**Software Requirements Specification**

**for**

**E-appliances diagnosis and service booking**

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**Revision History**

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| --- | --- | --- | --- |
| **Name** | **Date** | **Reason For Changes** | **Version** |
|  |  |  |  |
|  |  |  |  |

# **Introduction**

## **Purpose**

*The purpose of the document is to build an online system to manage electronics devices repair and book required service.*

## **Document Conventions**

*Not applicable.*

## **Intended Audience and Reading Suggestions**

*This project is a prototype for the E-appliances repair management system and it is restricted within the college premises. This has been implemented under the guidance of college professors. This project is useful for the service centers and as well as to the customers who wish get their things repaired.*

## **Product Scope**

*The purpose of the online E-appliances repair management system is to ease E-appliances repair management and to create a convenient and easy-to-use application for customers, trying to book a service. The system is based on a relational database with its E-appliances repair management and diagnostic report generation functions. Above all, we hope to provide a comfortable user experience along with the best pricing available.>*

## **References**

*Not applicable.*

# **Overall Description**

## **Product Perspective**

*The E-appliances repair management database system help store following information.*

* ***User Details:***

*It includes their name, address, phone number, user\_id, password, complaint number etc.*

* ***Complaint description:***

*Device type, model number, warranty, and complaint of what the failure might look like.*

* ***Diagnostic report****:*

*A diagnostic report for each complaint registered produced by a technician based on his analysis.*

## **Product Functions**

*Some major product functionalities of system are as follows:*

1. *Customer complaint details,*
2. *Report generation for required complaint if required by user.*
3. *View diagnostic report.*
4. *Book service.*

## **User Classes and Characteristics**

*The users of the system will able to view their complaints possible diagnostics report and book a service. The users of class include customers, technician. The customer should be able to do the following functions:*

* *Register a complaint*
* *View their diagnostic report*
* *Book a service*

*The technician should have the following management functionalities:*

* *View complaint*
* *Generate a report for required complaints*

## **Operating Environment**

*Operating environment for the* E-appliances repair management *system is as listed below.*

* *client/server system*
* *Operating system: Windows.*
* *database: SQL+ database*
* *platform: PHP*

## **Design and Implementation Constraints**

1. *SQL commands for above queries/applications.*
2. *How the response for application will be generated.*
3. *Make the reports visible to various service center.*
4. *Book a service based on repair costs.*

## **User Documentation**

*Created in text editor and stored online or offline.*

## **Assumptions and Dependencies**

# **External Interface Requirements**

## **User Interfaces**

* *Front-end software: PHP.Html5*
* *Back-end software: SQL+*

## **Hardware Interfaces**

* *Windows.*
* *A browser which supports HTML & JavaScript.*

## **Software Interfaces**

* *Following are the software used for the* E-appliances repair management *online application.*

|  |  |
| --- | --- |
| ***Software used*** | ***Description*** |
| *Operating system* | *We have chosen Windows operating system for its best support and user-friendliness.* |
| *Database* | *To save the user records, complaint records we have chosen SQL+ database.* |
| *Php* | *To implement the project we have chosen Php, an open source general-purpose scripting language that is especially suited for web development and can be embedded into HTML.* |

## **Communications Interfaces**

*This project supports all types of web browsers. We are using simple electronic forms to register complaints, view report etc.*

# **System Features**

## **System Feature 1**

4.1.1 Description and Priority

*The E-appliances repair management system maintains information on various clients, their complaints, diagnostic reports. Of course, this project has a high priority because it is very difficult to understand likely errors and book a suitable service center of your choice.*

*4.1.2 Stimulus/Response Sequences*

* *Register your device with its likely complaint.*
* *Display likely causes of failures that help in better decision making.*
* *Search for service centers online of your choice.*

4.1.3 Functional Requirements

***CLIENT/SERVER SYSTEM***

*The term client/server refers primarily to an architecture or logical division of responsibilities, the client is the application (also known as the front-end), and the server is the DBMS (also known as the back-end).*

*A client/server system is a distributed system in which,*

* *Some sites are client sites and others are server sites.*
* *All the data resides at the server sites.*
* *All applications execute at the client sites.*

## **System Feature 2 (and so on)**

# **Other Nonfunctional Requirements**

## **Performance Requirements**

## **Safety Requirements**

*If there is extensive damage to a wide portion of the database due to catastrophic failure, such as a disk crash, the recovery method restores a past copy of the database that was backed up to archival storage (typically tape) and reconstructs a more current state by reapplying or redoing the operations of committed transactions from the backed up log, up to the time of failure.*

## **Security Requirements**

*Security systems need database storage just like many other applications. However, the special requirements of the security market mean that vendors must choose their database partner carefully.*

## **Software Quality Attributes**

* ***AVAILABILITY:*** *The service should be available on the specified date and specified time as many customers are doing advance reservations.*
* ***CORRECTNESS:*** *The diagnostic report should should mean what the failure is likely to be without any error.*
* ***ACCESSIBILITY:*** *The customers or service centers should be able to access the diagnostic report or complaint anywhere anytime.*
* ***USABILITY:*** *The software should satisfy a maximum number of customers needs.*

## **Business Rules**

# **Other Requirements**

**Appendix A: Glossary**

**Appendix B: Analysis Models**

**Appendix C: To Be Determined List**