Subject Code and Title: SDM404 (N06740) Software Development Management

Assessment 2

Event Feedback & Survey Platform

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Project Title: Real-Time Event Feedback & NPS Analytics Platform

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✅ What We Already Have from Assessment 1

You're ahead of the game with:

- A clear **Project Title**: *Real-Time Event Feedback & NPS Analytics Platform*
- Problem Statement, Target Users, Goals, Tools & Technologies ✅
- Scope, Deliverables, and Methodology ✅
- Timeline, Roles, Cost, Risk, Communication Plan ✅
- Early UI Mockups and Automation links ✅

🧩 What We Need for Assessment 2

📄 Software Requirements Specification (12–15 pages)

TORRENS UNIVERSITY AUSTRALIA

Software Requirements Specification (SRS)

Real-Time Event Feedback & NPS Analytics Platform

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1. Introduction

1.1 Purpose

This document outlines the Software Requirements Specification for the *Real-Time Event Feedback & NPS Analytics Platform*, a project aimed at enabling event organizers and clinic staff to collect and analyze attendee feedback efficiently and in real time.

1.2 Scope

The proposed system includes a lightweight feedback collection form, an automated alert system for critical feedback, and a real-time analytics dashboard. The system is built on Google Forms, Google Sheets, Google App Script, and Streamlit.

1.3 Definitions, Acronyms, and Abbreviations

- **NPS**: Net Promoter Score
- **UI**: User Interface
- **UX**: User Experience
- **GDPR**: General Data Protection Regulation
- **App Script**: Google Apps Script
- **SRS**: Software Requirements Specification

1.4 References

- Cobb, C. (2015). *The Project Manager's Guide to Mastering Agile*.
- Schwaber & Sutherland (2017). *The Scrum Guide*.
- Torrens University APA Referencing Guide

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2. Overall Description

2.1 Product Perspective

A browser-based platform leveraging Google Workspace tools to streamline feedback collection and real-time response analytics.

2.2 Product Functions

- Feedback form submission
- Alert generation for negative responses
- Real-time dashboard updates
- Role-based report viewing
- Data export (CSV or Google Sheet)

2.3 User Classes and Characteristics

- **Admin**: Clinic/event staff – manage feedback and view analytics
- **Guest**: Attendee providing feedback via form

2.4 Operating Environment

- Devices: Laptop, tablet, smartphone
- Browser: Chrome, Firefox, Safari, Edge
- Hosting: Google Cloud (Free Tier), Streamlit Cloud

2.5 Design and Implementation Constraints

- Restricted to Google Apps ecosystem (Forms, Sheets, App Script)
- Free-tier limitations on resources

2.6 User Documentation

- Help text embedded in the dashboard
- Google Docs user manual (to be finalized)

2.7 Assumptions and Dependencies

- Internet access is required
- Google Workspace availability
- No login required for form submission

3. Specific Requirements

3.1 Functional Requirements

- **FR1**: Attendee submits feedback through Google Form
- **FR2**: Scores below 7 trigger an automated email alert via App Script
- **FR3**: Streamlit dashboard fetches latest results from Google Sheets
- **FR4**: Dashboard supports CSV export of feedback data

3.2 Non-Functional Requirements

- **Performance**: Dashboard reflects new entries within 10 seconds
- **Reliability**: System built on reliable Google infrastructure
- **Security**: Access controlled via Google Workspace permissions
- **Usability**: Responsive layout and intuitive form structure
- **Compliance**: GDPR-compliant design with no sensitive identifiers stored

4. External Interface Requirements

4.1 User Interfaces

- Google Forms (for input)
- Streamlit dashboard (for output)

4.2 Software Interfaces

- Google Sheets API
- Google App Script
- Python (pandas, matplotlib)

4.3 Hardware Interfaces

- Not applicable

4.4 Communication Interfaces

- Email (Gmail App Script)
- Optional webhook to Discord (under development)

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5. Use Case Diagram + Narratives

(To be drawn using draw.io or similar)

Sample Narratives:

Use Case: Submit Feedback

- **Actor**: Attendee
- **Trigger**: Completion of event
- **Pre-condition**: Form is available
- **Post-condition**: Feedback saved and visible in dashboard

Use Case: Monitor NPS

- **Actor**: Admin
- **Trigger**: New feedback arrives
- **Main flow**: Dashboard fetches data → Updates chart → Admin views metrics

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6. Product Backlog & User Stories

ID	As a...	I want to...	So that...	Priority	Story Points
US1	Attendee	submit feedback easily	I can rate my experience	High	1
US2	Admin	get alerts on low scores	I can act on unhappy attendees quickly	High	2

US3	Manager	view summary dashboards	I can analyze satisfaction trends	Medium	3
US4	Admin	export data	I can share insights with stakeholders	Medium	2

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7. GUI / Prototype Screens

Include:

- Google Form (screenshot)
- Streamlit dashboard home
- NPS distribution chart
- Critical alert view (if applicable)

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8. Appendices

Appendix A: Architecture Diagram

- Google Form → Google Sheet → App Script → Dashboard

Appendix B: UI/UX Mockups

- Embedded from Figma or Streamlit screenshots

Appendix C: Meeting Log

Date	Decision	Next Steps
31/05	Define MVP scope	Start mockups

10/06	Form + Sheet tested	Add automation via App Script
13/06	Waiting on project confirmation	Proceed with current prototype
TBD	Meeting with Prof. Atif	Adjust if Torrens project is given