - **User Device/Browser Compatibility:** The platform assumes that users access the site using updated devices and modern browsers (e.g., Chrome, Firefox, Safari, Edge). Keeping systems up to date will ensure optimal compatibility, security, and performance.
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### 3. System Features

#### 3.1 Feature 1: Admin Dashboard

- **Description:** Provides administrators with comprehensive tools to manage all aspects of the website, including user profiles, applications, appointments, and content.
- **Functional Requirements:**
  - Ability to approve or reject consultation requests and user applications.
  - User management to assign and control roles such as clients and consultants.
  - Appointment and consultation management to schedule, update, and track client meetings.
  - Event management to organize and monitor consultations and events, including participant tracking.

- Content management for visa services, program details, testimonials, and other information updates.

### **3.2 Feature 2: Content Management**

- **Description:**Enables admins to create, manage, and publish content like resources, news, and updates related to visa and immigration services to keep users informed.
- **Functional Requirements:**
  - Create, edit, and publish blog posts, articles, news, and immigration policy updates.
  - Built-in SEO tools to improve content visibility and help users find relevant information quickly.

### **3.3 Feature 3: Appointment Scheduling and Management**

- **Description:**Allows clients to book consultations with immigration experts and monitor their appointments.
- **Functional Requirements:**
  - Clients can view available time slots and book based on consultant availability.
  - Ability for clients to reschedule or cancel appointments, with notifications sent to both parties.
  - Integration with external calendar services like Google Calendar for appointment syncing.

### **3.4 Feature 4: Document Upload and Management**

- **Description:**Allows clients to upload necessary documents for visa applications, immigration assistance, and consultations.
- **Functional Requirements:**
  - Secure document upload with encryption and status tracking of submissions.

- Admins and consultants can access, review, and process uploaded files.
- Files stored with secure backup and recovery measures.

### **3.5 Feature 5: Social Media Integration**

- **Description:** Supports social media sharing and engagement, enabling clients to share success stories, blogs, and service info.
- **Functional Requirements:**
  - Sharing options for Facebook, Twitter, LinkedIn, Instagram, and other platforms.
  - Social media buttons on key pages like blogs and services.
  - Option for users to follow Dumra Consulting on social media for updates and announcements.

### **3.6 Feature 6: FAQ and Help Center**

- **Description:** Provides users with a self-service resource to find answers to common questions and guidance on using services.
- **Functional Requirements:**
  - Categorized FAQ section searchable by keywords.
  - Step-by-step guides and tutorials.
  - Contact support options for unresolved queries.

## **4. External Interface Requirements**

### **4.1 User Interface**

The website must have a clean, user-friendly interface, with design consistency across all pages. The interface should adhere to UI guidelines for a seamless user experience on both desktop and mobile platforms. Key pages include:

- Home page
- About Us page
- Visa & Health Cover services
- Contact forms
- Booking Appointment
- Resources
- Admin login and dashboard

## 4.2 Hardware Interfaces

The website must be compatible with various devices, including desktop computers, laptops, and smartphones.

## 4.3 Software Interfaces

- CRM Integration: The website will integrate with a CRM system for managing customer interactions and service inquiries.
- Google Analytics: The website will use Google Analytics to track website traffic and user behavior, enabling data-driven decisions for site improvements.

## 4.4 Communications Interfaces

- The system will communicate over HTTPS to ensure secure data transfer.
  - Email notifications will be sent to users for account-related activities.
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# 5. System Attributes

## 5.1 Performance Requirements

- The website must load in less than 3 seconds on a standard internet connection.
- The system must support high availability with minimal downtime to ensure 24/7 access for users in need of care services.

## 5.2 Safety Requirements

- The website must comply with GDPR and ensure users' data privacy.
- The website must implement secure data storage and prevent unauthorized access to personal or medical information.
- Any third-party service integrations (e.g., booking systems) must meet industry standards for data protection.

## 5.3 Security Requirements

- All data submitted by users (e.g., login credentials, personal information) must be encrypted using strong encryption protocols.
- The website should undergo regular security audits and vulnerability testing to identify and mitigate potential threats.
- Secure APIs should be used for third-party integrations to prevent unauthorized data access.

## 5.4 Software Quality Attributes

- **Reliability:** The website should maintain 99.9% uptime, ensuring continuous availability.
  - **Usability:** The website should be intuitive for users of all ages and technical backgrounds.
  - **Scalability:** The website should support future growth and an increasing number of users.
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## 6. Appendix

### 6.1 Glossary

- **API:** A set of protocols for building and interacting with software applications.
- **SEO:** The practice of optimizing a website to rank higher in search engine results.

- **HTTPS:** A secure protocol for transferring data between a browser and a website.
  - **CMS:** A platform to manage website content without technical knowledge.
  - **GDPR:** Regulation protecting personal data and privacy for EU residents.
  - **User Experience (UX):** The overall satisfaction and ease of use a user experiences on a website.
  - **Scalability:** The ability of a system to grow and handle increased demand.
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