Title:

System Requirements Specification for FeedRoad Application.

Team:

Direct Customer (Business Owners/Product Managers/Startup Owners), Architect/Developer, Business Analyst, Quality Assurance Member.

Objective (Purpose):

Feedback is the information, insights, issues, and inputs shared by our community about their experiences with any company, product, or services. This feedback collection application guides the owners about improvement of the customer experiences and can empower positive change in any business.

The FeedRoad is for the Business Owners/Product Managers providing the complete solution for registered users (Members) through single gateway using internet that will help them to create, send and collect customer opinions about their Product/Company/Services over Emails.

Scope:

FeedRoad is one of the best tools for gathering valuable feedback from customers, understanding user preferences, creating survey campaigns, boosting customer engagement and retention, and getting in-depth usage insights about Product/Company/Services.

Members would able to create, send and collect mass Email surveys from their customers.

Definitions:

Members: Person who have taken a subscription plan, who assigns, develops and reviews the survey campaigns as per their requirement, and is generally responsible for customer engagement for their products/company/services.

Portal: Personalized Online Web Application.

Dashboard: Each member dashboard for the relevant information.

Functional Requirements:

Feedback is valuable information that you can use to make important business decisions. Whether it comes from your customers, employees, or other prospects, feedback can help measure satisfaction, trends, or behavior. Feedback can also help businesses stay on track, and give insight into how others perceive their performance.

There are several key functional requirements that are typically included in a Feedback Collection System

Customer Centric: Being customer centric means focusing every aspect of your business — from marketing and sales to product development and support — on customer needs and interests, prioritizing customers' long-term successes over short-term business goals.

Clear and Specific standards: The members should be aware of the performance expectations and standards that have been set for their product/company/services. These standards should be specific, measurable, attainable and relevant.

Goal setting: The members and their supervisors should work together to set clear actionable goals and objectives to amend changes in response after collecting opinions from customer about their product/company/services for future development and growth. These goals should be specific, measurable.

Overall, the functional requirements of a Feedback Collection System(FeedRoad) are designed to help Owners/Product Managers to understand their customer needs/opinions about their product/company/services to provide their customer the best experience possible and the best way to gather these insights is to Email your customers and ask them for feedback and act upon them.

NonFunctional Requirement:

They are those that relate to the overall performance, reliability, security, and usability of a system or process, rather than specific functionalities or capabilities. In the context of a FeedRoad, some examples of non-functional requirements might include:

Confidentiality: The process should be designed to protect the confidentiality of members and customers information.

Accuracy: The process should be designed to ensure that evaluations are based on accurate and up-to-date information.

Efficiency: The process should be designed to be efficient and minimize the time and resources required for conducting Email campaigns.

Transparency: The process should be designed to be at most transparent.

Scalability: The process should be able to accommodate a large number of emails without becoming unwieldy or inefficient.

User-friendliness: The process should be easy for members and owners to use and understand.

Data security: The process should be designed to protect against unauthorized access to any member data.