

User Requirement Document

Newspaper Agency Automation Software

Team: **Team WunderKind**

Name	Id no	Mai Id
K.Venkata Subbaiah	R190835	r190835@rguktrkv.ac.in
K.Yuvaraju	R190644	r190644@rguktrkv.ac.in
A.Arun Naik	R190066	r190066@rguktrkv.ac.in
J.Chenchu Dharani	R190976	r190976@rguktrkv.ac.in
D.Jayasree	R190878	r190878@rguktrkv.ac.in

Newspaper Agency Automation Software Tool

Version 1.1

Requirement Document

Version History

Version no	Date	Changed by	Changes made
V1.0	2010-06-09	Entire Team	Draft Report
V1.1	2010-06-14	Entire Team	Added use cases, use case specifications
V1.1	2010-06-16	Entire Team	Updated use case specifications

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Introduction:

This document has the requirements of Newspaper Agency Automation Software. The NPAAS tool is used by help centers. By using the NPAAS Tool, help centers provide services to their customers.

Purpose:

The purpose of this document is to gather the requirements that are needed for implementing the Newspaper Agency Automation Software Tool. It also focuses on various key features, the product, product vision and scope, product overview.

The purpose of NPAAS tool is to provide online solutions to customers.

Intended Audience:

The intended audience will be the customers who want to get online Newspapers through NPAAS.

Stakeholders:

Client: Help Center – Pawan Kalyan

Users: individuals who use the NPAAS Tool

Product Vision**Vision Statement:**

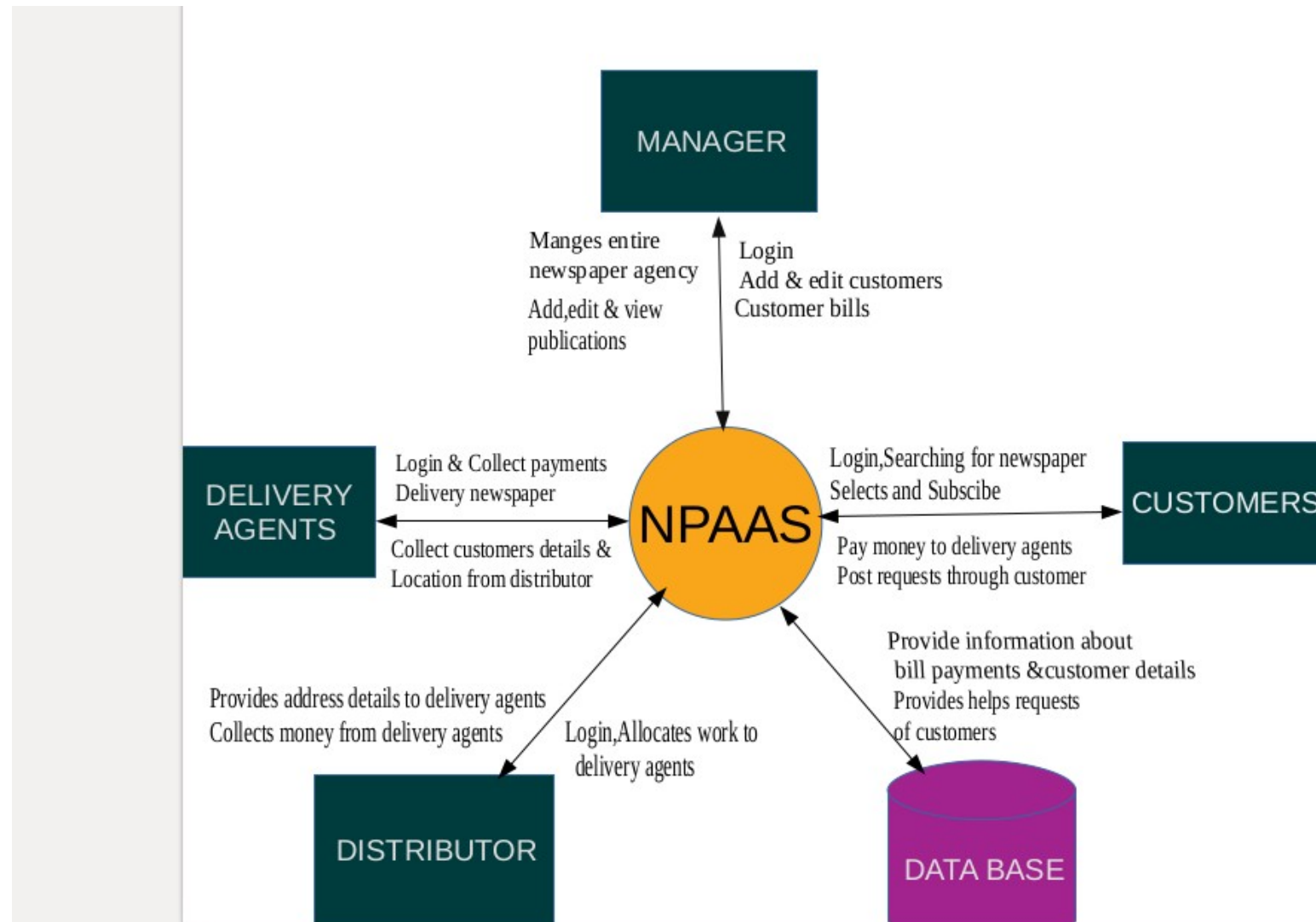
The product vision is to develop a NPAAS Tool, which is user friendly and easily accessible. This NPAAS Tool helps to provide online solution for the given problem.

Technologies:

HTML, CSS, MYSQL, JAVA SCRIPT and XAMPP,ADVANCED JAVA,JDBC

System in Context:

NPAAS Tool is a multi user system which provides online solutions to given problem. It takes help request from user and provide case id to user. It assigns help request to support personnel. It provides status of the help request to user, support personnel and administrator. It allows administrator and support personnel to change help request status.



User Characteristics:

The Users are typical computer users.

The users are familiar with reading skills

Constraints:

N/A

System-Wide Requirements (Received):***Actors:***

The system interacts with two kinds of users. Each user has own functions to access with system. The functionalities of users are dependent on each other.

- MANAGER
- DELIVERER
- USER

Events:

NPAAS Tool is a multi-user system which provides the help to users.

The most critical events are:

- ◆ Manager/ Deliverer login
- ◆ Add Publication
- ◆ Edit publication details

- ◆ Add customer
- ◆ Edit customer details
- ◆ Publications to be delivered
- ◆ Delivery summary
- ◆ Customer bills
- ◆ With-Hold subscription
- ◆ Payment receipt
- ◆ Deliverer payment

The below table provides a set of user visible events that define the functionalities that are in NPAAS Tool

	Actor	Action	Object	Frequency	Arrival Pattern	Response
1.	Customer	Login	Web page	1/day	Episodic	Page Opens,It has 2 links to Login and Register
2.	Customer	selects	Post Help request	1/day	Episodic	Got a form which has the help request details

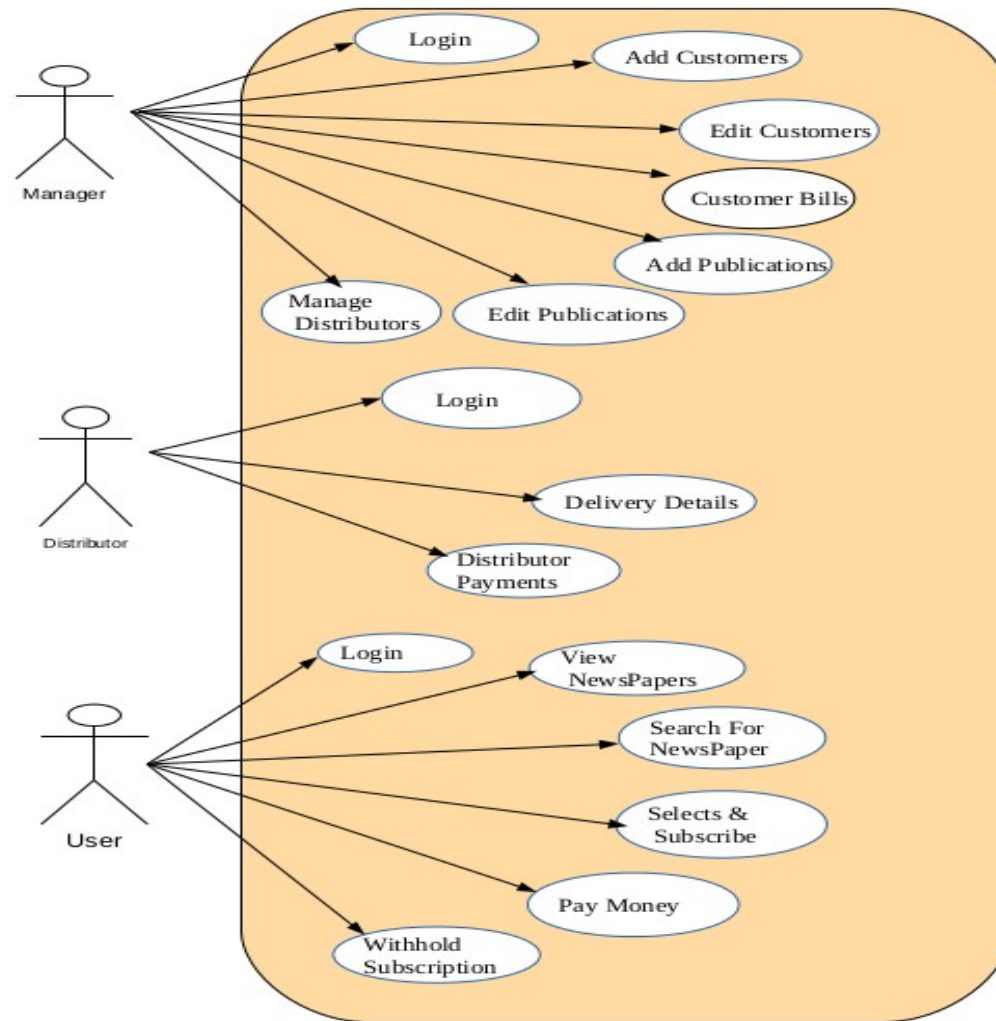
3.	Customer	Posts	Web form	1/day	Episodic	Help request stored and got a request Id
4.	Customer	Selects	View Help request Status link	1/day	Episodic	got a web page to enter help request Id
5.	Customer	Enters	Request Id	1/day	Episodic	Got a web page which has his help request status
6.	Administrator	Logins	login page	1/day	Episodic	got administrator page which contains administrator options
7.	Administrator	Selects	View all help requests page	1/day	Episodic	Got all help requests
8.	Administrator	Checks	Available support persons	1/day	Episodic	Got all available support personnel list
9.	Administrator	assigns	Help request id	1/day	Episodic	help request updated with support person details
10.	Administrator	searches	Clients/support persons requests	1/day	Episodic	Get particular client/support person help requests
11.	Administrator	Adds	Additional information	1/day	Episodic	Added additional information to assigned help request

12.	Support Personnel	Logins	Login page	1/day	Episodic	Got support personnel page which has support personnel options
13.	Support Personnel	Selects	View all help requests link	1/day	Episodic	Got all help requests which he has been assigned
14.	Support personnel	Selects	Un resolved help request	1/day	Episodic	Got a page which asked for enter help request Id
15.	Support Personnel	Enters	Help request Id	1/day	Episodic	Got a page which contains all details about help request
16.	Support Personnel	Changes	Help request status	1/day	Episodic	Help request status updated for particular help request Id

Functional Requirements:

Use case overview:

	Use-Case ID:	Use-Case Name:	Priority	Stability	Verifiability
1.	UC-NPAAS-LG	Login	High	Stable	Verifiable
2.	UC-NPAAS-AP	Add Publications	High	Stable	Verifiable
3.	UC-NPAAS-EPD	Edit Publication Details	High	Stable	Verifiable
4.	UC-NPAAS-AC	Add Customer	High	Stable	Verifiable
5.	UC-NPAAS-ECD	Edit Customer Details	High	stable	Verifiable
6.	UC-NPAAS-PD	Publications to be Delivered	High	Stable	Verifiable
7.	UC-NPAAS-CB	Customer Bills	High	Stable	Verifiable
8.	UC-NPAAS-DS	Delivery Summary	High	Stable	Verifiable
9.	UC-NPAAS-WHS	With Hold Subscription	High	Stable	Verifiable
10.	UC-NPAAS-PR	Payment Receipt	High	Stable	Verifiable
11.	UC - NPAAAS-DP	Delivery Payment	High	Stable	Verifiable

Use Case Diagram: -

Use Case Specifications:

UC-NPAAS-Manager/Deliverer Login:

Use-Case ID: UC-NPAAS -: ML/DL	Use-case Name: Manager/Deliverer Login
Description:	Check if there a exists a user in the database with the entered credentials.
Pre-conditions	<ol style="list-style-type: none">1. User must view the Newspaper Agency Webpage.2. The user must Register to Login.
Success guarantee (post-conditions)	After Login, user gets access to Newspaper Agency.
Frequency of use:	High
Main success scenario (or basic flow)	<ol style="list-style-type: none">1. User accesses the Newspaper Agency website homepage.2. The User selects Login.3. He or She gets a form with different fields and he/she enters the required (correct) details.4. In last step, the user clicks on submit button to Login.
Extensions (or alternate flows)	<ol style="list-style-type: none">1. If user doesn't fill required details or entered invalid details like username or password.<ol style="list-style-type: none">a. The system prompts the user to fill/check the details again.

Frequency of occurrence	Very high
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2. UC-NPAAS-UVRS: Add Publications

Use-Case ID: UC-NPAAS-AP :	Use-case Name: Add Publications
Description:	A new record with the above details is inserted into the database.
Pre-conditions	1. User must have a unique incident id about the record to add.
Success guarantee (post-conditions)	After entering the incident id, he comes to know the status of the publications.
Frequency of use:	High
Main success scenario (or basic flow)	<ol style="list-style-type: none"> 1. User opens the Newspaper Agency website homepage and Adds the Publication. 2. Enters the given incident id and clicks on submit button. 3. A webpage has been opened with full details of the Newspaper Agency
Extensions (or alternate flows)	<ol style="list-style-type: none"> 1. If user enters invalid incident id. <ol style="list-style-type: none"> a. System asks the user to enter the valid incident id.
Frequency of occurrence	High

3.UC-NPAAS-EPD: Edit Publication Details

Use-Case ID: UC-NPAAS-AVAR:	Use-case Name: Edit Publication Details
Description:	Administrator manages help requests and can view all of them sent by the Modify the existing record with the above details
Pre-conditions	Newspaper name, language,description, price.Notify user about the update.
Success guarantee (post-conditions)	After successful log in, the administrator can view all Publications in order based on the date,he can get full details of a particular publication by clicking on that created hyper link.
Frequency of use:	High
Main success scenario (or basic flow)	<ol style="list-style-type: none"> 1. Administrator opens the Newspaper Agency Automation Software. 2. Clicks on Login tab and gets a webpage with username and password text boxes. 3. Gets view all Publications, when he enters valid username and password. 4. The system displays all publications to the administrator.
Frequency of occurrence	High

4. UC-NPAAS-AC: Add customer

Use-Case ID: UC-NPAAS-AC :	Use-case Name: Add customer
Description:	Administrator Assigns opened help requests to one of the support personnel by giving fixed deadline.
Pre-conditions	Administrator has to get help requests from the users and he should search for suitable support person who can resolve as quickly as possible.
Success guarantee (post-conditions)	After successfully assigning the help request to a support person one email is sent to the user and the support person.
Frequency of use:	High
Main success scenario (or basic flow)	<ol style="list-style-type: none">1. Administrator opens the Help Center website and log in to the system.2. Gets a support person id by searching for it in the system.3. Clicks on assign help request link and enters the support person id and incident id.4. Submits the form and gets a “successful assign the help request message” from the system.
Frequency of occurrence	High

UC-NPAAS-AVRS: Change Help Request Status:

Use-Case ID : UC-NPAAS-AVRS	Use-case Name: Change Help Request Status
Description:	The Administrator/Support Personnel change the particular help request status
Pre-conditions	Administrator/Support Personnel must be Login to system, he must have the help request Id
Success guarantee (post-conditions)	Administrator/support personnel change the status of help request
Frequency of use:	High
Main success scenario (or basic flow)	After successfully login of Administrator/support personnel, he select the appropriate link in his home page After clicking on that link he will get a page, in that page he need to enter request id and status of the help request, then he click on submit button After clicking on submit button the help request status has been changed
Extensions (or alternate flows)	The Administrator/support person would be prompted with an error message if he provides wrong request Id's (if that id is not in database).
Frequency of occurrence	Very high

UC-NPAAS-AVRS: Admin_View Request Status:

Use-Case ID : UC-NPAAS-AVRS	Use-case Name: Admin_View Request Status
Description:	The Administrator view particular help request status
Pre-conditions	Administrator must be Login to system, he must have the help request Id
Success guarantee (post-conditions)	Administrator get the particular help request and view the help request status
Frequency of use:	High
Main success scenario (or basic flow)	After successfully login Administrator select the appropriate link After clicking on that link he will get a page, in that page he need to enter request id and click on submit button After clicking on submit button he will get a page which have the details of request id In that page he will check the status of help request
Extensions (or alternate flows)	The user would be prompted with an error message if he provides wrong request Id's (if that id is not in database).
Frequency of occurrence	Very high

UC-NPAAS-PR: Search Request:

Use-Case ID : UC-NPAAS-SR:	Use-case Name: Search Request
Description:	The Administrator manages the Search Request
Pre-conditions	Administrator must be Login to system, he must have support personnel id/name or he must have user incident id
Success guarantee (post-conditions)	Administrator get the accurate search results
Frequency of use:	High
Main success scenario (or basic flow)	<p>1.After successful login of Administrator he will get his home page</p> <p>2. in that page he must select the search request option</p> <p>3. after that he will get a page which ask for user incident id/support person id</p> <p>Administrator enter user incident id/support person id and options (opened or closed)</p> <p>If the search terms found in url system displays the particular user/support person help request</p>
Extensions (or alternate flows)	The user would be prompted with an error message if he provides wrong incident Id's or support personnel ids (if that id is not in database).
Frequency of	Very high

UC-NPAAS-AI: Add Information:

Use-Case ID : UC-NPAAS-AI:	Use-case Name: Add Information
Description:	The Administrator manages the add information
Pre-conditions	Administrator must be Login to system
Success guarantee (post-conditions)	Administrator successfully provide additional information to support personnel
Frequency of use:	Low
Main success scenario (or basic flow)	<ol style="list-style-type: none">1. after successful login of administrator he assign help request to support person2. if administrator thought that help request need additional information to resolve he will provide the information then he will click on submit button3. this information will be send to particular support person
Extensions (or alternate flows)	This scenario is depends on administrator thinking, if he is not provide information nothing will happen.
Frequency of occurrence	Low

Use-Case ID : UC-NPAAS-SVRS	Use-case Name: SupportPerson_View Request Status
Description:	The support person view particular help request status
Pre-conditions	Support person must be Login to system, he must have the help request Id
Success guarantee (post-conditions)	Support person get the particular help request and view the help request status
Frequency of use:	High
Main success scenario (or basic flow)	After successfully login of support person, he select the appropriate link After clicking on that link he will get a page, in that page he need to enter request id and click on submit button After click on submit button he will get a page which have the details of request id In that page he will check the status of help request
Extensions (or alternate flows)	The support person would be prompted with an error message if he provides wrong request Id's (if that id is not in database).
Frequency of occurrence	Very high

*UC-NPAAS-AVRS: **SupportPerson_View All Requests:***

Use-Case ID : UC-NPAAS-SVAR	Use-case Name: SupportPerson_View All Requests
Description:	The support person view All help request status which will be assigned by Administrator
Pre-conditions	Support person must be Login to system
Success guarantee (post-conditions)	Support person get the all help request and view all help request status
Frequency of use:	High
Main success scenario (or basic flow)	After successfully login of support person, he select the appropriate link After clicking on that link he will get a page, in that page he has all help requests which he assigned by administrator
Extensions (or alternate flows)	The support person would be prompted with an error message if he provides wrong request Id's (if that id is not in database).
Frequency of occurrence	Very high

Non-Functional Requirements:

Reliability:

User should get appropriate information about his complaint

Usability:

This tool should has user friendly GUI. User can use it effectively.

Availability:

Using should get information 24x7. User can access at any time with this tool

Accessibility:

This tool support multi user accessing. Any user can access the system from different places to use the tool

Performance:

User should have fast access to get the information from the help center. User should retrieve the information from help center database very quickly.

Security:

As it is a web based application it should be more secure in order to save help centers confidential data from hackers.

Platform Compatibility:

This tool has to work on any kind of operating system without modifying it.