Of New Delhi, India

October 23, 2024

FUNCTIONAL REquirement SPECIFICATION

*MyChild Helpline*

**Revision History**

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Date | Reasons of Changes | Version |
| iTM | 5th November,2024 | The first draft of FRD was developed. | v1 |

[Overview 3](#_Toc180666653)

[The System 3](#_Toc180666654)

[Functional Requirements 4](#_Toc180666655)

[1 Admin Panel 5](#_Toc180666656)

[1.1 Sign-in Page 6](#_Toc180666657)

[1.2 Dashboard 7](#_Toc180666658)

[1.3 Mobile Data 8](#_Toc180666659)

[1.4 Admin 13](#_Toc180666660)

# Overview

This document will help to capture the intended behavior and capabilities of the system that can be agreed upon by the team. It will capture the list of requirements organized by the features with identified priorities. It will further ensure that the team working on the project fully understands the requirements and is concentrating their efforts on developing a solution that will satisfy the expected results.

# The System

The **MyChild Helpline** is an initiative developed in response to the unprecedented mental health challenges faced by children and families during the COVID-19 pandemic. Recognizing the urgent need for accessible mental health resources, UNICEF partnered with ChildLine Trinidad and Tobago to launch the My ChildLine App in 2020. This platform provides children and caregivers with direct access to mental health and psychosocial support, offering a variety of child-friendly resources and services. The mobile app serves as the primary interface for users, while the website complements this by providing additional information and access to relevant resources. The admin panel allows the administrators to manage user interactions, monitor service requests, and analyze data effectively. Together, these components create a support system designed to connect users with essential services, including national toll-free helplines, live chat features for immediate assistance, and a suite of interactive resources.

The below section explains the detailed functional requirements of these platforms.

# Functional Requirements

The system comprises of three applications:

* Mobile Application
* Website
* Admin Panel

The detailed functional requirements of admin panel are explained below.

## Admin Panel

The Admin Panel application can be accessed after successful sign-in. It allows to create and manage the underlying data of the system.

It will comprise of the following modules:

1. Login
2. Dashboard
3. Mobile Data

* Mobile Users
* Counselling
* Mood Trackers
* Feedback

1. Admin

* Admin Users
* Classification
* Helpline
* Broadcast

### Login

**Description and Priority**

The **Login** module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Log in button is enabled when the correct captcha is entered. |
|  | Provide a Login button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format. * Provide a Reset password button to confirm sending the email. * Provide a cancel option to go back to the login page |

### Dashboard

**Description and Priority**

The **Dashboard** module provides summarized data on the number of feedbacks, blogs, users, counseling open and counseling closed. It also presents data on total numbers of users and mood tracker by gender and country using the column chart and stacked bar chart respectively. It allows administrators to monitor the counseling data by country that is presented using the column chart visualization.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Show this page as the first sub-module when navigating to the admin panel and also when the left menu option of the dashboard is selected. |
|  | Show the count of data elements like no. of Users, Feedback, Blogs, Counselling open, and Counselling Close. |
|  | Provide an arrow button with each of the above elements and allow navigation to the respective sub-module when clicking on each. |
|  | Provide widgets for the User chart  Provide the option to select the Country.  Show Male female and other values as legends of the selected country.  Show the X-axis – age and the Y-axis – no. of users’ labels for the chart. |
|  | Provide widgets for the User chart  Provide the option to select the Country.  Show Male female and other values as legends of the selected country.  Show the X-axis – age and the Y-axis – no. of users’ labels for the chart. |
|  | Show the last updated date with each data element count. |

### Mobile Data

This module will allow to manage all the data that is related to users registered using the mobile application. This will contain the following submodules – Mobile Users, Counselling, Mood tracker and Feedback.

The application will provide the following features:

1. Character-guided onboarding process.
2. Character creation and personalization.
3. Mood assessment and activity recommendations.
4. Mood-based suggestions, including games for relaxation, and consultations for those needing additional support.

Below is the functional requirement for each of these sub-modules-

#### Mobile Users

**Description**

This module allows authorized users to manage all users registered using the mobile application. Admins can view user details, search specific user, edit and delete the required user account. This module also allows to filter users by age, gender, or country.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Show the animated character that greets the user and briefly introduce the app. |
|  | Provide prompt through conversation with the character and ask about:   * Language * Gender * Location * District * Date of Birth * Name   Provide a prompt regarding the Age and disclaimer. |
|  | Provide the option to create personalized Character through options to select :   * Hairs * Eyes * Skin color * Accessories * Gender (by default it should be selected) |
|  | Provide an option to edit each record. |
| 1. C | Provide the details as per the user region. |

#### Counselling

**Description**

This module allows to authorized users to view the list of counselling requests submitted through the mobile app. It helps to track open and closed cases, monitor response times, and ensure that users receive timely support.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Show the existing list of the counselling appointments in a table grid by pages along with pagination options to customize the view. |
|  | Provide an option to search and sort the existing list. |
|  | Provide option to filter the list by Country. |
|  | Provide option to enter comment for each record. |
|  | Provide option updated the status of each record. |
|  | Provide option to delete an appointment record. A confirmation box should appear after clicking on the delete button allowing the users to delete record only after confirming. |

#### Mood Trackers

**Description**

This module allow authorized users to view the list of user mood in the table grid along with the option to delete specific record. It supports trend analysis and helps in understanding emotional patterns among users, ensuring tailored interventions when necessary.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### Feedback

**Description**

This module allows authorized users to manage feedback submitted through the mobile app, ensuring that user responses are acknowledged and utilized to enhance the system. It provides a channel for users to share suggestions, report issues, or express satisfaction.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Show the existing list of the feedbacks in a table grid by pages along with pagination options to customize the view. |
|  | Provide an option to search and sort the existing list. |
|  | Provide option to delete an appointment record. A confirmation box should appear after clicking on the delete button allowing the users to delete record only after confirming. |

### Admin

**Description and Priority**

This module allows to manage all the data that is related to users created and managed by the super admin in the admin panel. This will contain the following submodules – Admin Users that is referred as Credentials in the existing system, Classification, Helpline and Broadcast currently referred as Blog.

#### Admin User

**Description and Priority**

This sub-module will allow administrator to create and manage the users of the system and assign roles and permissions to them. The system administrator will be the first user of the system and will be able to create and manage further users. Below is the functional requirement of this module.

**Functional Requirements**

|  |  |
| --- | --- |
| REQ 1 | Show the existing list of the users in a table grid by pages along with pagination options to customize the view. |
| REQ 2 | Provide options to search, sort and navigate the existing list. |
| REQ 3 | Provide options to add and edit an element to the list. |
| REQ 4 | Provide an option to show/hide an existing element. |
| REQ 5 | In add new element show the option to enter   * User Name should be entered and cannot be blank. * Select one of the Area from the list. * Select one of the Role from the below options –   + Admin   + Partner   + Program Coordinator   + Program Officer   + Trainer * Email ID should be entered and cannot be blank. * Passwords should be entered and cannot be blank. |
| REQ 6 | Provide the Add button in the add new element window to confirm adding the element. |

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### Classification

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

##### **Helpline**

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

##### **Country**

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

##### **Category**

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### Broadcast

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

------------END OF THE DOCUMENT------------