08/03/2021

BAU Automation

Product Design Specification

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# 1.0 Introduction

**1.1 Purpose of the product design specification**  
The product design specification document documents and tracks the relevant information to define architecture and system design.

It gives the development team guidance on architecture of the system to be developed effectively.

# 2.0 General Overview and Design Approach This section describes the principles and strategies to be used as guidelines when designing and implementing the system.

## 2.1 Key Requirements

Assuming user wants to forward emails that were received from customers automatically to the relevant department with the system, the system needs to have the ability to detect keywords and recognise missing information from the email.

The system must not fail even after long-term repeated use and will be capable of handling as many cases as necessary a day. The final application will be easy to use, and allows employees assigned to handle emails to do so more efficiently and accurately.

# 3.0 Architecture Design

This section outlines the system and hardware architecture design of the system that is being built.

System will provide an endpoint that allows emails to be parsed to a google spreadsheet, fetching data such as email address, subject heading and body message. Thereafter the

system will extract information from the subject heading and body message, and depending on the type of query or problem, the email will be forwarded to the relevant department.

Email Server

Response:

Reply email to request for missing data

Data Sorting: Sort emails by query types

Google Spreadsheet

missing data

Data processing:

Check for missing data depending on query types

sufficient data

Response:

Forward email to relevant department

Put out keywords, data (number name transaction id web/IOS/Andriod Version of OS, )

Recognise from body message – categorise into which keywords

# 4.0 Design Considerations

## 4.1 Possible Types of Queries/ Problem

Given various queries and problems received from customers, there is a need to categorise them into different groups so that the system can recognise the relevant department it has to forward the email to. Additionally, sufficient details are required so that the relevant department can tackle the issue with ease.

|  |  |  |
| --- | --- | --- |
| Type of Queries | Data Required | Relevant Department |
| Delay, Wait | Account Number (?) |  |

# 5.0 Product Design Specification Approval

The undersigned acknowledge they have reviewed the BAU Automation Product Design Specification document and agree with the approach it presents. Any changes to this Requirements Definition will be coordinated with and approved by the undersigned or their designated representatives.

Signature: Date:

Name:

Title:

Role:

Signature: Date:

Name:

Title:

Role:

Signature: Date:

Name:

Title:

Role: