

# **WFT Cloud User Module**

## **Software Requirement Specification**

**Version No.: 0.1**

**Date: June-23-2013**

**Project Name: WFT Cloud User Module System**

**Revision History**

Version No	Date	Prepared by / Modified by	Significant Changes
0.1	June-23-2013	Creagx Team	Initial creation

**Reference Documents**

Document Name	Version /Date	Location
WFT Cloud current User module web site	06/05/2013	<a href="http://wftcloud.com:8080/wftcloudtest/User/Index.aspx">http://wftcloud.com:8080/wftcloudtest/User/Index.aspx</a>

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## 1 Definitions, Acronyms and Abbreviations

Acronyms, Abbreviation	Description

## 2 Introduction

### 2.1 Objective of this document

This document describes the software requirement specification for WFT Cloud User module of the WFT Cloud website.

## 3 Scope of Document

This document is prepared based on understanding of the existing Cloud User module of the WFT Cloud web site. Though the reference is the current system website, the requirements aim at the documenting the current process of the system and provide option/avenue to perform enhancement and bug fixes on the current system.

## 4 System Description

### 4.1 System Overview

WFT Cloud which is a division of Wharfedale Technologies specializes in cloud based SAP system infrastructure integration and operational management services of SAP solutions. The system under scope is the User module operations for the WFT Cloud web site. The web site shall be used by the customers of WFT Cloud to access and manage their user account and subscriptions online.

## 4.2 Product Perspective

The user module under study can be accessed by customers of WFT Cloud and shall be able to manage and change services online through various UI options presented in a web browser. The main modules of the User screens are:

- Login
- Dashboard
- My Subscriptions
- Add new subscriptions
- Downloads
- Manage Coupons
- Business user privileges
- User profile
- FAQ
- Customer Support
- Chat

The system shall be available as a web based system accessible through any internet browser.

## 5 Product Functional Requirements

The following sections describe functional specification of each modules of the Admin System.

### 5.1 Login Screen

#### 5.1.1 Purpose

This shall provide login credentials for exiting users and a request page to create new users.

#### 5.1.2 Existing Users Login

1. Text fields to enter Email id as login id and password shall be presented.
2. On validating the credentials, dash board screen shall be presented to the user.



### 5.1.3 Sign Up

1. New Users can register themselves using the Signup screen. Once the link is clicked, the user is requested to enter the following details:
2. The following are the details to be provided by the new user to register himself:
  - a. Email
  - b. Password
  - c. Confirm Password
  - d. First Name
  - e. Middle Name
  - f. Last Name
  - g. Security Code – Captia will be provided for the user to enter the security code and register themselves.
  - h. Acceptance of Terms & Conditions
3. On click of Submit button, an automated email will be sent to the user notifying about successful registration.

### 5.1.4 Request create new users

New or prospective users of WFT Cloud can use this web page to get introduced and become customers and beneficiaries of WFT Cloud system.

1. This page is like register new usage page but can only complete registration after the system admin can approve and add users.
2. The users shall enter Name, email id, company name (optional), phone number (optional) and description field to explain the type of service they looking for.
3. On Submitting this form, an email shall be sent to the administrator and Sales team of WFT Cloud.

4. Sale team shall get in touch with the prospective customers and once signed off; administrator can add the users to the system.

## **5.2 Dash Board**

### **5.2.1 Purpose**

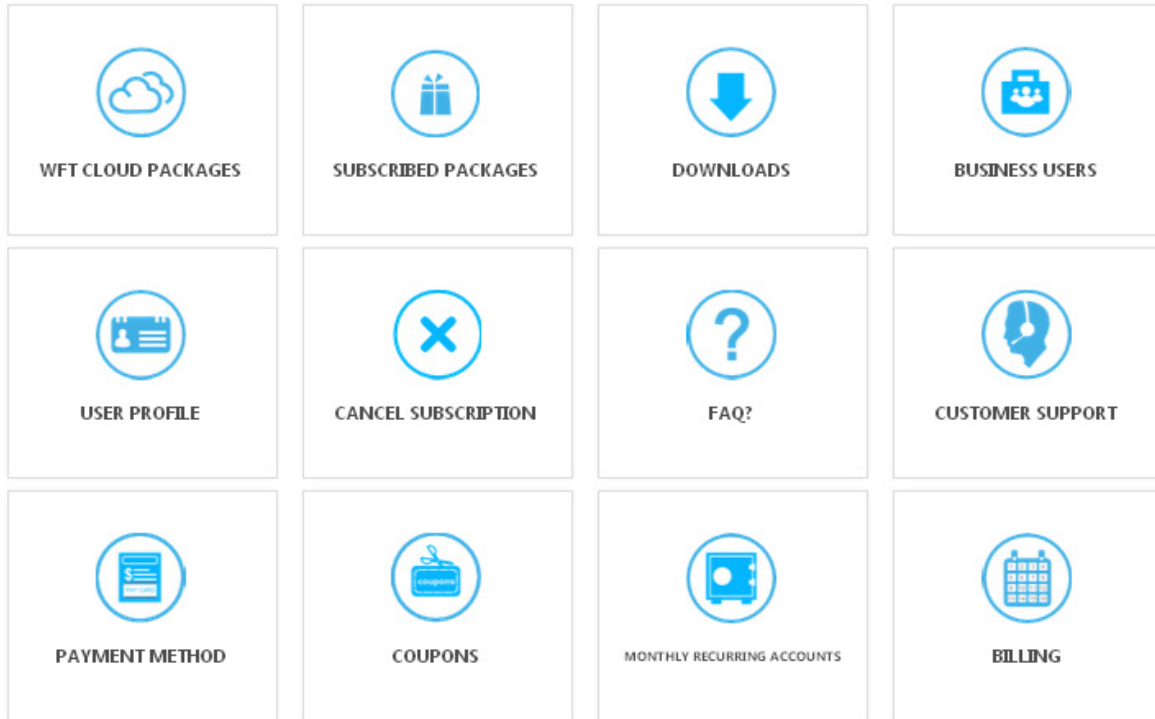
This screen shall provide one spot dashboard for navigating to specific sub systems of the user module.

### **5.2.2 Contents of the dashboard**

1. Dashboard shall be bold and prominent iconized page so that the users can easily access their needed sub systems
2. When the user frequently visits a sub module, those icons shall be highlighted in different prominent color for easy navigation to frequently visited sub module.
3. The iconized sub modules presented in this screen are:
  - a. My Subscriptions
  - b. New Subscriptions
  - c. Shared Services
  - d. Dedicated services
  - e. Coupons
  - f. Downloads
  - g. Business Users
  - h. My Profile
  - i. FAQ
  - j. Customer support
  - k. Chat

The functionalities of these different sub modules are explained in the following sections.





## 5.3 My Subscriptions

This screen shall present the existing subscriptions that the logged in user has at that moment.

### 5.3.1 List My Subscriptions

The contents shall be presented in a grid format as follows:

1. SAP Module Name
2. Release version
3. Type of Subscription
4. Subscription end date

User shall have options to perform following operations in each of the existing subscriptions:

### 5.3.2 Delete selected Subscription

1. Clicking on this user shall be presented with the confirmation dialog box to delete the subscription
2. Though subscriptions are deleted, they shall be internally stored in a “recycle bin”, so that user can undo the delete operation

### 5.3.3 Upgrade selected Subscription

1. The number of quantities can be increased on the selected subscription
2. A similar better subscription package can be chosen. The system shall automatically present the related upgraded package of the currently selected package.

### 5.3.4 Link to “Add Subscriptions”

1. There shall be a link that gets the users to the “Add Subscriptions” page that is described below.

## 5.4 Add Subscriptions

### 5.4.1 Purpose

The screens provide various packages available for users to choose and subscribe different packages

#### Order Packages


SAP Module	Release	Type of system	Cost	Order
IDES-SHARED				
SAP ERP	6.0 EHP 5	IDES-Shared	\$9.99/Month	<a href="#">Order</a>
SAP BW	6.0 / 7.0	IDES-Shared	\$9.99/Month	<a href="#">Order</a>
SAP CRM	7.0 / NW7.01	IDES-Shared	\$9.99/Month	<a href="#">Order</a>
SAP IS-Retail	6.0	IDES-Shared	\$9.99/Month	<a href="#">Order</a>
SAP AFS(Apparel/Footwear)	6.0	IDES-Shared	\$9.99/Month	<a href="#">Order</a>
SAP SRM	5.0	IDES-Shared	\$7.99/Month	<a href="#">Order</a>
IDES DEDICATED CLIENT				
SAP IS-Retail	6.0	IDES-Ded. Client	\$0.20/Hour	<a href="#">Order</a>
SAP AFS(Apparel/Footwear)	6.0	IDES-Ded. Client	\$0.20/Hour	<a href="#">Order</a>
SAP ERP	6.0 EHP4	IDES-Ded. Client	\$0.20/Hour	<a href="#">Order</a>
SAP SRM Offer	5.0	IDES-Ded. Client	\$0.16/Hour	<a href="#">Order</a>

## 5.4.2 List Packages

1. This screen lists the available packages in a tabular or grid like format ordered by importance of the package.
2. The columns of the list are:
  - a. Name of package
  - b. Type (shared, dedicated client, server, release version, order button)
3. User shall be able to sort the packages by type (shared, dedicated, dedicated client, dedicated server, cost)
4. Clicking on each of the package shall take to a page describing in detail about the package
  - a. This include a brief target of the package
  - b. Explain in detail the advantages of the package
  - c. Order button shall be presented in each page

## 5.4.3 Shared packages

1. List of packages shall have group button to list only Shared packages
2. An explanation of advantages of shared packages shall be displayed in textual format followed by list of shared packages
3. Order link shall be available in each line item


Welcome, Vinod [Customer ID: 132] [Logout](#) [Dashboard](#) [My Cart](#)

[Dashboard](#) [Account](#) [Package](#) [FAQ](#) [Contact us](#) [WFTCloud](#) [Downloads](#) [Shared SAP Services](#) [Dedicated SAP Services](#) [Customer Support](#)

## Shared SAP Services

If your need is very minimal, and is typically one or two users, you can choose our shared services model. Here a significantly large SAP system is provisioned for multiple users. These services are provided on an IDES platform and are usually provided for training purposes.

For developmental activities we suggest you procure a development key to help you work through to create the code.

Shared SAP services are billed monthly. Since the system is shared across multiple users, this is a significantly restricted area and many BASIS related activities cannot be carried out here.

## Typical Users and Usage

Users	1 to 5
Usage	Training users on SAP, development activities for one or two users
Data	Default IDES data
Types of Access	Restricted

[Purchase Shared Services](#)

## 5.4.4 Dedicated packages

1. Similar to Shared, List of packages shall have group button to list only Dedicated Client and Dedicated server packages

2. An explanation of advantages of dedicated client and server packages shall be displayed in textual format followed by list of dedicated packages
3. Order link shall be available in each line item



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[Customer Support](#)

## Dedicated SAP Services

If you are an established SAP training center, or have more than 5 SAP users and you want to reduce costs or you want to get your hands wet on a new release without bothering about setting an entire landscape, then the dedicated SAP Services is a right choice to start with at WFTCloud.

We offer dedicated SAP services in 2 models.

### Model 1 - SAP Dedicated Client

Here a SAP client (IDES /Non IDES) is provisioned for use. The client is completely set up for any kind of training, non training, development activities. A dedicated client ensures that the data that is created is safe in the system and is not shared across with any other users.

However there may be a few other similar dedicated clients residing on the same resources to provide you savings on the cost. This prohibits you from carrying out any serious system related activity like a system copy.

[Purchase Dedicated Clients](#)

### Model 2 - SAP Dedicated server

Here a SAP client (IDES /Non IDES) is provisioned for use on a server platform completely dedicated to your use. The server is completely set up for any kind of training, QA, DR, non training, development activities. A dedicated server ensures that the data that is created is safe in the system and is not shared across with any other users.

You can use this model to create system copies or other intensive activities without having any impact on the rest of the environment. Also the dedicated server system can be turned off if needed.

[Purchase Dedicated Servers](#)

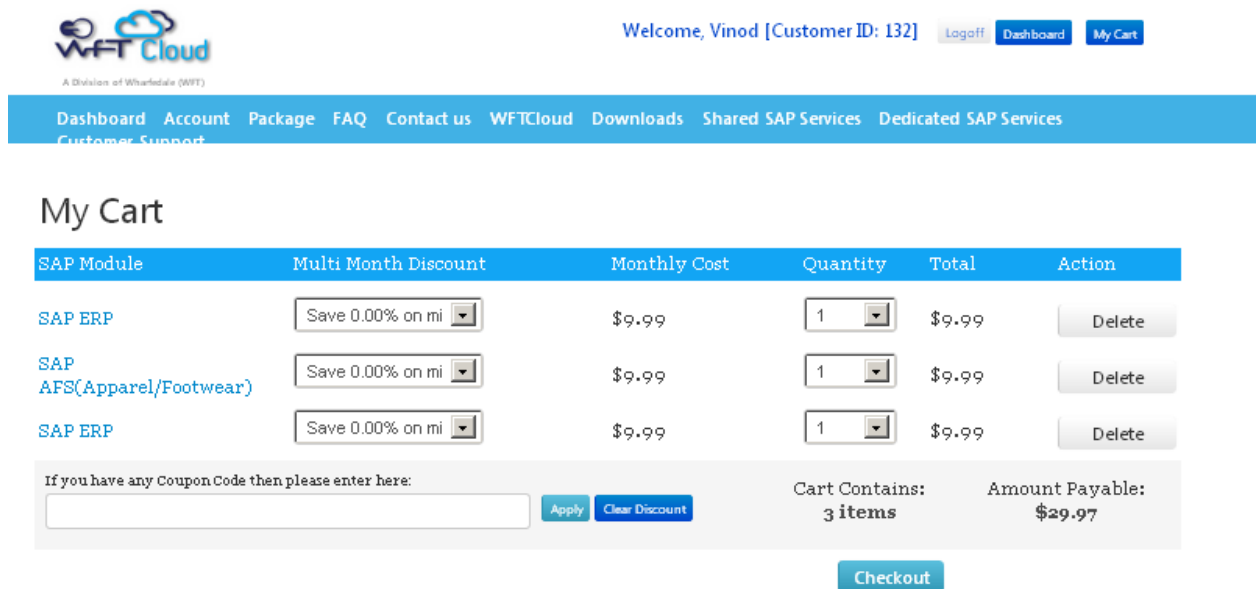
#### 5.4.5 Compare packages utility

1. User shall be able to select more than one package (check) and click compare option available.
2. This shall display the packages in a tabular format explaining the differences like type, cost, description, purpose.
3. Order link shall be available in each line item

#### 5.4.6 Order page

1. This page is reached when user clicks "Order" in any of the above sections
2. The ordered package shall be added to the list of items that needs to be checked out.
3. The list of items ready to be ordered shall be provided at the side with check out option.

- This may not be a separate page, and can be embedded in the existing page at top panel.



**WFT Cloud**  
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### My Cart

SAP Module	Multi Month Discount	Monthly Cost	Quantity	Total	Action
SAP ERP	Save 0.00% on mi	\$9.99	1	\$9.99	Delete
SAP AFS(Apparel/Footwear)	Save 0.00% on mi	\$9.99	1	\$9.99	Delete
SAP ERP	Save 0.00% on mi	\$9.99	1	\$9.99	Delete

If you have any Coupon Code then please enter here:

[Apply](#) [Clear Discount](#)

Cart Contains: 3 items      Amount Payable: \$29.97

[Checkout](#)

#### 5.4.7 Checkout page

- Clicking on Check out button in the order panel/page shall present the user with the check out details
- The check out details includes the following:
  - Card type (Master, Visa, Amex)
  - Card Number
  - Verification code
  - Expiration date
  - Name on Card
  - Address that includes House number street number, city name, state name, country name, zip code
  - “Confirm to Purchase” button – clicking on this button shall access the payment gateway to process the purchase. On successful authentication the success message shall be provided with number of days to process the order. On unsuccessful result, the appropriate message shall be displayed to user

## Payment Details

You can be confident that your credit or debit card details are safe and secure.

Card Type

American Express

Card Number

Card Verification code

Expires

Month

Year

## Data of Credit Card Owner

Name On Card\*

Address\*

Country

-Select Country-

State or Province\*

City\*

Zip or Postal Code\*

## My Cart

SAP Module	Multi Month Discount	Monthly Cost	Quantity	Total
SAP ERP	Save 0.00% on mi	\$9.99	1	\$9.99
SAP AFS(Apparel/Footwear)	Save 0.00% on mi	\$9.99	1	\$9.99
SAP ERP	Save 0.00% on mi	\$9.99	1	\$9.99

If you have any Coupon Code then please enter here:

Apply

Clear Discount

Cart Contains:  
3 items

Amount Payable:  
\$29.97

[Edit your cart](#)

[Cancel](#)

[Confirm & Purchase](#)

## 5.5 Downloads

### 5.5.1 Downloads

1. Downloads page displays the list of downloads available from WFTCloud web site that is relevant to the users
2. User shall be able to click on download link to download the file.



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## WFTCloud Resources

SAPGUI

[Download](#)

SAP GUI Patch


[Download](#)

## 5.6 Coupons

### 5.6.1 Purpose

1. The Users are listed with different coupons available for them to use, based on the subscribed services. These coupons can be used for their future purchases and for extending their current services

2. The details that are provided for the coupons are:
  - a. Coupon Code
  - b. Applicable Discount
  - c. Valid Upto
  - d. Used Status
3. Coupons are automated details that are provided to the users. Email notification will also be provided whenever a coupon is shared with the user.



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## Coupons

Coupon Code	Applicable Discount	Valid Upto	Used
-------------	---------------------	------------	------

## 5.7 My Profile

### 5.7.1 Purpose

1. Users profile details are displayed for users reference.
2. User password can be changed at users discretion.



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## User Profile

First Name	Vinod
Last Name	Kumar
Email Address	vinodkumar.m@creagx.com
Password	**** <a href="#">Change Password</a>



## 5.8 Customer support

### 5.8.1 Purpose

1. Registered Users are allowed to contact Sales & Technical team for any support.
2. The following details needs to be provided, while reaching out to the Sales Team & the Tech Support Team
  - a. User Name
  - b. Registered Email Address
  - c. User ID
  - d. Type of Purchase
  - e. Type of Query
  - f. Preferred Contact
  - g. Issue Description
3. Once the request form is submitted, a case is created for the appropriate team to work on the issue. Appropriate SLA's are defined for each of the requests and the users are notified on the solution to the issue raised.

**Reach Support/Sales**

User Name

Vinod Kumar

User Email

vinodkumar.m@creagx.com

User ID

132

Type of Purchase

Shared

Type of Query

Sales

Briefly Explain your Issue and also provide timezone

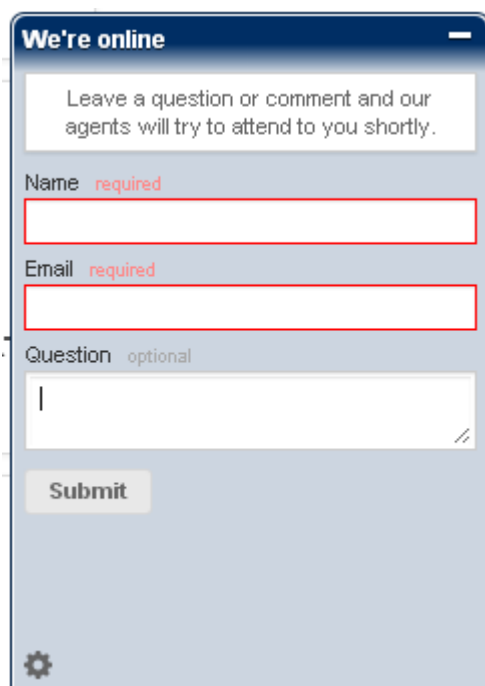
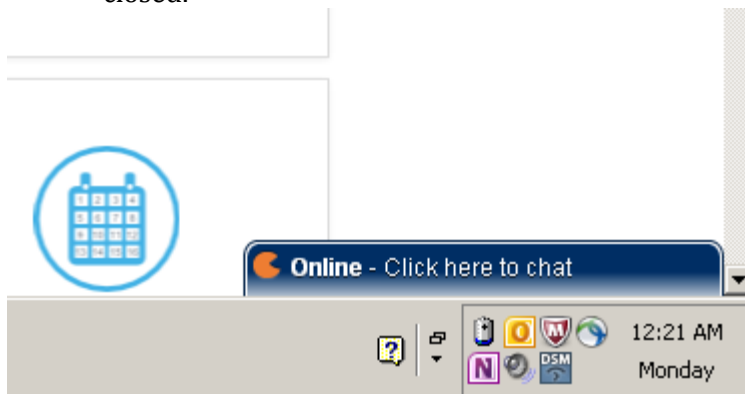
Your Preferred Contact

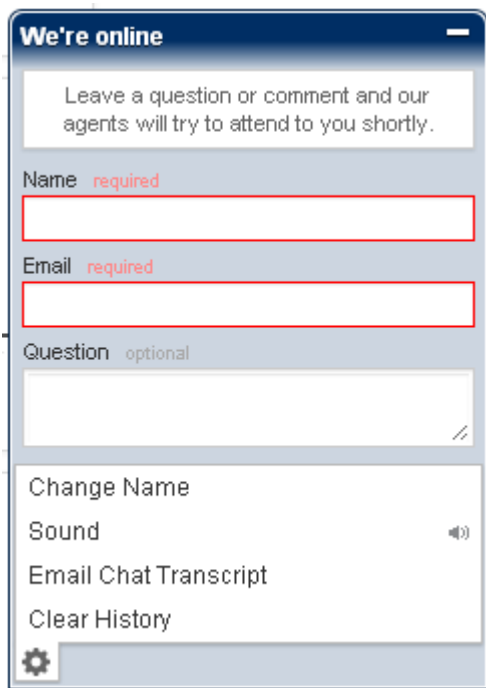
Email

## 5.9 Chat

### 5.9.1 Purpose

1. On every page of the application, option to perform Online Chat with the tech support team is provided.
2. Users can talk directly to raise an issue or receive answer for any query.
3. On click of the Online chat window, the user is requested with the following details:
  - a. Name
  - b. Email
  - c. Query/Question
4. Once the submit button is clicked, a live chat window is opened and online conversation is performed with the technical support person.
5. Transcript of the chat discussion will be sent to the users email once the chat session is closed.

A screenshot of a web-based chat form titled 'We're online'. The form contains a text area with the placeholder text 'Leave a question or comment and our agents will try to attend to you shortly.' Below this are three input fields: 'Name' with a red 'required' label, 'Email' with a red 'required' label, and 'Question' with a grey 'optional' label. A 'Submit' button is located at the bottom of the form. A gear icon is visible in the bottom left corner of the form's container.



The screenshot shows a chat widget titled "We're online". It contains a message box with the text "Leave a question or comment and our agents will try to attend to you shortly." Below this are three input fields: "Name" (required), "Email" (required), and "Question" (optional). At the bottom, there is a list of actions: "Change Name", "Sound" (with a speaker icon), "Email Chat Transcript", and "Clear History". A gear icon for settings is located at the bottom left of the widget.

## 6 Non Functional Requirements

### 6.1 Security

1. Payment information is highly confidential and private to the user. The information needs to be encrypted and stored in the database.
2. When there is no user activity for more than x seconds, the system shall automatically logout the user. Clicking on any of the links then shall provide the login screen before taking the user to specific screens

### 6.2 Usability

1. User shall be able to go to specific tasks very easily. Automatically the application shall cache the user preference like "Order by" columns, most frequently used modules highlighted

## 7 Open Questions

1. Shared and dedicated packages - Do we need separate screens for them. We have grouped under "My packages" as they are relevant there.
2. Downloads. Typically what are the downloadable files? Are they SAP Packages themselves or utilities for users?

3. Billing, payment method all look to be the same. Hence we covered them in Check out section. Please let us know if there are any differences.

## **8 Development Life Cycle Requirements**

We are planning for an Iterative Software development process for this project with multiple releases. Each release shall be incremental release with first release having basic functionality and subsequent releases having added features.