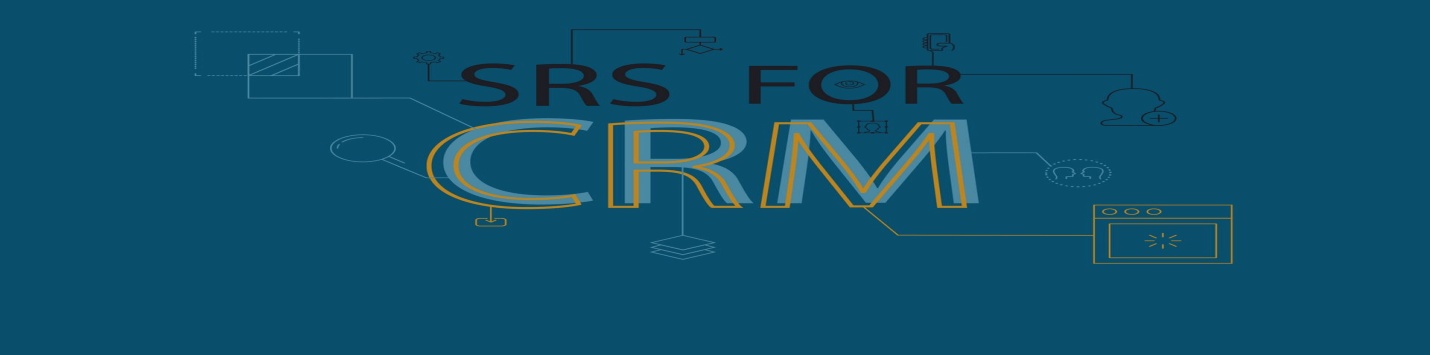
**­ **

**Software Requirements Specification**

# Introduction:

The introduction of the Software Requirements Specification (SRS) provides an overview of the entire SRS with purpose, scope, definitions, acronyms, abbreviations, references and overview of the SRS. The aim of this document is to gather and analyze and give an in-depth insight of the complete **customer relationship management software system** by defining the problem statement in detail. Nevertheless, it also concentrates on the capabilities required by stakeholders and their needs while defining high-level software features. The detailed requirements of the **IPSITA COMPUTERS PTE LTD** are provided in this document.

# 1.1 Purpose:

The purpose of the document is to collect and analyze all assorted ideas that have come up to define the system, its requirements with respect to company. Also, we shall predict and sort out how we hope this software will be used in order to gain a better understanding of the project, outline concepts that may be developed later, and document ideas that are being considered, but may be discarded as the software develops.

In short, the purpose of this SRS document is to provide a detailed overview of our software, its parameters and goals. This document describes the project's target and its user interface, hardware and software requirements. It defines how our new employee, marketing team and audience see the software and its functionality. Nonetheless, it helps any designer and developer to assist in software delivery lifecycle (SDLC) processes.

# 1.2 Intended Audience:

CRM retargeting is a system that allows you **to create extremely detailed marketing department for your organization**, based on the data you already have in your CRM. [Button] Today CRMs or marketing automation software like Keep, in fact, can classify users according to certain parameters, including: Links clicked.

# 1.3 Intended Use:

Examples of CRM usage vary by the type and purpose of the specific **CRM** system. Traditionally, data intake practices for CRM systems have been the responsibility of marketing departments. Marketing teams procure leads and update the system with information throughout his work, and gather data and revise working history records through interactions.

Companies are interested in capturing marketing overview, such as the likelihood they will recommend, to develop marketing goal strategies. Companies try to integrate CRM data with other data obtained from marketing departments to get a single view.

# 1.4 Scope:

Primarily, the scope pertains to the system features for making IPSITA COMPUTERS PTE LTD project School management software marketing. It focuses on the company, allow for online activities of marketing team.

This SRS is also aimed at specifying requirements of software to be developed but it can also be applied to assist in any kind of marketing department. The standard can be used to create software requirements specifications directly or can be used as a model for defining an organization or project specific standard. It does not identify any specific method, nomenclature or tool for preparing an SRS.

# 1.4 Definition and Acronyms:

To define CRM, you should first understand its history. CRM is an acronym that stands for customer relationship management. Customer relationship management is any tool, strategy, or process that helps businesses better organize. It all started with handwritten notes and Rolodexes, but with the advent and proliferation of digital technology, it eventually evolved into databases stored on individual computers, and then the CRM definition shifted into something far more complex. It was no longer just notes. Managing your business’s relationships with customers became a complicated process. Now, in order to compete in any industry, you need a reliable system built on CRM software.

It’s a platform that connects your different departments, from marketing, and organizes their notes, activities, and metrics into one cohesive system. Every user has easy, direct access to the real-time data they need. This not only allows for unparalleled coordination across marketing teams and departments, but also makes it possible for businesses to provide with something ordinary: personalize one-to-one marketing executive journeys. Compare that to the limited functionality of old analogue and legacy systems, and you have something with the ability to revolutionize the way you connect with marketing department. You can’t define CRM software without taking into consideration cloud computing, both of which work together to allow CRM platforms. Because of these technologies, CRM software can grow and scale with your business, so every company, no matter the size, can benefit from a CRM-software based system.

# Overall Description:

This document contains the problem statement that the current system is facing which is hampering the growth marketing team activities of the company. It further contains a list of the employee of the proposed solution. It also illustrates the needs to be work that is what will be the activities of the marketing department? Exercise as part of the marketing department. It further lists and briefly describes the major features and a brief description of each of the proposed system.

The following SRS contains the detail software perspective from management team to marketing department. It provides the detail software functions of system with user activities, permitted constraints, assumptions and dependencies and requirements subsets.

## User Needs:

1. Job Assigning system.
2. Employee joining process.
3. Monitoring the activities of employees.
4. Marking base on performance.
5. Assessment based on variables or numbers.
6. Further guide of employees.
7. Financial system.

## Assumptions and Dependencies:

The plan for implementing software is detailed in the system features. Here the list below shows various types of **Assumptions and dependencies**. We base this on a cakePHP/laravel framework, Front end: PHP, HTML5, CSS3, JQUERY, JAVASCRIPT, AJAX, Angular JS etc, Back end: MySQL/SQL Server. We need to take stock of these assumptions to better understand, when our software would fail or not operate perfectly then we redeveloped it. This software can be reused in next any this type of project.

**This system is dependent on few external factors. There are:**

### Correctness

### Robustness

### Extendibility

### Reusability

### Compatibility

### Efficiency

### Portability

### Ease of Use

### Functionality

### Timeliness

### Verifiability

### Integrity

### Reparability

### Economy

**Need to ensure more dependencies:**

* Accessibility
* Accuracy
* Audit, control, and reporting
* Availability
* Backup and restore
* Capacity, current and forecast
* Certification
* Compliance
* Compatibility of software, tools, standards, platform, database, and the like
* Configuration management
* Disaster recovery
* Efficiency (resource consumption for given load)
* Effectiveness (resulting performance in relation to effort)
* Error handling
* Exploitability
* Extensibility (adding features, upgrade)
* Failure management
* Interoperability
* Legal and regulatory
* Localizability
* Maintainability
* Modifiability
* Open source
* Operability
* Performance/response time
* Privacy
* Quality
* Recovery/recoverability
* Redundancy
* Reliability (e.g., mean time between failures – MTBF)
* Response time
* Robustness
* Security
* Stability
* Safety
* Testability
* Usability

# System Features and Requirements:

**3.1 Functional Requirements and System Features:**

This system contains the requirements for the marketing department. These requirements are organized by the features discussed below. Features from SRS documents are then refined into use case diagrams and to sequence diagram to best capture the functional requirements of the system. All these functional requirements can be traced by a software developer.

* **3.1.1 Job Assigning System:**

**The system shall perform these functionalities:**

**The specific requirements are** –

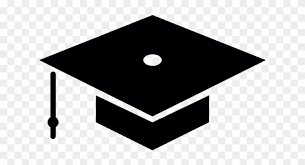
* There will be job advertisements.
* There will be terms and conditions.
* Eligible candidates to apply for the job.
* There will be an agree button and clicking on it will show a form.
* After filling the form and clicking on submit button, the application will be completed.
* Applications will be stored in one place.
* Can be shortlisted by sorting.
* Shortlisted candidates can be called or texted for an interview.
* Message format will specify time and place.
* After the interview will show the waiting list from the selection input.

**Job advertisement :**

**Marketing Executive for the Dept. of Marketing**

**IPSITA COMPUTER PTE LTD**

Dhaka

 Bachelor of Business Administration (BBA)

 At least 1 year(s) Deadline: 20 February 2022

66717.png

## Marketing Executive

**IPSITA COMPUTERS PTE LTD**

**Vacancy**

10

**Job Responsibilities**

* Ability to understand Peoples and convince them accordingly.
* Should have basic knowledge of marketing.
* Must be willing to work and hard and for long hours.
* Following company rules and regulations properly.
* Daily market visit, potential client hunting & meeting.

#### **Employment Status**

Full-time

#### **Educational Requirements**

* BBA/Graduate in Marketing. Fresh Graduates are also encouraged to apply.

#### **Experience Requirements**

* At least 1 year(s)

#### **Additional Requirements**

* Experience Requirements: At least 1 year(s)
* Female candidate highly encourage to apply,
* Female will get prefer.
* Well-groomed, energetic, hard-working.

#### **Job Location**

Dhaka

#### **Salary**

Tk. 15000 - 20000 (Monthly)

**Compensation & Other Benefits**

* Mobile Bill
* TA/ DA
* Provident Fund
* Eid Bonus Vacation Arrangement during only Exam
* Quick promotion in progress of work

**Read Before Apply**

**Apply Procedure**

**Apply Online**

Or Send your CV to [**info@ipsitasoft.com**](mailto:info@ipsitasoft.com)

Application Deadline: 20 February 2022

**Published On Company Information**

19 Jan 2022 **www.ipsitasoft.com**

* **Submit application online**

Name:

Phone No:

Email:

Upload CV here:

Full Name

Type a valid phone no

Enter a valid email

Close

Apply

Click here to choose file

**Download**

**2 .**

**3 .**

**4 .**

**Selected List**

**Waiting List**

**Rejected List**

**Applications**

**Application Short List**

#

**Name**

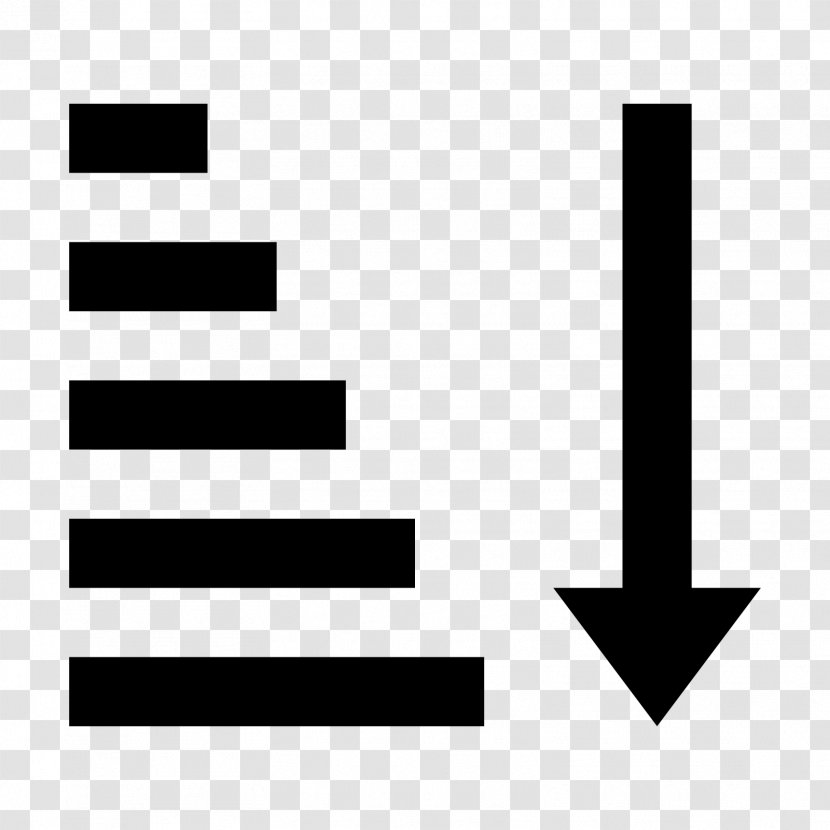
**Email**

**Phone No**

**CV**

**Status**

**1**

A [a@gmail.com](mailto:a@gmail.com) 01850236598 File Approve 

**Message**

Reject

Waiting

Previous 1 Next

**Message Format**

Hi [name],

Thanks for your application to IPSITA COMPUTERS PTE LTD. We were impressed by your background and would like to invite you to interview at our office to tell you a little more about the position and get to know you better.

Please let me know which of the following times work for you, and I can send over a confirmation and details:

-[Day, Time 10 AM]  
-[Day, Time 12 PM]  
-[Day, Time 2 PM]

Looking forward to meeting you,

**Office Address:** 25/A, Green Road, Level 7, Dhaka – 1205, Bangladesh.

### **3.1.2 Employee Joining Process:**

**The specific requirements are** –

* Selected candidates will receive confirmation message.
* The appointment letter along with the terms and conditions will be uploaded in the system.
* Template will be ready only after inputting Salary Designation Salary and Candidate information in the Appointment Letter.
* A candidate can send a joining letter with joining date.

**Applications**

**2 .**

**3 .**

**4 .**

**Download**

**Rejected List**

**Waiting List**

**Selected List**

**Application Short List**

#

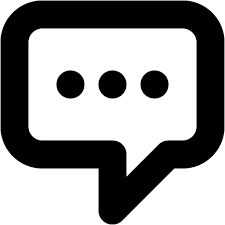
**Name Email Phone no CV Status**

1 A [a@gmail.com](mailto:a@gmail.com) 01850236598 File Selected

**Upload Appointment letter**

**Confirmation Message**

Previous 1 Next

** Message Format:**

Hi, Name [],

Congrats on getting the job! Here a link to upload a joining letter, you need to mail before you start. Be sure to reach out if you have any questions!

### **3.1.3 Monitoring the activities of employee:**

After explaining the responsibilities, he will be monitored regularly based on attendance and the title of the duties.

* **Attendance**
* The system will have attendance taking system.

2001 A Marketing Executive 

**Employee ID**

**Attendance Date: 24 February 2022**

**Attendance**

**Designation**

**Employee Name**

**Submit**

* **Title of the job duties:**
* Sell of School Management Software.
* Area wise particular school visit.
* Email marketing at school in a specific format.

**Distribute Job**

**Designation**

**Particular Area**

**School Name**

**Employee ID**

**Date**

**Employee Name**

Choose Date

Upload Location Excel

Choose Area

Choose Designation

Choose an Employee

2001

Division

District

Choose

Thana

2002

Post office

2004

2003

Location

**Assign Job**

2005

Download

* **List Show**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Employee ID** | **Employee Name** | **Designation** | **Particular Area** | **School Name** | **Date** |
| 2001 | A | Marketing Executive | Division,District,Thana,  Post office, Location | View Excel | 25 February |
| 2002 | B | Marketing Executive | Division,District,Thana,  Post office, Location | View Excel | 25 February |
| 2003 | C | Marketing Executive | Division,District,Thana,  Post office, Location | View Excel | 25 February |

**Email Marketing:**

**Employee Name**

Email

**School Name**

**Particular Area**

**A**

Email School

ABC School

Division, District, Thana,

Post office, Location

Email School

BCD School

Division, District, Thana,

Post office, Location

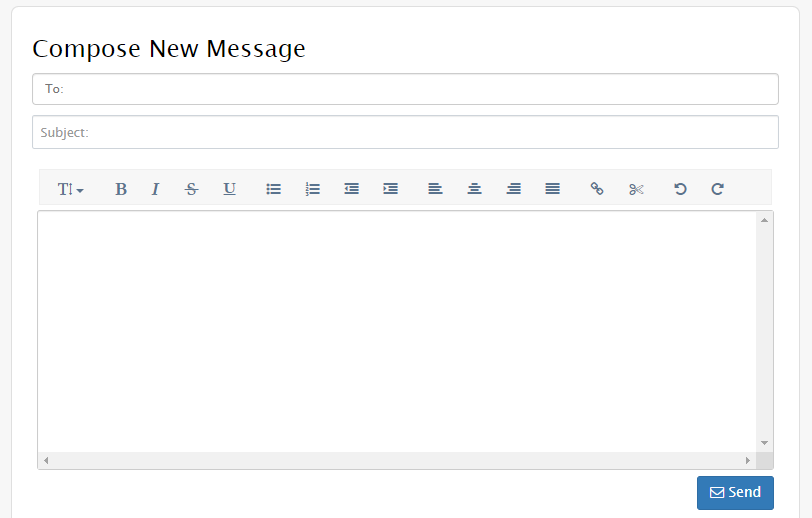
Email School

CDE School

Division, District, Thana,

Post office, Location

**Email Template is to be like:**

****

* **Employees will have the option to upload the following information after each school visit.**
* **School Information:**
* School Name
* School Address
* No of student
* School type (public/private)
* Visiting date & time
* **Talk to whom:**
* Name
* Designation
* Phone number
* Email
* **Result after school visit:**
* Is the offer letter has received?
  + - Not interested
    - Interested but later
    - Must have the option of specifying the time.
    - Interested

System should have the option to upload the activities step by step till the school management software is taken. There will be arrangements to keep certain schools in follow up.

* What are his requirements regarding school management software?
* Want to see the demo of the software?

**Upload the following information after each school visit:**

**School Information**

**Result After School Visit**

**Talk to Whom**

**Visiting Date**

**School Type**

**Is offer letter received?**

**School Address**

**School Name**

**No of Student**

**Want to see demo?**

**Requirements**

Not Interested

**26 February 2022**

Public/Private

ABC School

Dhanmondi

1000

Yes/No

Yes/No

**Head Teacher**

**Division**

Choose

Choose

Choose

Choose

**District**

No

No

Reason

Public

**Later Interested**

**Thana**

Yes

Yes

**When to take?**

Private

**Immediate Interested**

**Post Office**

Follow

**Location**

**Thana User**

**Requirements**

Follow Up

**Accepted**

**Union User**

**Village User**

**Residue**

**Source of client contact** (Reference/Agent/Employee/Marketing Executive/other)  ****

**By Name & Category**

**Further reference from school**

Former school List 

District User

Divisional User

Choose

Choose School

### **3.1.4 Marking base on performance:**

**Note**

**That will be the identity of the user <By name & Category>**

**Exp: Ayesha akter (District User)**

* Number of school visit
* Number of school convinced
* Finally delivered (Date order-Monthly)
* If the delivery is less than no of convinced, then the reason.
* After delivery response
* Whether to follow up
* Whether getting further reference

**Got Mark**

**After Delivery Response**

**Name of Employee**

**No of School Convinced**

**Finally Delivered**

**Delivery is less than convinced, REASON?**

10

A

5

3

Cause

Further Reference

Follow Up

Cause

1

10

B

Cause

3

9

C

### **3.1.5 Assessment based on variables of numbers:**

* Behavior/conversation
* Presentation skill
* Honesty
* Intelligences
* Integrity
* Perseverance
* Attendance

**Name of Employee**

Behavior /conversation

**Presentation Skill**

**Honesty**

**Intelligences**

**Got Mark**

**Attendance**

**Perseverance**

**Integrity**

A

**Choose**

**B**

### **3.1.5 Further guide of employees:**

* Inform target/Incentive
* A system for interacting with marketing executives

**Further guide an employee**

**Interact**

**Inform About Incentive**

**Inform Target**

**Name of Employee**

**Message**

**A**

**Choose**

**B**

**C**

### **3.1.6 Financial system:**

The installation financial system of our product (School management software) will run from here. After enter the following information, a contractual paper will be ready. The information is:

No of students

Rate per students

**ABC School**

Installation & training charge (changeable)

Domain registration charge

Hosting charge

Maintenance charge

Total: …. Taka

**Installation Financial System**

**Unit/Quantity/Duration**

**Rate (per year/month)**

**Description**

**School Name**

**How Payment works?**

**Amount/Cost**

500

No of Student

**ABC School**

**Cost**

**Description**

1 Month

5

Rate per student

0

Activation Fee

2500

1 Time

3000

Installation & training Charge (Changeable)

3000

$20 / Month

Subscription Fee

1 Year

1000

Domain registration charge

1000

$0.25 / Month

Per active student fee

1 year

1 GB

Hosting Charge

2000

Inactive student (Not enrolled / Left School)

$0.05 / Month (Cost for data storage)

1 year

2000

Maintenance charge

2000

Total

Taka

Per 5 GB Storage

$0.99/Month

**Print to ready the Contractual paper**

**3.2 External Interface Requirements:**

**Provide Search facility**

* The system shall enable user to select multiple options on the screen to search.

### **Maintain user profile**

* The system shall allow user to create profile and set his credential.
* The system shall authenticate user credentials to view the profile.
* The system shall allow user to update the profile information.

##### **Provide personalized profile**

* The system shall display both the activities and performance history in the employee profile.
* The system shall display the detailed information about the instruction.
* The system shall allow user to select the instruction from the instruction history.
* The system shall allow an employee as user to register after joining and surveys in the profile.

### **Maintain employee profile.**

* The system shall allow user to create profile and set his credential.
* The system shall authenticate user credentials to view the profile.
* The system shall allow user to update the profile information.
* The system shall display the customer support contact numbers on the screen.
* The system shall allow user to enter the contact number for support personnel to call
* The system shall display the online help upon request.
* The system shall display the FAQ’s upon request.

### **Graphical User Interface**

* The system shall provide a uniform look and feel between all the web pages.
* The system shall provide a digital form for each input.
* The system shall provide use of icons and toolbars.

## 3.2.1 Interfaces

There are many types of interfaces as such supported by the E software system namely; User Interface, Software Interface and Hardware Interface.

* The protocol used shall be HTTP.
* The Port number used will be 80.
* There shall be logical address of the system in IPv4 format.

## 3.2.2 User Interfaces

* + The user interface for the software shall be compatible to any browser such as Internet Explorer, Mozilla or Netscape Navigator by which user can access to the system.
  + The user interface shall be implemented using any tool or software package like HTML, CSS, and JAVA SCRIPT etc.

### **3.2.3 Hardware Interfaces**

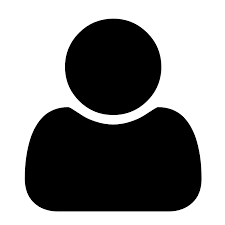
Since the application must run over the internet, all the hardware shall require to connect internet will be hardware interface for the system. As for e.g. Modem, WAN – LAN, Ethernet Cross-Cable.

### **3.2.4** **Software Interfaces (Dashboard)**

* Total school (After confirmation)
* Total school contacted
* Total school visited
* Status
* Immediate interested
* Later interested
* Not interested

**Welcome to Marketing Dept.**

**IPSITA COMPUTERS PTE LTD**



Search

* Type to Filter





 Dashboard

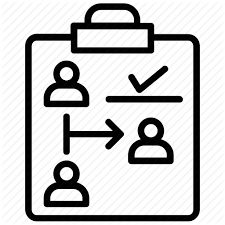
Total School

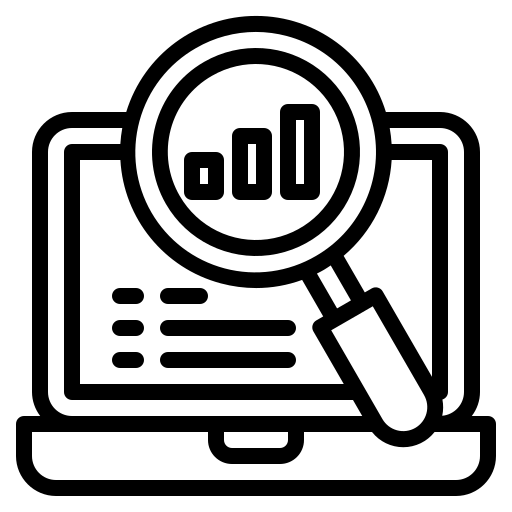
Total School Contacted

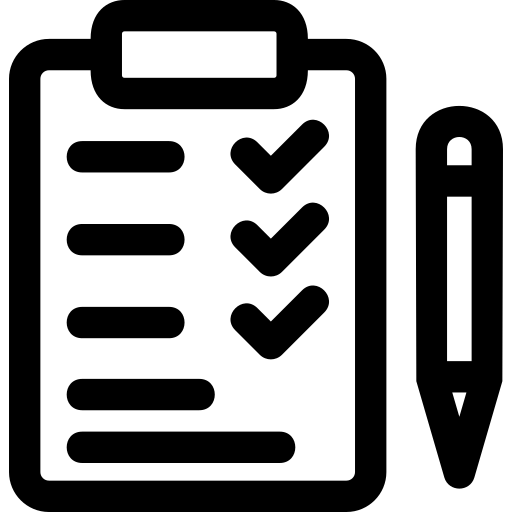
 Job Assign

?

?

Joining Employee

Monitoring Activities

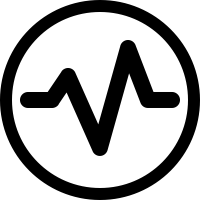
 Marking

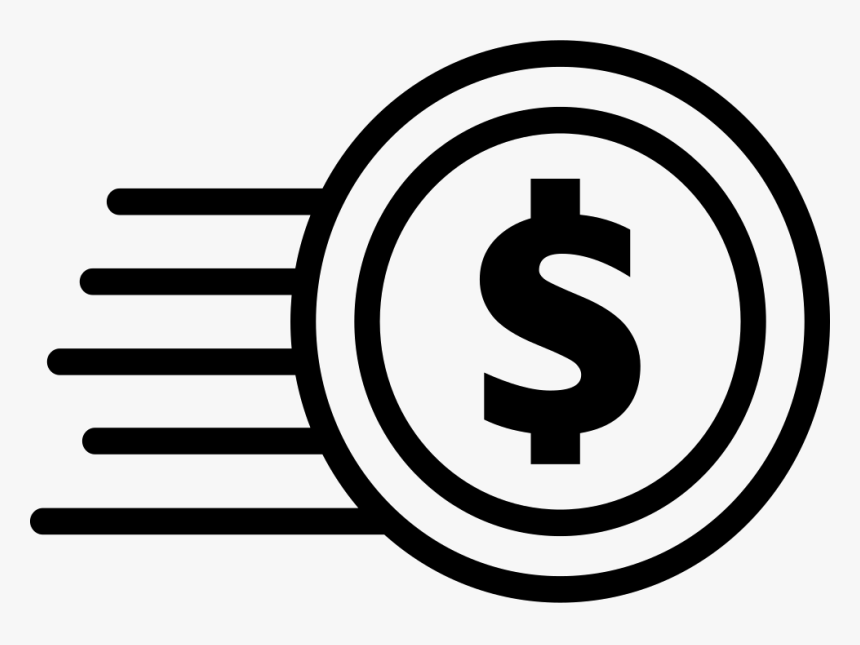
Assessment



Further Guide

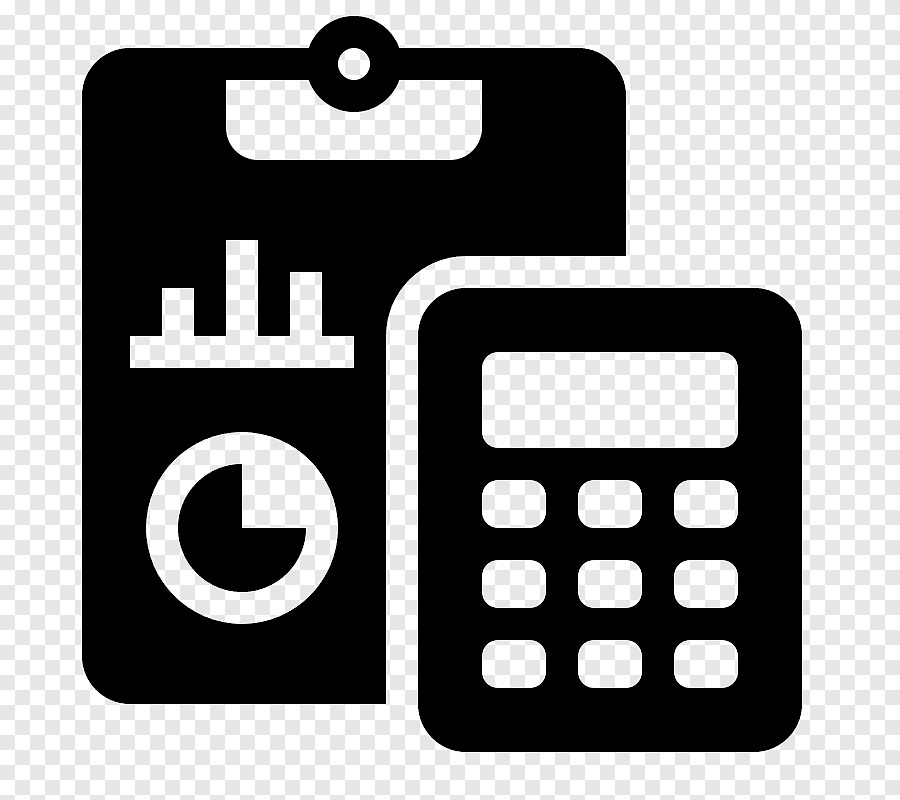
Total School Visited

Status 

 Financial System

?

Immediate Interest

 Manage Accounts

?

 Manage

?

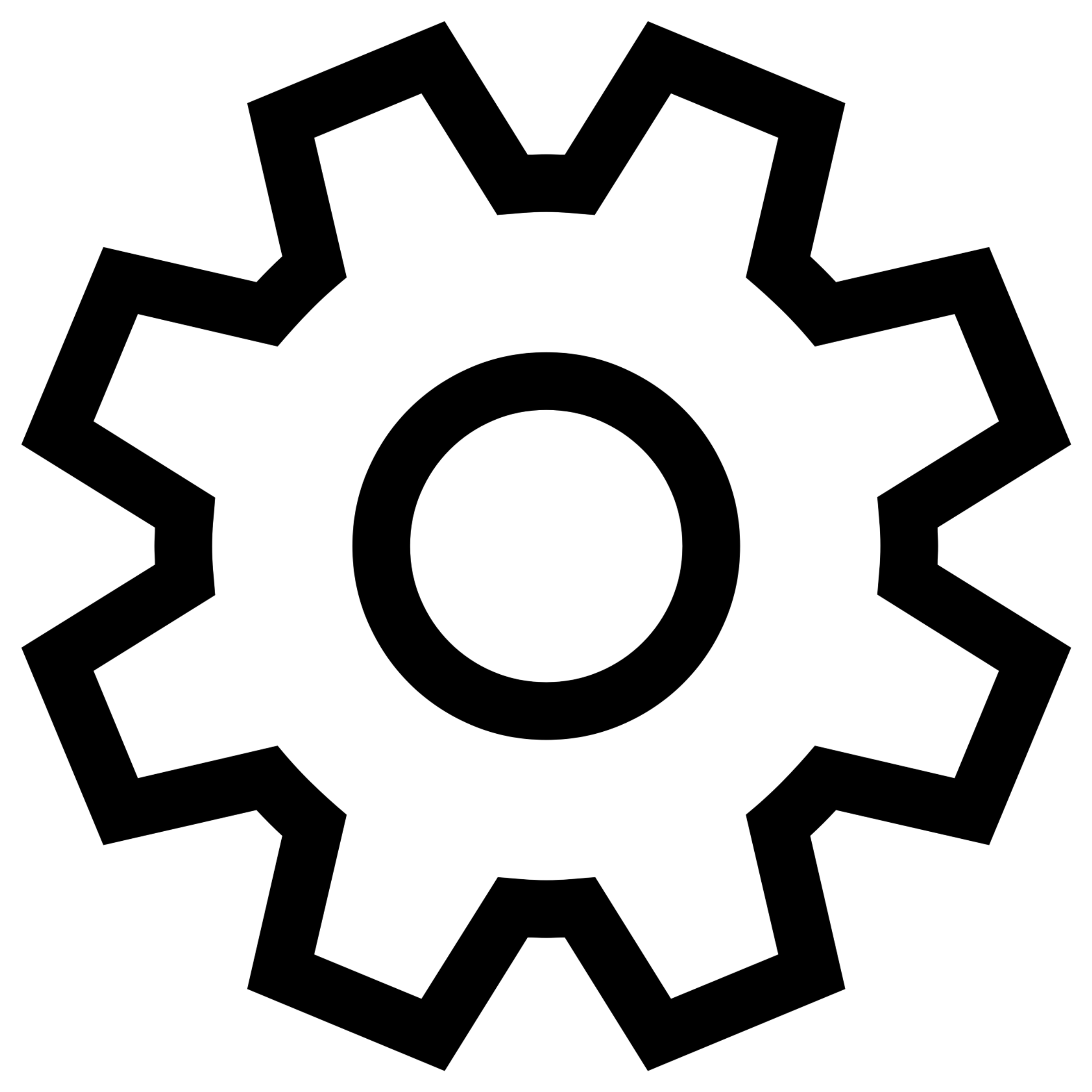
Later Interest

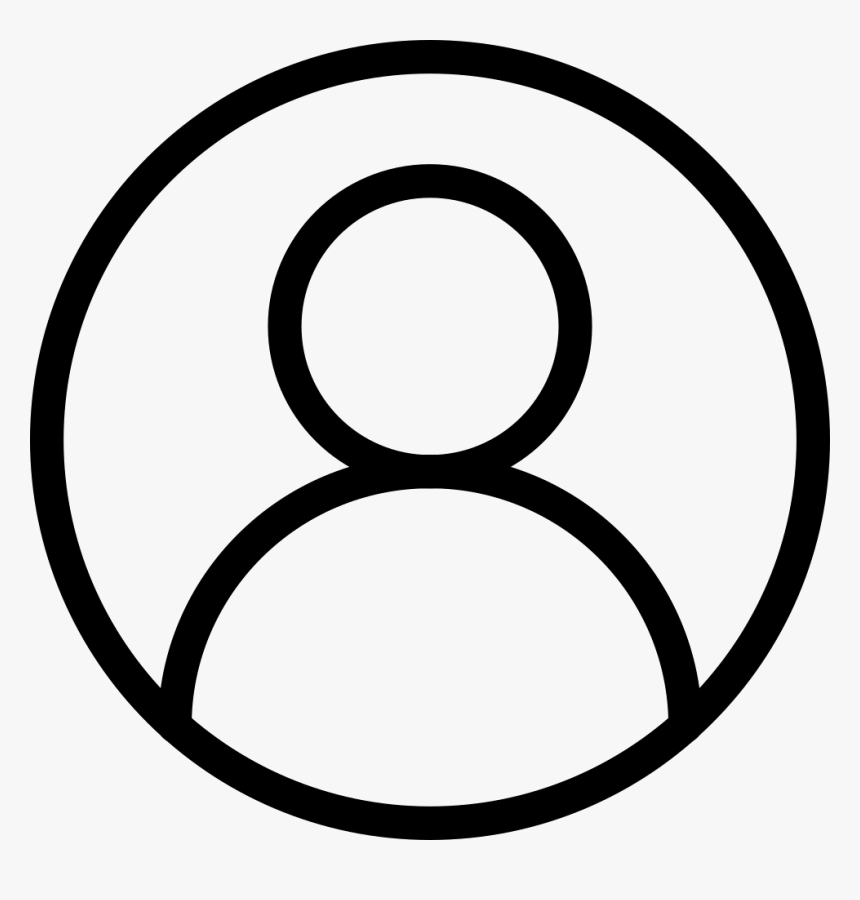
 Report

?

Not interested

?

 Setting

 My Profile

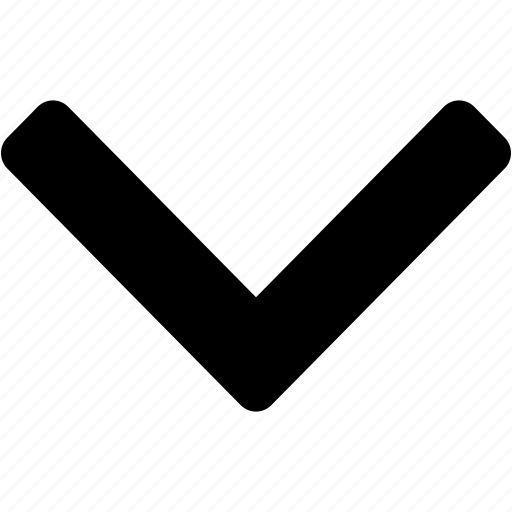
**Date 20 February 2022**

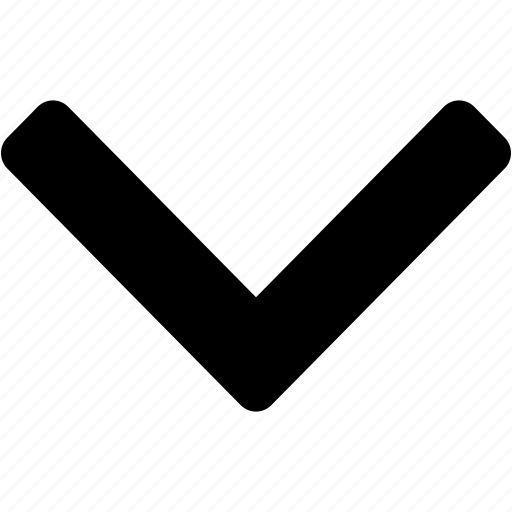
Follow Up

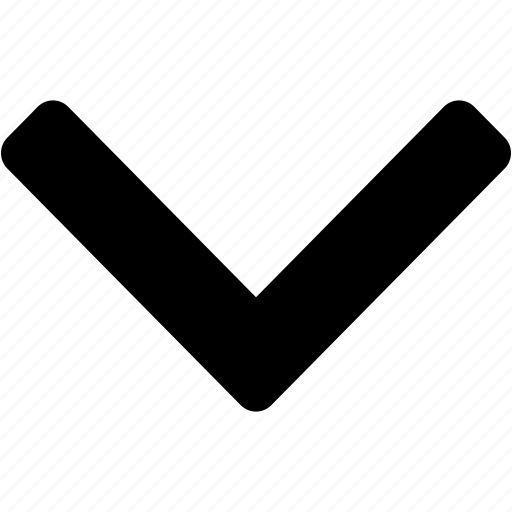
### 

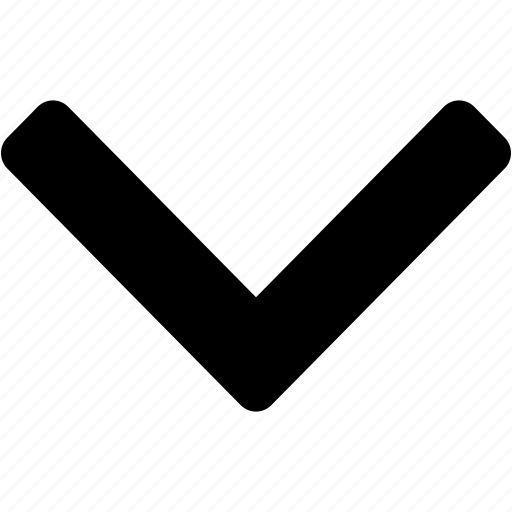
**View Total School**

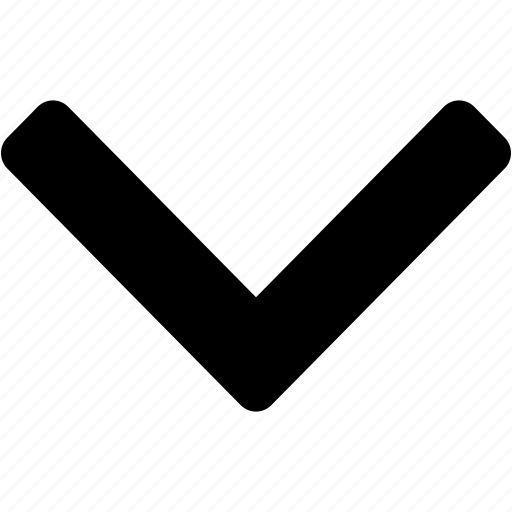
**Search by keyword**

**Division**  

**District**  

**Thana**  

**Location/Street** 

**Post Office**  

Search

**View Results**

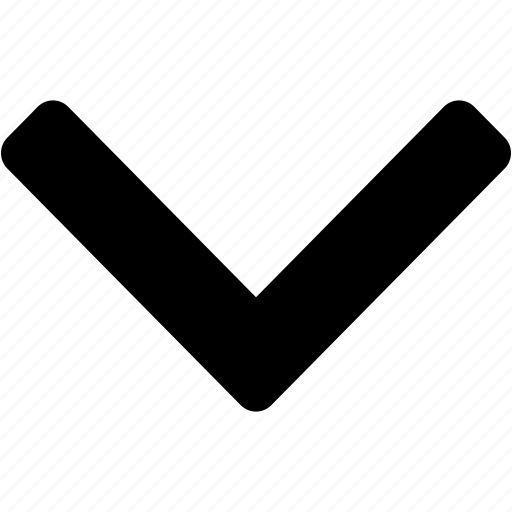
**Source (Through whom)**

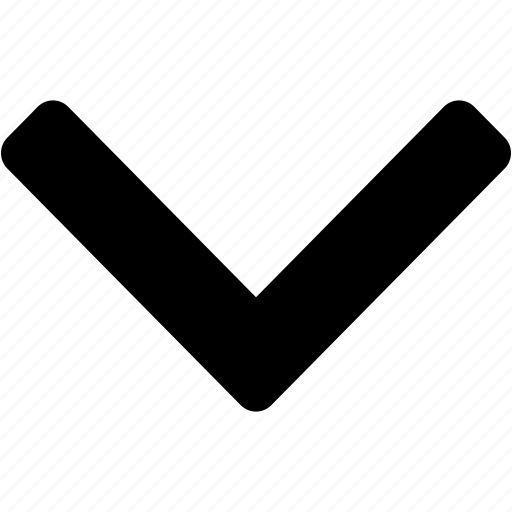
**Address**

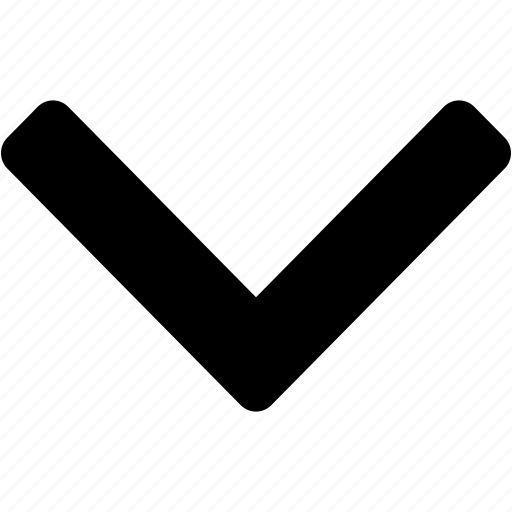
**School Name**

Print

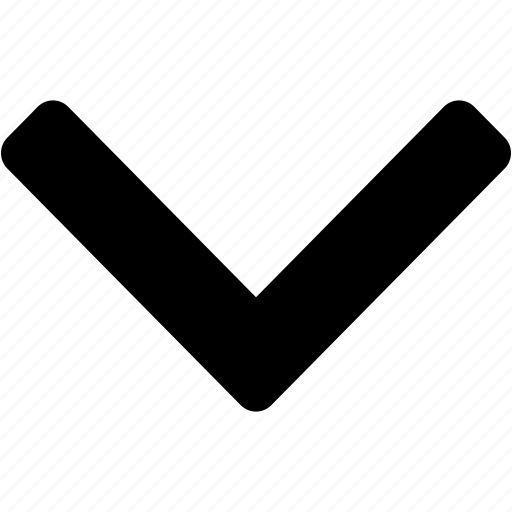
**Total Contacted School**

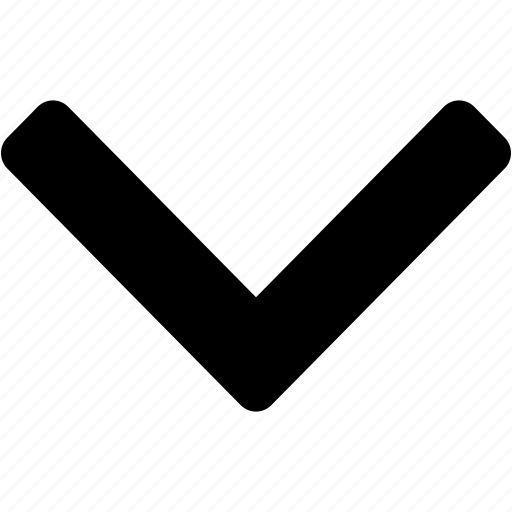
**Thana**  

**District**  

**Division**  

**Search by keyword**

**Post Office** 

**Location/Street** 

Search

**View Results**

**Result**

**Date**

**Source**

**The medium of contact**

**Address**

**School Name**

Face book/Messenger

Mila (Digital Marketing Executive)

Not interested

3/3/2022

….

ABC School

**An Users option for Total Contacted School**

**Total Contacted School**

**School Name**

**Result**

**Date**

**Source**

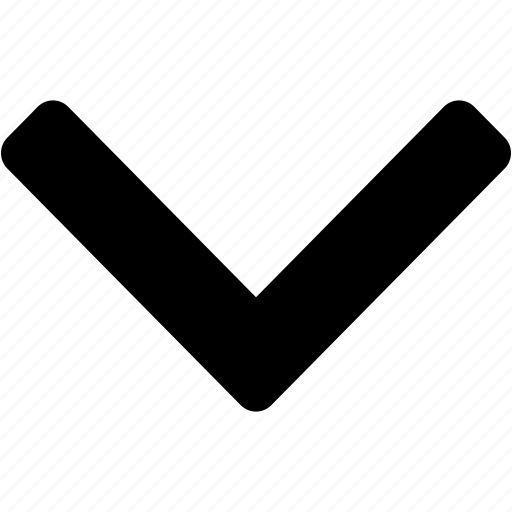
**The medium of contact**

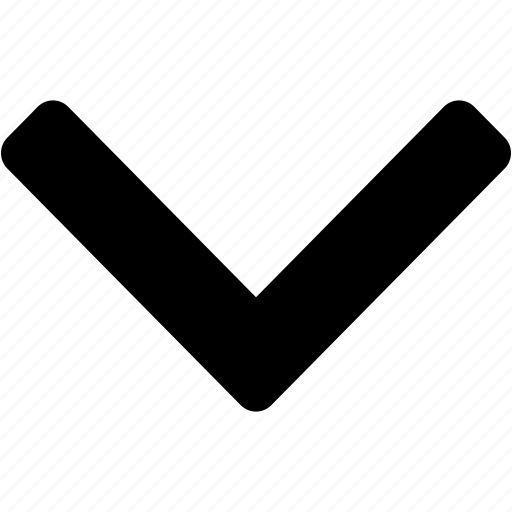
**School Address**

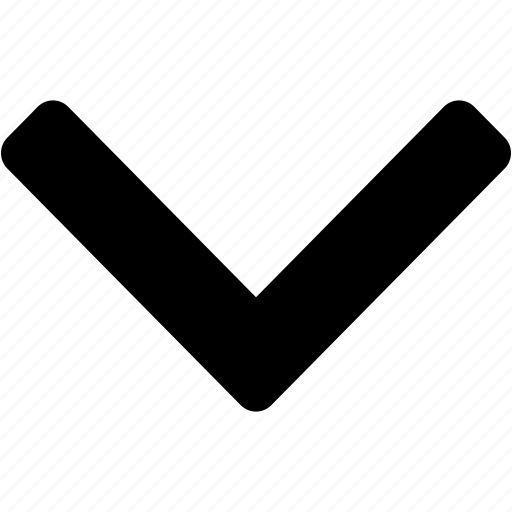
ABC School

Choose

Choose

Choose

Choose

Choose

**Follow Up**

Immediate Interest

Marketing Executive

Phone no

Division

**Accepted**

Later Interest

Digital Marketing Executive

Email

District

Employee

Face book/Messenger

Thana

Reason

Not interested

Reference

Whatsapp

Location/Street

Follow Up

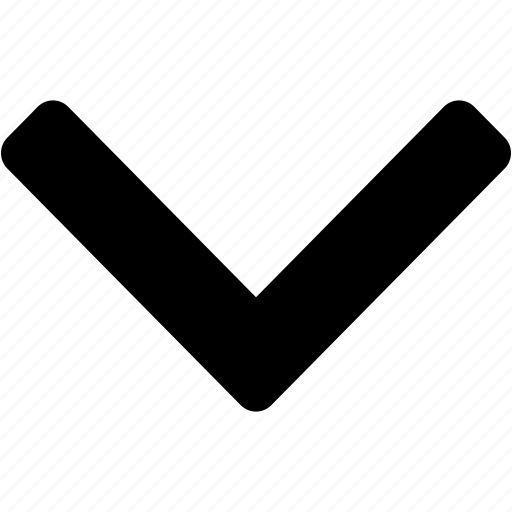
Requirements

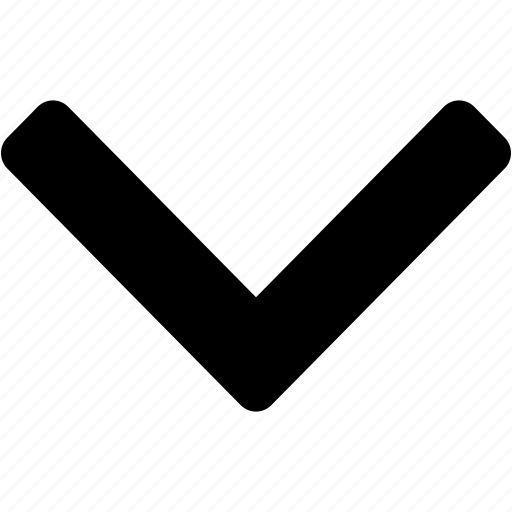
Follow Up

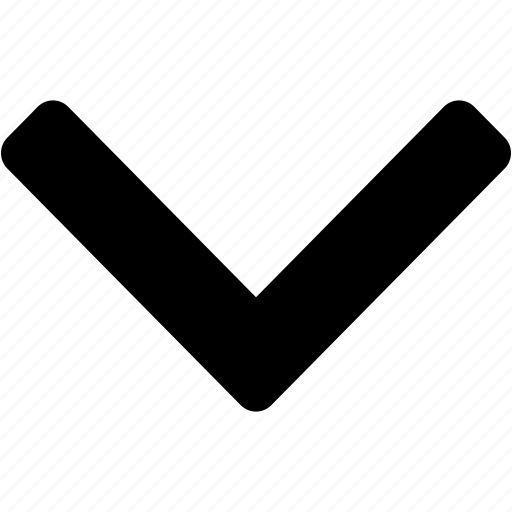
When to take?

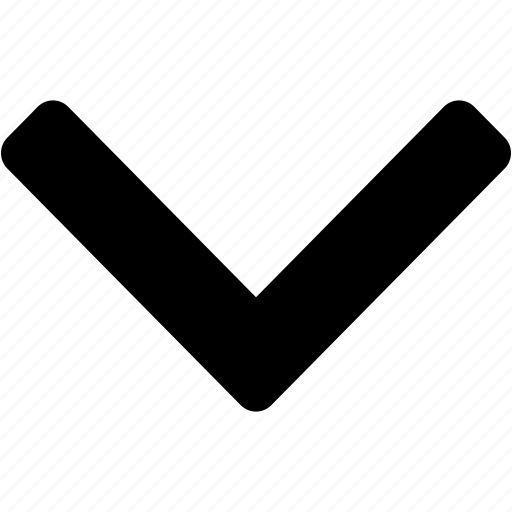
**Search by keyword**

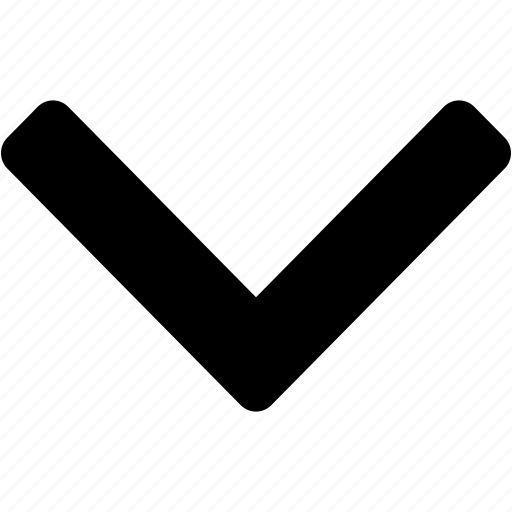
**Total School Visited**

**Thana**  

**District**  

**Division**  

**Location/Street** ****

**Union**  

Search

**View Results**

School Name

Address

No of Student

School Type

Visiting Date

Talk to whom

Result after School Visit

Requirement

Want to see demo?

Source of client Contact

Is offer letter received?

Further Reference from School

**NOTE:**

**When an agent inputs the school information, the admin will be able to see the result here**

### **Status:**





**School Name**

**School Address**

**School Name**

**School Address**

**Requirement**

**Source**

**When to take**

**Visiting Date**

**Visiting Date**

**Accepted?**

**(YES/NO)**

**Source**

**Choose**

BCD School

**Choose**

6 March 2022

**District**

**Division**

**Division**

**Thana**

**Thana**

**District**

**Post Office**

**Post Office**

**Location/Street**

**Location/Street**





**School Name**

**School Address**

**After Delivery Follow up**

Choose

**Visiting Date**

**Reason**

**Source**

**Visiting Date**

**School Name**

**School Address**

**Choose**

**Order to Source**

**Follow Up condition**

**Source**

**Before Delivery Follow up**

**Choose**

**District**

**Division**

**District**

**Division**

**Thana**

**Thana**

**Post Office**

**Location/Street**

**Post Office**

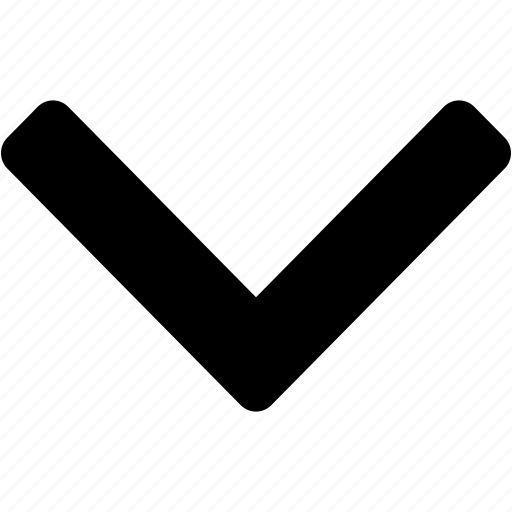
**Location/Street**

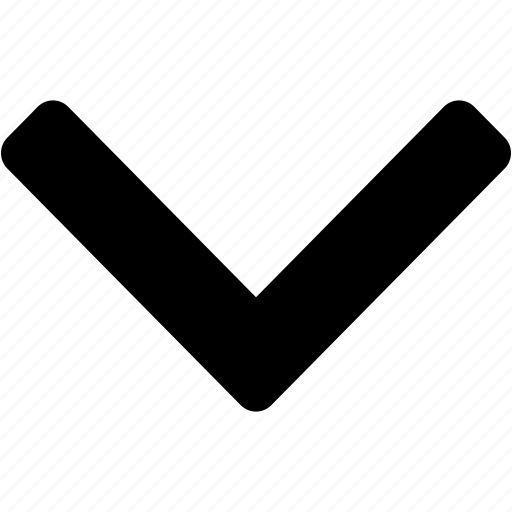
**An User Follow up Option**

**Follow Up History (School Name)**

**Comments/What to do?**

**Follow Up options**

Choose Step 

Choose 

By Phone

Communicating Over

**Before Delivery Follow up**

By Email

Again Visit

**After Delivery Follow up**

Need to convince more

**Interested but Later**

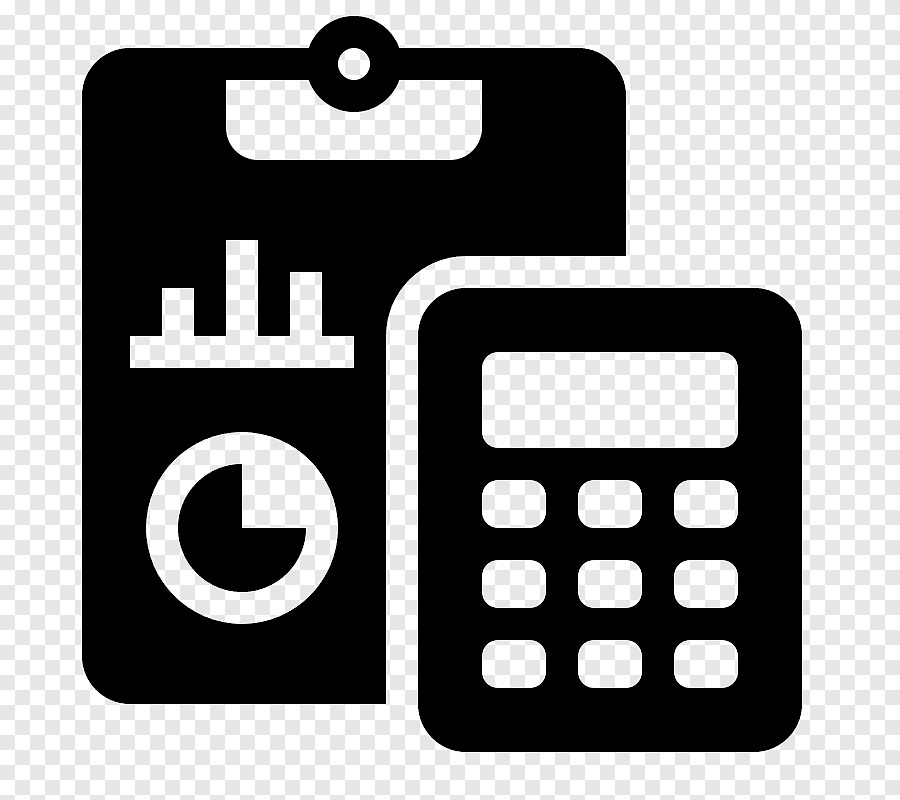
**Further Reference**

Principal Not Reachable

Wants to see demo

Work Order (After MNG Confirmation)

Success

 **Manage Accounts**

**TA/DA**

**Paid**

Request

**Salary**

Total Taka

Mode of Transport

Place

Date

Employee Name

**Consolidated**

**Basic Salary**

**Employee Name**

400

**Uber/Pathao**

**Savar**

**Green Road**

To

From

**2/3/2022**

A

**Choose Month**

**Paid**

**Payment Method**



Bkash

Total Employee

Other

Cash

Total

Total

**An User Accounts option for TA/DA**

Received History

**Employee Name**

**Total Taka**

**Mode of Transport**

**Place**

**Visiting Date**

**Choose **

Default

Choose

To

From

From

To

A

400

Bus

2/3/2022

Savar

Green Road

CNG

Rickshaw

Uber/pathao

Other

**Received**

**Send Request**

Suitable payment Method



**Bkash**

**Other**

**Cash**

**Agent Registration Form**

**Terms & Condition**

**Business Information**

**Personal Information**

Bangla

English

Name

Father Name

Mother Name

Upload NID

NID

Birth Certificate

Occupation

Same as Present Address 

**Permanent Address**

**Present Address**

District

Division 

District

Division

Post Office

Thana

Post Office

Thana

Location/Street

Location/Street

Enter a valid email

enter phone no

Email

Phone No

**Business Information**

Choose Date

Start Date

Name of the Company

Type of Business

Upload

Update Trade License

Upload

Vat Clearance Certificate

TIN No

Upload

Income Tax Clearance Certificate

Remark

**Terms & Condition**

**Which category do you want to work in?** ****

Marketing Executive

Divisional Marketing Executive

District Marketing Executive

Thana Marketing Executive

Post Office Marketing Executive

Location/Street Marketing Executive

Different targets according to different area

**In which area do you prefer to work?**

**Target**

Division

District

Thana

Post Office

Location/Street

**Terms & Condition**

I agree with all terms & Condition



**Send registration request**

**Thank you for filling out your information!**  
  
We’ve sent you an email with the login code [after verification] at the email address you provided.   
  
Please wait, and let us know if there’s anything else we can help you with.  
  
The [**IPSITA COMPUTERS PTE LTD**] Team

Success Message

For terminate an user

### **Admin Panel Registration Request:**

### 

Details

Details

Details

Save

Save

Save

Save

Write Target

Write Target

Write Target

Write Target

Write Target

Save

**Update Location/Street wise target**

**Update Post Office wise target**

**Update Thana wise target**

**Update District wise target**

**Update Division wise target**

Upload

Upload

Upload

Upload

Upload

**Terms & Condition**

**Registration Request**

**Manage**

Manage an Agent

Email login code

Email login code

Email login code

Request

Request

Request

Write Terms & Condition

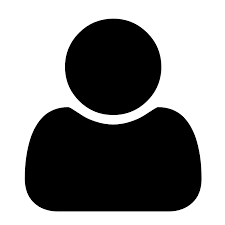
Save

Upload

**An Users Dashboard Access**

Welcome to Marketing Dept.

Search



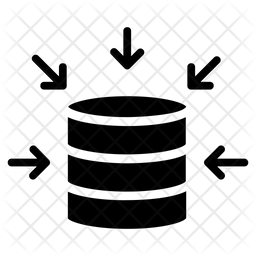
**IPSITA COMPUTERS PTE LTD**

Type to filter

 Dashboard

Total School Contacted

Total School

 Input School Information

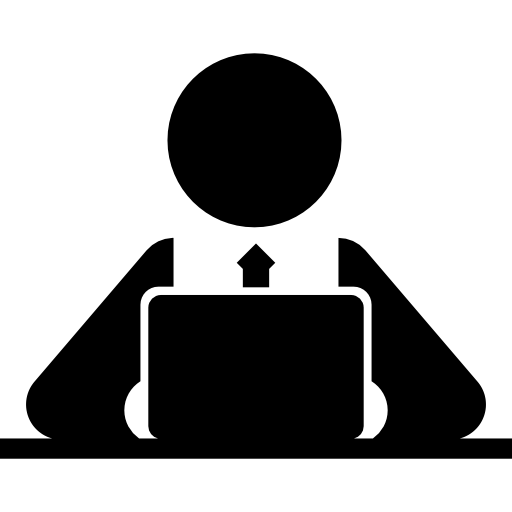
?

?





 Follow Up

 View Work

 Contact a School

Status

Total School Visited

 Attendance

 Email Marketing

**Immediate Interest**

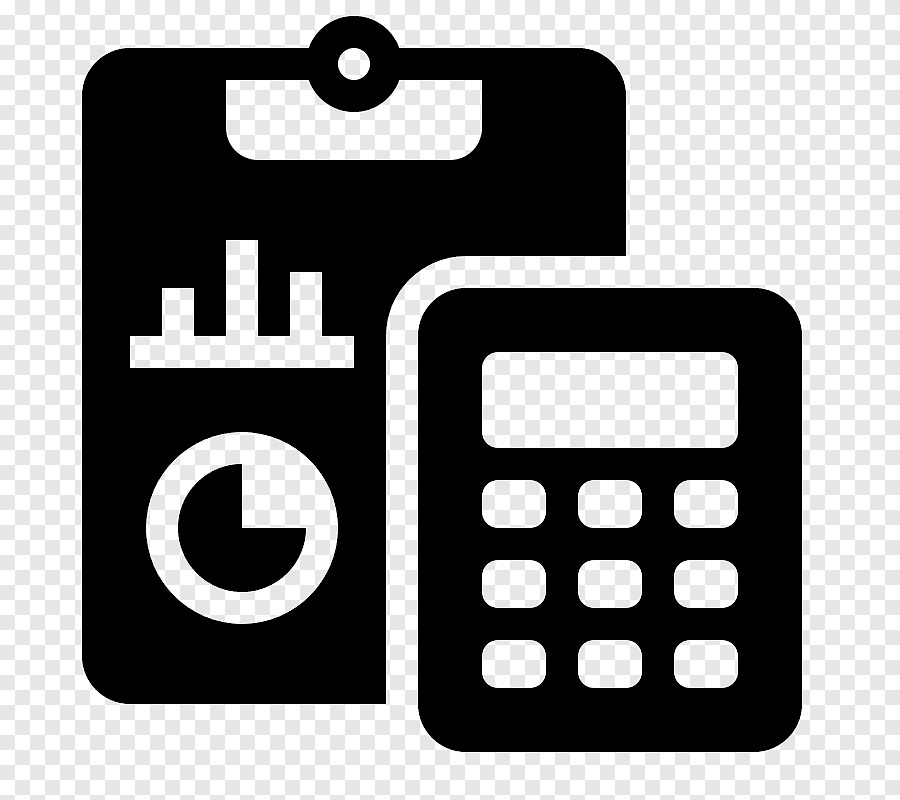
?

?



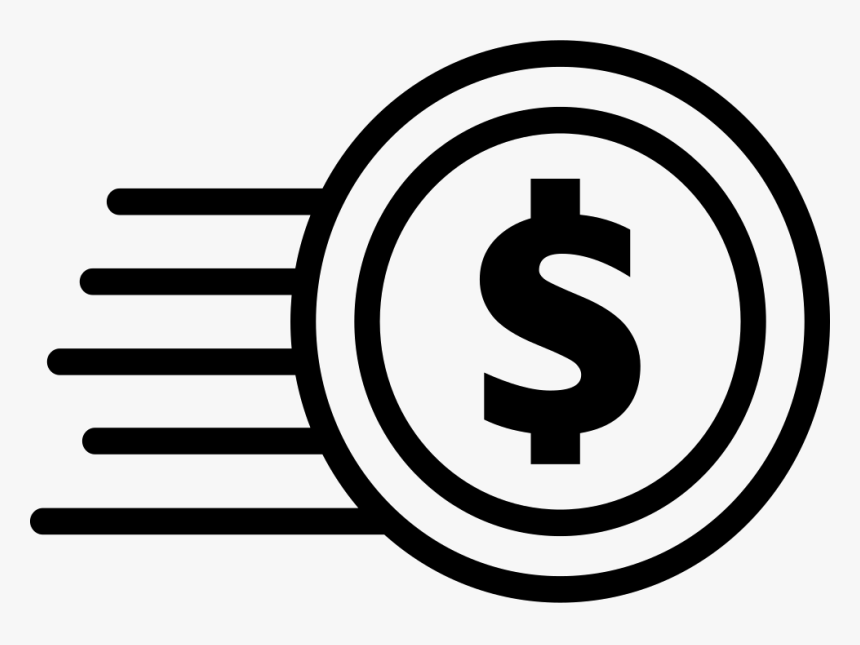
**Later Interest**

?

 Manage Accounts

**Not Interested**

?

 Financial System

?

**Follow Up**

* My Profile

Date 20 February 2022

* Setting

### **3.2.5 Communications Interfaces**

The e-store system shall use the HTTP protocol for communication over the internet and for the intranet communication will be through TCP/IP protocol suite.

* The system shall communicate with the employee when then by notification, message or call.
* The system will have a communication process with the marketing team and the software department.

## Nonfunctional Requirements:

## 3.3.1 Performance

* The system shall be based on web and has to be run from a web server.
* The system shall take initial load time depending on internet connection strength which also depends on the media from which the software is run.
* The performance shall depend upon hardware components of the user.

## 3.3.2 Safety & Security

### **Data Transfer**

* The system shall use secure sockets in all confidential employee information.
* The system shall automatically log out all users after a period of inactivity.
* The system shall confirm all transactions with the user’s web browser.
* The system shall not leave any cookies on the user’s computer containing the user’s password.
* The system shall not leave any cookies on the user’s computer containing any of the user’s confidential information.

### **Data Storage**

* The user’s web browser shall never display a customer’s password. It shall always be echoed with special characters representing typed characters.
* The system’s back-end servers shall never display a user’s password. The customer’s password may be reset but never shown.
* The system’s back-end servers shall only be accessible to authenticated administrators.
* The system’s back-end databases shall be encrypted.

### **Quality**

* This CRM software allows companies to create, manage, and maintain relationships with marketing department and robustly organize their processes. CRM software is an empowering tool that helps organizations increase their competitive edge and market worth. This is precisely why a CRM system, much like any other business element, needs to maintain quality.
* There is a strong relationship between [Quality Assurance (QA)](https://alphabold.com/quality-assurance/) and Customer Relationship Management (CRM), in this system; we are going to shed some light on what you need to do to ensure that the core competencies of your CRM system are adequately cared for!