**Introduction**

This document is meant to delineate the features of **Virtual Advocate, document assembly web application**, so as to serve as a guide to the developers on one hand and a software validation document for the client on the other. The Virtual Advocate, web application is intended to provide document assembly services to banks, law firms, real estate agents and human resource management departments. This platform will be managed by Virtual Advocate organization to render the services to the customers.

**User roles & functional aspects**

The application is intended to support 5 user roles and functional aspects of the application will be made available to the users based on their roles. Following are the functional features available for user roles:

**Super user**

This user will have access to all functional aspects of the application and will be responsible for managing the entire application. Super user role shall have following functions:

* Manage users
* Manage document categories, sub categories, sub sub categories and  document types
* Manage documents
* Manage due diligence inquiries
* Manage invoicing
* Report viewing and check administrative logs

**Account admin**

The VA application will have accounts for organizations which will have multiple users. Account admin manages the organization’s account which he is a part of. These users have access to the following:

* Register for organization account
* Manage account users
* Search for templates and use them to create documents
* View & track account usage and invoices.

**Account user**

Account users are normal users associated with an organization account. These users can.

* Search for templates and use them to create documents
* View & track personal account usage.

**Individual user**

These accounts are meant for individuals.  These users can:

* Register for accounts
* Search for templates and use them to create documents
* View & track account usage and invoices.

**Due diligence user**

Services available for these users include, company search, business search and land search. These users can register and opt to select the service. Based on the service opted for, inputs will be collected from them for further processing. These users could receive the documents & invoice via email. Payments collection is a manual process and online payment is out of scope of this project.

**Functional requirements**

**User registration**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Functional features | Super user | Account admin | Account user | Individual user | Due diligence user |
| **1** | **Registration** |  | **** |  | **** | **** |

**** = Availability of the feature

Notes:

a. User registrations are mandatory to avail services.

b. While registering user can select the services.

c. For organization accounts, Account admins create accounts for Account users. On creation of account users will receive their credentials via email.

d. Individual user accounts shall be single user accounts.

Process flow: registration

a. User fills in the registration form

User needs to fill in all mandatory fields

It is mandatory to accept VA terms and conditions

b. On submission of the form, the registration with a status ‘Un approved’ will be listed under user management section for admin user to approve the account.

c. Once the Super user validates the information, he could approve/reject the registration

* If the Super user approves the registration, status of the registration will be changed to ‘Approved’ and the customer will receive an email with verification link. On successful verification, customer can login to their account.
* If Super user rejects a registration, status of registration will be changed to ‘Rejected’ and user will receive the status notification.

Registration form fields:

a. For organizations

1. Organization details

* Organization Name:
* Organization Phone Number:
* Organization E-mail:
* Physical Address of Organization: (Street Name, Plot No., Block No., Region, Near to,)

2. User Details:

* User Name:
* User Designation in Organization:
* User E-mail Address:
* Password & password confirmation
* User Phone No.:

3. Preferred Payment method:

* SWIFT;
* Bankers Cheque.

b. For individuals

1. User Details:

* User Name:
* User E-mail address:
* Password & password confirmation
* User Phone No.:
* Physical Address of Organization: (Street Name, Plot No., Block No., Region, Near to,)

2. Preferred Payment method:

* SWIFT
* Bankers Cheque

**User management**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Functional features | Super user | Account admin | Account user | Individual user | Due diligence user |
| 2.1 | Login | **** | **** | **** | **** | **** |
| 2.2 | Forgot password | **** | **** | **** | **** | **** |
| 2.3 | Manage personal profile | **** | **** | **** | **** | **** |
| 2.4 | Add users | **** | **** |  |  |  |
| 2.5 | Edit users | **** | **** |  |  |  |
| 2.6 | List users | **** | **** |  |  |  |
| 2.7 | Activate/deactivate users | **** | **** |  |  |  |

Notes:

* Super admin can create users as organizations or individuals. Following which the user will receive the login credentials via email.
* Account admins will be able to create users under their organization account.
* While creating the user, Super user will have option to choose the service.
* On reset password request, the user will get an email notification with information to reset password.
* Users with account status ‘deactivated’ will not be able to login to the system.

**Organization management**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Functional features | Super user | Account admin | Account user | Individual user | Due diligence user |
| 3.1 | Add organization | **** |  |  |  |  |
| 3.2 | Edit organization details | **** | **** |  | **** |  |
| 3.3 | Activate/deactivate  organization | **** |  |  |  |  |
| 3.4 | Search and list organization | **** |  |  |  |  |
| 3.5 | Organization user  management | **** |  |  |  |  |
| 3.5.1 | Add users |  | **** |  |  |  |
| 3.5.2 | Edit users |  | **** |  |  |  |
| 3.5.3 | List users |  | **** |  |  |  |
| 3.5.4 | Activate/deactivate  users |  | **** |  |  |  |

Notes:

* Super user will have privileges to manage all the organizations in the system.
* Account admin and Individual users will have privileges to view and edit their organization details.
* Super users and Account admins can transfer Account admin role to another user in the organization account.

**Multilevel document category management**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Functional features | Super user | Account admin | Account user | Individual user | Due diligence user |
| 4.1 | Add document category /  subcategory / sub-sub  category | **** |  |  |  |  |
| 4.2 | Edit document category /  subcategory / sub-sub  category | **** |  |  |  |  |
| 4.3 | View document category /  subcategory / sub-sub  category | **** | **** | **** | **** |  |
| 4.4 | Search/list document  category /subcategory /  sub-sub category | **** | **** | **** | **** |  |
| 4.5 | Activate/deactivate  document category /  subcategory / sub-  sub category | **** |  |  |  |  |

Notes:

* Super user will have privileges to manage all categories in the system.
* Organizational users and Individual users can search and list for documents and types associated with the category/service they are associated with. E.g. A user who has opted for Real Estate category will not have access to Banking category. If the user needs access to more categories, he may need to opt in for the categories while registering or need to get in touch with Super Admin to request access to the category of their preference.

**Manage documents**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Functional features | Super user | Account admin | Account user | Individual user | Due diligence user |
| 5.1 | Upload template process | **** |  |  |  |  |
| 5.1.1 | Upload template | **** |  |  |  |  |
| 5.1.2 | Keyword – form field           mapping            management | **** |  |  |  |  |
| 5.1.3 | Associate templates           with other templates | **** |  |  |  |  |
| 5.2 | Templates search/listing        with filters | **** | **** | **** | **** |  |
| 5.3 | Fill forms and create        documents | **** | **** | **** | **** |  |
| 5.4 | Preview Document | **** | **** | **** | **** |  |
| 5.5 | Download documents in        MS Word or        PDF format | **** | **** | **** | **** |  |
| 5.6 | Archive documents | **** | **** | **** | **** |  |
| 5.7 | View previously created         documents | **** | **** | **** | **** |  |

Notes:

a. Validations on form fields are out of the scope and empty spaces shall be included in document output when corresponding inputs are not available or missed by the user.

b. The formatting of the template or the final document is out of scope. The application will add the collected plain text data in the Keyword place holders.

c. Application will allow download of document created in MS Word format to allow users to edit/format the document

d. All document creations will incur a cost on the account from which it is created.

Process flow: Template upload

1. Super admin initiates the template upload process and provide following

* Document category
* Document type
* Document title
* Document description
* Template cost
* Document path (select the document from the local system)

2. On submission of the data and document, the system will analyze the document and identify the **Key words** enclosed within << >>. And the list of key words which does not exist in the database will be presented to the user to add **Labels**

3. After adding the labels, Super admin can view the **Form** which will be used for data collection. If required, user can return to edit Labels and then submit the Form.

4. On submission, the Form will be saved.

Process flow: Document creation

1. User initiates document creation, by identifying and selecting the template

2. Application will present the Form associated with the template to the user

                                               i. User fills in the information, preview the document and if required amend data in the Form fields.

3. On completion user initiates generation of document.

                                               i. System replaces the Keywords in <<  >> inside template with the data collected using the Form fields.

                                              ii. Template name, cost and date of creation will be added as an line item for invoicing

                                             iii. Created document will be stored as MS Word document or PDF document for download under the user account.

**Due diligence**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Functional features | Super user | Account admin | Account user | Individual user | Due diligence user |
| 6.1 | Form for user to submit        due diligence        and land inquiries        requests |  |  |  |  | **** |
| 6.2 | Automated E-mails on        receiving        inquiries |  |  |  |  | **** |
| 6.3 | List and view submitted       due diligence        inquiries | **** |  |  |  | **** |
| 6.4 | Respond via mail on time        and cost | **** |  |  |  |  |
| 6.5 | Facility to attach invoices        & reports to inquiries | **** |  |  |  |  |
| 6.6 | Download reports &        invoices | **** |  |  |  | **** |

Notes:

a. Inputs for a company inquiry:

* Company name
* Company registration name

b. Inputs for a business inquiry:

* Business name

c. Inputs for a right of occupancy inquiry:

* Certificate of Title No
* Plot Number
* Block Number
* Area
* Municipality
* Region

d. Payments and tracking status of payments are out of scope of this project.

Process flow: Due diligence inquiry

1. User initiates a due diligence inquiry by selecting

                                               i. Type of inquiry. i.e. Company/Business/Land

                                              ii. Provide additional information based on the type of inquiry and

                                             iii. Submit the form

2. On submission, the user and Super user will get email notification

3. Super user will view the inquiry and respond to inquiry with advise on cost, timeline and invoice

4. On completion, super user can attach a report to inquiry which can be viewed/downloaded by the user.

**Invoices**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Functional features | Super user | Account admin | Account user | Individual user | Due diligence user |
| 7.1 | Listing of invoices due on        accounts | **** | **** |  |  |  |
| 7.2 | Generate invoice manually | **** |  |  |  |  |
| 7.3 | Search, list and view        invoice details | **** | **** |  | **** |  |

**Reports**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Functional features | Super user | Account admin | Account user | Individual user | Due diligence user |
| 8.1 | By date | **** | **** | **** | **** |  |
| 8.2 | By organization | **** |  |  |  |  |
| 8.3 | By user | **** | **** | **** |  |  |
| 8.4 | By document category /        sub category / sub sub        category | **** | **** | **** | **** |  |

**Dashboard**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Functional features | Super user | Account admin | Account user | Individual user | Due diligence user |
| 9.1 | **User info** |  |  |  |  |  |
| 9.1.1 | Number of total users  (link to user list) | **** | **** |  |  |  |
| 9.1.2 | Graph with number of  organizations, category  wise (link to   organizations in the  category) | **** |  |  |  |  |
| 9.1.3 | Number of new  registrations (individuals/companies)  that requires approval (link to  listing page) | **** |  |  |  |  |
|  | Graph with number of  company/user registrations  per month (company /  individuals) | **** |  |  |  |  |
| 9.2 | **Document info** |  |  |  |  |  |
| 9.2.1 | Number of templates,  categories, sub categories and  sub sub categories (link to  respective listing pages) | **** | **** |  | **** |  |
| 9.2.2 | Number of documents created  this month per category, sub  category and sub sub  categories | **** | **** | **** | **** |  |
| 9.2.3 | Number of documents created  per organization account | **** | **** | **** | **** |  |
| 9.2.4 | Number of documents created  this month |  | **** | **** | **** |  |
| 9.3 | **Invoice info** |  |  |  |  |  |
| 9.3.1 | Total amount to be invoiced  (link to invoices listing page) | **** | **** |  | **** |  |
| 9.3.2 | Graphical comparison of  invoices raised  (revenue)  recent 5 months | **** | **** |  | **** |  |
| 9.3.3 | Invoices/Amount per  categories (links to categorized  invoices listing page) | **** | **** |  | **** |  |
| 9.4 | **Due diligence** |  |  |  |  |  |
| 9.4.1 | New inquiries under business,  company and land | **** |  |  |  |  |
| 9.4.2 | Inquiries this month under  business, company and land | **** |  |  |  |  |
| 9.4.3 | Number of invoices raised this  month under business,  company and land | **** |  |  |  |  |

**Logs**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Functional features | Super user | Account admin | Account user | Individual user | Due diligence user |
| 10.1 | Registrations | **** |  |  |  |  |
| 10.2 | Create, edit and         activate/deactivation        of document categories and        types | **** |  |  |  |  |
| 10.3 | Template uploads | **** |  |  |  |  |