

Assignment Introduction

An easy to use and interactive voice driven software system has a lot of potential these days, as there still exists a large number of cheap simple mobile phones. Those might not be connected to Internet or could be used by people with little technological knowledge for various reasons, from weather information to medical assistance.

The main purpose of the system is to deliver to the user a fast automatic voice response, which is dependent on the user voice or keypad press input. It is supposed to run without whatsoever human intervention. The response has to be easy to understand, the voice interface should be easy to learn and, when needed, it would provide help.

As for the internal system perspective, the voice user interface should be easy to extend with newer data sources, other data transmission systems(VoIP) and it has to accommodate more than 5000 concurrent users.

Depending on the user information that can be securely collected and processed, the system has to provide information which better matches his needs.

In the first assignment, our team has to analyze and understand the system, so that at the end of the period, it can produce a proper view of the requirements of the system, factor tables, issue cards and relevant strategies to solve those. Solving the issues has to conclude with the creation of a conceptual view of the system, where strategies are implemented, keeping in mind that there must be traceability between issue cards and strategies.