

Togethera+

Software Requirement

Specification

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Software Requirements Specification

For

CSE 3412 System Analysis and Design Laboratory

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Chapter 1: Introduction

1.1 Introduction:

TogetherA+ is a web-based platform designed to empower individuals with disabilities by providing them access to tailored support services, verified helpers, and educational resources. Recognizing the widespread challenges faced by people with disabilities in accessing essential services, TogetherA+ aims to bridge this gap through an inclusive, user-centric solution.

The platform connects users with qualified helpers for interpretation services, academic support, and daily activities, fostering greater independence, dignity, and social inclusion. TogetherA+ also offers a comprehensive repository of accessible resources, including audiobooks and video tutorials, and enables users to maintain a network of trusted contacts for emergency support.

1.2 Problem & motivation

Individuals with disabilities often rely heavily on family members or friends for assistance due to limited access to specialized support services.

Despite growing technological advancements, there remains a significant gap in centralized, reliable platforms specifically dedicated to addressing the diverse needs of individuals with disabilities.

- This lack of structured support results in:
- Reduced autonomy and independence for individuals with disabilities,
- Increased emotional and logistical burdens on families and informal caregivers,
- Limited employment opportunities for people who wish to provide professional assistance in this sector.
-

TogetherA+ seeks to bridge this gap by leveraging technology to create an inclusive and empowering environment.

The platform aims to:

- Reduce dependency on personal networks by connecting users to verified helpers,
- Promote autonomy and dignity through easy access to tailored support services.
- Provide employment opportunities for individuals committed to assisting persons with special needs.
- Foster community connections by building a supportive, accessible ecosystem.

By addressing these core challenges, TogetherA+ aspires to empower individuals with disabilities with seamless, dignified access to the services, resources, and community engagement they deserve.

Chapter 2: Information gathering

2.1: Introduction

The development of TogetherA+ required a thorough understanding of the real-life challenges, expectations, and needs of individuals with disabilities and their caregivers. To ensure the platform is practical, user-centered, and impactful, a structured information-gathering process was conducted using a combination of primary and secondary sources. These included user surveys, expert interviews, benchmarking studies, and a review of relevant literature and regulations. By collecting both qualitative and quantitative data, the team was able to identify key feature demands, ethical considerations, and market gaps. This chapter outlines the tools, sources, and insights that shaped the core design decisions of TogetherA+, ensuring the solution is grounded in reality and responsive to its target community.

2.2: Sources of Information

The design and development of TogetherA+ are informed by a variety of reliable sources to ensure the platform is user-centered, accessible, and aligned with real-world needs. The key sources of information include:

1. Primary Sources

- **Surveys:** Conducted to collect first-hand data from potential users, caregivers, and volunteers regarding their needs, preferences, and expectations from a disability support platform.
- **Expert Consultation:** Structured interviews with medical professionals, notably **Dr. Adib Shadman (MBBS, Dhaka Medical College)**, to gain specialized insights into healthcare accessibility challenges and the importance of ethical, reliable digital platforms.

2. Secondary Sources

- **Literature Review:**
Analysis of existing research articles, whitepapers, and reports focusing on disability support services, accessibility technologies, and inclusive digital design practices.
- **Benchmarking Studies:**
Comparative analysis of existing platforms and applications serving disabled individuals to identify strengths, weaknesses, and innovation opportunities (e.g., platforms like Easter Seals, SG Enable).
- **Regulatory and Ethical Guidelines:**
Study of relevant regulations and ethical standards, such as GDPR for data protection and UN Sustainable Development Goals (specifically SDG 10: Reduced Inequalities), to ensure compliance and social impact alignment.

2.3 Information gathering tools

To design a platform that truly addresses the needs of individuals with disabilities, multiple information gathering tools were utilized. These methods ensured a comprehensive understanding of user needs, expert recommendations, and practical challenges. The tools used are:

1. Surveys

- **Purpose:** To collect opinions and preferences from a broad range of potential users, caregivers, and volunteers.

- **Method:** Structured Google Forms survey distributed online.
- **Focus Areas:** Platform demand, critical features, funding preferences, trust factors, and community engagement.
- **Benefit:** Provided quantitative data and trend analysis based on a diverse respondent pool.

2. Expert Interviews

- **Purpose:** To gain deeper insights from healthcare professionals about accessibility barriers and critical platform features.
- **Method:** Structured interview with **Dr. Adib Shadman (MBBS, Dhaka Medical College)**.
- **Focus Areas:** Accessibility challenges, role of AI, importance of verified support, and ethical considerations.
- **Benefit:** Provided qualitative insights based on real-world professional experiences.

3. Secondary Research

- **Purpose:** To benchmark against existing solutions and understand best practices.
- **Method:** Literature review and case studies of existing platforms offering disability support services.
- **Focus Areas:** Accessibility tools, security practices, task-matching models, and funding strategies.
- **Benefit:** Helped identify market gaps and opportunities for innovation.

2.4 Expert Interview

As part of the requirements analysis for TogetherA+, an expert consultation was conducted with **Dr. Adib Shadman** (MBBS, Dhaka Medical College) to gain insights into the needs and challenges faced by individuals with disabilities. The following summarizes the key findings:

Question	Specialist's Response (Concise)
What are the biggest challenges for disabled individuals in healthcare access?	Lack of awareness, accessibility barriers, and underprivileged users needing external assistance.
What key features should a digital platform have for disabled individuals?	Simple user interface, secure medical data storage, AI-powered tools, verified professionals, and user feedback mechanisms.
How important are AI-driven accessibility features (voice commands, text-to-speech, telemedicine)?	Very important — AI can significantly enhance usability and accessibility for users.
What role does community engagement play in accessibility and independence?	Crucial — caregivers and healthcare providers must actively assist and empower users.
How can a digital platform ensure trustworthiness, reliability, and ethical support?	Through encrypted medical data, verified professionals, and continuous feedback to improve services.

The insights gathered have been instrumental in shaping TogetherA+'s core features, ensuring the platform is designed with real-world needs and expert recommendations in mind.

Based on expert consultation and user analysis, the following key insights have been identified to guide the design and development of TogetherA+:

2.4.1 Challenges for Disabled Individuals

- Lack of awareness and accessibility in healthcare environments.
- Heavy reliance on external assistance for using digital platforms.
- Limited availability of centralized, reliable disability support systems.

2.4.2 Essential Platform Features

- **Simple, user-friendly design** to ensure easy navigation for all users.
- **Encrypted medical data** handling to maintain privacy and security.
- **AI-driven accessibility tools**, including voice commands and text-to-speech functionalities, can enhance usability.
- **Verified professionals** for providing accurate medical guidance and trustworthy services.
- **User and caregiver feedback** systems to continuously refine and improve platform performance.

2.4.3 Ensuring Trust and Ethics

- **Secure data encryption** to protect sensitive personal and medical information.
- **Verification of professionals** (doctors, helpers) to ensure reliable and ethical support.
- **Continuous feedback loops** to maintain accountability and promote user-driven improvements.

Role of Community Engagement

- **Active involvement of caregivers and healthcare providers** is critical to successful adoption and sustained engagement.

2.5 Survey

To validate the need for TogetherA+ and prioritize platform features, a user survey was conducted. The major findings are as follows:

2.5.1 Strong Demand for an Accessibility Platform

- The majority of respondents **support and recommend** the development of a specialized platform for individuals with disabilities.
- **Emergency alert systems** were rated as highly important, with **73.5%** considering them critical for safety and support.
- There is strong interest in **AI-powered accessibility tools**, including **voice navigation** and **sign language support**.
- A **helper and caregiver matching service** was identified as a necessary feature to foster reliable support connections.

2.5.2 Critical Features to Include

- **Trust and verification** emerged as top priorities, with **55.9%** of respondents preferring caregivers and helpers to be **verified professionals**.
- Accessible and easy-to-use features were emphasized, especially AI-driven tools to enhance platform usability.

2.5.3 Funding Preferences for the Platform

- **38.2%** of participants prefer funding through **government grants**.
- **35.3%** support an **ad-based free model** to ensure accessibility for all users.
- **11.8%** expressed support for **crowdfunding** initiatives to sustain the platform.

2.5.4 Volunteer and Community Engagement

- **44.1%** of respondents indicated they would **love to help as volunteers**.
- An additional **44.1%** mentioned they **might consider volunteering** if provided with more information and clarity about the platform's mission.

Chapter 3: System Analysis

3.1 Introduction

System analysis is a crucial step in the development of TogetherA+, providing a clear understanding of user expectations, market gaps, and necessary features. This chapter synthesizes findings from earlier data collection efforts—surveys, expert interviews, and benchmarking studies—to compare existing solutions and identify what sets TogetherA+ apart. Through comparison analysis and gap identification, the team finalized a set of essential and value-adding features that respond directly to unmet needs in current platforms. This structured approach ensures that TogetherA+ is not only functional but also innovative, inclusive, and tailored to the real-world challenges faced by individuals with disabilities.

3.2 Comparison Analysis Table

Source	Key Insights	Implications for TogetherA+
Survey Results	<ul style="list-style-type: none">- Strong demand for emergency alert systems (73.5%).- High preference for AI accessibility tools (voice, sign language).- Trust and verification of caregivers highly valued (55.9%).- Funding preferences: grants (38.2%), ad-based (35.3%), crowdfunding (11.8%).- 88.2% show strong volunteer interest.	<ul style="list-style-type: none">- Must integrate emergency features.- Must include AI-driven accessibility tools.- Ensure caregiver verification and ethical practices.- Plan for grant funding and ad-based sustainability.- Build strong volunteer engagement system.

Expert Consultation (Dr. Adib Shadman)	<ul style="list-style-type: none"> - Lack of accessibility awareness in healthcare. - AI features crucial for independence. - Community support is critical. - Secure handling of sensitive medical data needed. 	<ul style="list-style-type: none"> - Design platform with maximum accessibility. - Incorporate AI support features (voice commands, text-to-speech). - Foster a strong caregiver and helper community. - Implement encrypted data storage and strict privacy standards.
Benchmarking (SG Enable, Easterseals, Caregiver Action Network)	<ul style="list-style-type: none"> - Existing platforms offer basic services but lack advanced features like: - Helper recommender systems. - AI-powered chatbots. - Community engagement hubs. - Transparent payment tracking and reviews. 	<ul style="list-style-type: none"> - TogetherA+ will differentiate by offering all critical missing features. - Add a Helper Recommender System. - Integrate AI Chatbot for support. - Build a full Community Hub. - Implement a secure Payment System.

3.3 Benchmark Analysis

To ensure TogetherA+ addresses existing gaps in the market, a comprehensive benchmark analysis was conducted against leading platforms that provide disability support services, including **SG Enable**, **Easterseals**, and **Caregiver Action Network**. The comparison focused on key features relevant to user needs and platform effectiveness.

Feature Comparison

Feature	SG Enable	Easterseals	Caregiver Action Network	Together A+
User Management	✓	✓	✓	✓

Task Matching	✓	✗	✗	✓
Accessibility Options	✓	✗	✓	✓
Resource Repository	✓	✓	✓	✓
Trusted Contacts	✗	✓	✗	✓
Payment Analysis & Rating	✓	✗	✗	✓
Community Hub	✗	✗	✗	✓
Admin and Analytics Dashboard	✓	✓	✓	✓
Helper Recommender System	✗	✗	✗	✓
AI-Powered Chatbot	✗	✗	✗	✓
Grant or Donation System	✓	✗	✓	✓

3.4 Feature List

Based on findings from surveys, expert consultations, and competitive benchmarking, TogetherA+ defines the following initial feature set:

1. User Management System

- Secure registration and authentication for users, helpers, and administrators.
- Role-based access control and profile management.

2. Accessibility Options

- AI-driven support including voice commands, text-to-speech, and adjustable text sizing.
- Interface optimized for screen readers and alternative input methods.

3. Task Matching

- Intelligent task posting and matching system connecting users with suitable helpers based on skills, availability, and location.

4. Helper Recommender System

- Personalized recommendations of helpers based on user preferences, ratings, past engagements, and verified skills.

5. Payment Analysis

- Transparent billing and payment tracking for services rendered.
- Integrated rating and feedback system to ensure service quality.

6. Trusted Contacts

- Users can add trusted family members, friends, or guardians who can assist with task approval or emergency interventions.

7. Resource Repository

- Centralized repository of accessible educational materials such as audiobooks, video tutorials, and guides tailored to different disabilities.

8. AI-Powered Chatbot

- Smart chatbot support for instant user assistance, FAQs, navigation help, and task posting guidance.

9. Community Hub

- Interactive forum and communication space for users, helpers, and caregivers to share experiences, resources, and offer peer support.

10. Accessible Products Store

- An integrated online store offering specialized products for individuals with disabilities, such as mobility aids, Braille resources, adaptive technology, and daily living accessories.
- Verified suppliers and secure purchase options to ensure product quality and user trust.

Chapter 4: Feasibility Analysis

4.1 Introduction

Before moving into full-scale development, it is essential to evaluate whether the TogetherA+ platform is practical, sustainable, and aligned with stakeholder needs. This chapter presents a comprehensive feasibility analysis, examining the system's strengths, weaknesses, opportunities, and threats through a detailed SWOT analysis. It also assesses the likelihood of adoption by users and stakeholders (behavioral feasibility), the availability of funding and revenue opportunities (financial feasibility), and the suitability of the required technologies (technical feasibility). These assessments help ensure that TogetherA+ can be built efficiently, gain widespread support, and continue to grow with minimal risk.

4.2 Feasibility Concept & Types

Feasibility analysis is the process of evaluating a proposed system to determine whether it is viable, practical, and worth pursuing.

It assesses whether the project can be successfully developed within technical, operational, legal, and financial constraints.

Feasibility studies help project teams and stakeholders make informed decisions before investing significant time, money, or resources.

If a project is deemed feasible, it proceeds to the design and implementation phases; if not, it may be revised or abandoned.

Key Purpose:

- Minimize risks
- Ensure efficient use of resources
- Increase the probability of project success

4.3 SWOT Analysis of TogetherA+

Strengths	Weaknesses
<ul style="list-style-type: none">● Unique social impact aligned with UN SDGs (Reduced Inequalities, Good Health and Well-being).● Intelligent task-helper matching based on skills, availability, and proximity.● Inclusive design with accessibility features (speech-to-text, large fonts, text-to-speech).● Emergency trusted contacts and SOS alert system for user safety.● AI-powered chatbot to support users in real-time.	<ul style="list-style-type: none">● Initial reliance on external funding (grants, donations, or ads) for financial sustainability.● Limited manual verification of helpers at an early stage before full automation.● Scaling challenges for real-time matching and support as the user base grows.● High responsibility for managing sensitive user data (security and privacy risks).

Opportunities	Threats
<ul style="list-style-type: none">● Increasing global focus on inclusivity and accessibility solutions.● Potential partnerships with government agencies, NGOs, and universities.● Growing adoption of AI technologies for personalized assistance.● Ability to expand into additional disability-related services (e.g., medical appointments, remote education support).	<ul style="list-style-type: none">● Competition from larger healthcare platforms that may integrate accessibility features.● Rapid technology changes requiring frequent updates.● Regulatory risks related to data protection (e.g., GDPR, local laws).● Dependence on internet connectivity and mobile device access for user participation.

<ul style="list-style-type: none"> • Early mover advantage in centralized accessibility service platforms. 	
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4.4 Behavioral Feasibility

Behavioral feasibility evaluates whether the users, stakeholders, and helpers will accept and effectively adopt the TogetherA+ platform.

- **User Acceptance:**

Surveys indicate strong support for the platform idea, with a majority willing to use, recommend, or volunteer for the service.

- **Helper and Caregiver Adoption:**

Verified professionals and caregivers expressed interest in being part of a trusted and accessible support system, particularly with transparent rating and payment systems.

- **Social Motivation:**

TogetherA+ aligns with strong societal values such as inclusivity, independence for individuals with disabilities, and community empowerment, which increases the likelihood of broad behavioral acceptance.

4.5 Financial Feasibility

Financial feasibility assesses whether the project can be successfully funded, maintained, and scaled.

- **Initial Development Cost:**

Moderate development costs due to open-source technology use (PHP, MySQL) and in-house expertise.

- **Revenue Model:**

Survey results indicate:

- 38.2% prefer government grants,
- 35.3% support ad-based free access,
- 11.8% prefer crowdfunding options.

- **Funding Opportunities:**

High potential for government disability inclusion grants, NGO partnerships, and CSR (Corporate Social Responsibility) funding.

- **Operational Costs:**

Costs are manageable initially and can scale based on user growth and feature expansions.

Unit Economics		
Cost/Revenue Item	BDT	USD
Particulars		
Payment Gateway Fees per Task	10	\$0.08
Marketing Costs per Task	10	\$0.08
Total Costs per Task	40	\$0.16
Revenue (Service Fee) per Task	90	\$0.74
Net Profit per Task	50	\$0.58
Desired Gross Margin		78.38%
Fixed Costs/Year		
Cost Component/Year	Assumed Cost Per User (\$) EST.	Details
Initial development	\$ 1,000.00	Requirement analysis
	\$ 2,000.00	Design
	\$ 1,000.00	Planning
Testing and Quality Assurance	\$ 6,000.00	Development and coding
	\$ 5,000.00	Manual testing
	\$ 10,000.00	Automated testing
	\$ 2,000.00	User Acceptance Testing (UAT)
Deployment and launch	\$ 1,000.00	Hosting
	\$ 500.00	Domain registration
	\$ 5,000.00	Launch activities
Maintenance and Updates	\$ 1,000.00	Routine maintenance
	\$ 3,000.00	Major updates
	\$ 2,500.00	Support contracts
Managed Cybersecurity Services	\$ 5,000.00	
Administrative Expenses	\$ 10,000.00	Covers legal fees, software licenses, and other administrative costs.
Employee Salaries	\$ 27,360.00	20% of net profit allocated to salaries
Total Fixed Costs/Year	\$ 82,360.00	
Variable Costs/Year		
Cost Component/Year	Assumed Cost Per User (\$)	Details
Platform Maintenance Cost	6,000.00	
Customer Support	3390.00	
Transaction Processing	109.50	
Total Variable Costs/Year	\$ 9,499.50	

Customer Support Cost Breakdown							
Particulars		Cost		Calculations			
Particulars	Value	Cost	Volume	Tasks	Time		
Total Tasks			30%	5475			
Est. average no of tasks requiring support(Industrial Benchmark)							
Total Supported Tasks/Year				1643			
Employee Working Hours					8		
Employee Total Working Hours(Full Time)/year					2400		
Total Support Hours/Year					219		
Employee Wage/Hour	\$	10					
Total Support Hour Cost/Employee	\$	2,190					
Total Software Subscription (Zendesk/Freshdesk + Chatbot)/year	\$	1,200					
Miscellaneous (Training, Upgrades)		\$500					
Total Customer Support Cost	\$	3,390					
Customer Support Cost/Task	\$	2.06					
Platform Maintenance Cost							
Category	Estimated Annual Cost (\$)						
Hosting & Cloud Servers (AWS/GCP/DigitalOcean)	\$	2,500.00					
Routine Updates & Bug Fixes	\$	1,500.00					
Security & Compliance (SSL, Firewalls, Pen-Testing)	\$	1,000.00					
Database & Storage Costs	\$	500.00					
Third-Party API Fees (if Any)	\$	500.00					
Total Platform Maintenance Cost Per Year	\$	6,000.00					
Transaction Processing Cost							
Payment Provider	Fee Structure		Per Task Revenue Generation	Cost			
SSLCommerz (2.5%)	2.5% per transaction		\$ 0.74	\$ 0.02			
Stripe (2.9% + \$0.30)	2.9% + fixed \$0.30 fee		\$ 0.74	\$ 0.32			
bKash (1.85%)	1.85% per transaction		\$ 0.74	\$ 0.01			
Each task generates a revenue of \$0.74 per transaction (BDT)							
We assume SSLCommerz or bKash will be the payment							
Trasaction Per Task (Est.)	\$	0.02					
Total Tasks	\$	5,475.00					
Total Transaction Processing Cost	\$	109.50					
Total CAC			Marketing Exenditure Breakdown				
			Particulars	Calculations			
Total Marketing Spend (Annual)	\$ 10,000.00		Marketing Channel	Planned Budget (\$)	Expected Users Acquired CAC Per Channel		
Estimated CAC Per User	\$ 12.00		Paid Ads (Google, Facebook)	4,000	400 10		
Total New Users Acquired	833.33		Content Marketing (SEO, Blogs)	2,000	100 20		
Total Cost Acquisition Cost(CAC)	\$ 10,000.00		Referral Program	1,500	200 7.5		
			Events & Sponsorships	2,500	133 11.25		
			Total Marketing Spend	10,000	833 12.00		
 TogetherA+							
Income Statement							
For the year ended December 31, 2025							
Particulars	Calculation	Calculation	Balance				
Total Revenue			\$ 586,815.28				
Total Fixed Costs	\$ 82,360.00						
Total Variable Costs	\$ 9,499.50						
Total Operational Costs			\$ 91,859.50				
Total Marketing & CAC Spend			\$ 10,000.00				
Total Expense			\$ 101,859.50				
EBIDTA			\$ 484,955.78				
Taxes(-35%)			\$ 169,734.52				
Net Income			\$ 315,221.26				
	Net Profit Margin		54%				
	Operating Margin		29%				

Year	Total Revenue	Growth Rate	Net Income
2025	\$ 586,815.28	-	-
2026	\$ 645,496.81	10.00%	\$ 419,572.93
2027	\$ 710,046.49	4.88%	\$ 461,530.22
2028	\$ 781,051.14	3.23%	\$ 507,683.24
2029	\$ 859,156.25	2.41%	\$ 558,451.56
2030	\$ 945,071.88	1.92%	\$ 614,296.72

Year	Operating Cash Flow	Net Income	Operating Cash Flow (OCF)
2025	\$ 586,815.28	-	
2026	\$ 645,496.81	\$ 419,572.93	
2027	\$ 710,046.49	\$ 461,530.22	
2028	\$ 781,051.14	\$ 507,683.24	
2029	\$ 859,156.25	\$ 558,451.56	
2030	\$ 945,071.88	\$ 614,296.72	

Particulars	Figures(in \$)	Revenue		
		Revenue/Year	Revenue/Month	Revenue/Day
Investment Goal	250,000			
Net Profit/Task	0.58			
Annual Required Tasks	431034	318,965.52		
Monthly Required Tasks	35920		26,580.46	
Daily Required Task	1181			873.88

User Category	Tasks Per Month(Assumed)	Annual Revenue (\$0.74 per Task)
Casual Users	10	\$ 88.80
Moderate Users	15	\$ 133.20
Heavy Users	20	\$ 177.60
ARPU (Approximated by rounding)	Varied	\$ 180.00
Tasks posted on average per user/month	15	
Tasks posted on average per user/month	5475	

	Considered Calculation Criteria	Data	Users	TAM	SAM	SOM
Target Accessibility Factor	Bangladesh Internet Penetration Rate	41%	26,772,480	\$ 4,819,046,400.00		
	Estimated Smartphone Users (% of Internet Users)	75%				
Affordable Population Factor	Final Accessibility Factor	31%	8,232,538		\$ 533,468,436.48	
Market Capture Rate		36%	2,963,714			
		0.11%	3,260			\$ 586,815.28

4.6 Technical Feasibility

Technical feasibility examines whether the technology needed to build and run TogetherA+ is available and realistic.

- **Technology Stack:**

- Frontend: HTML, CSS, JavaScript
- Backend: PHP (Laravel or Core PHP)
- Database: MySQL
- AI Chatbot: Integrating lightweight AI models with Retrieval-Augmented Generation (RAG) for personalized support.

- **Infrastructure Availability:**

Standard web hosting servers can initially support the platform; scalable cloud hosting (e.g., AWS, DigitalOcean) is available for future expansion.

- **Accessibility Standards:**

Modern web technologies fully support accessibility standards such as WCAG (Web Content Accessibility Guidelines), ensuring platform inclusiveness.

- **Security Requirements:**

Encryption protocols, secure authentication, and database privacy standards (GDPR compliance) are achievable with existing technologies.

Chapter 5: System Design

5.1 Introduction

The **System Design** phase converts **TogetherA+'s** approved requirements into a high-level blueprint that shows *how* the platform will work. Centered on accessibility, modular scalability, and built-in security, the design defines key components (users, helpers, tasks, payments), their interactions, and the data they share. A concise set of UML and data-flow diagrams provides a common language for developers, testers, and stakeholders, ensuring every feature traces back to a documented need and can be extended or maintained with minimal friction.

5.2 Concept of UML design

Unified Modeling Language (UML) is a standardized visual modeling language used to represent and design the structure, behavior, and architecture of a software system.

UML provides a set of diagram types that help developers, designers, and stakeholders visualize how a system is built and how different components interact with each other.

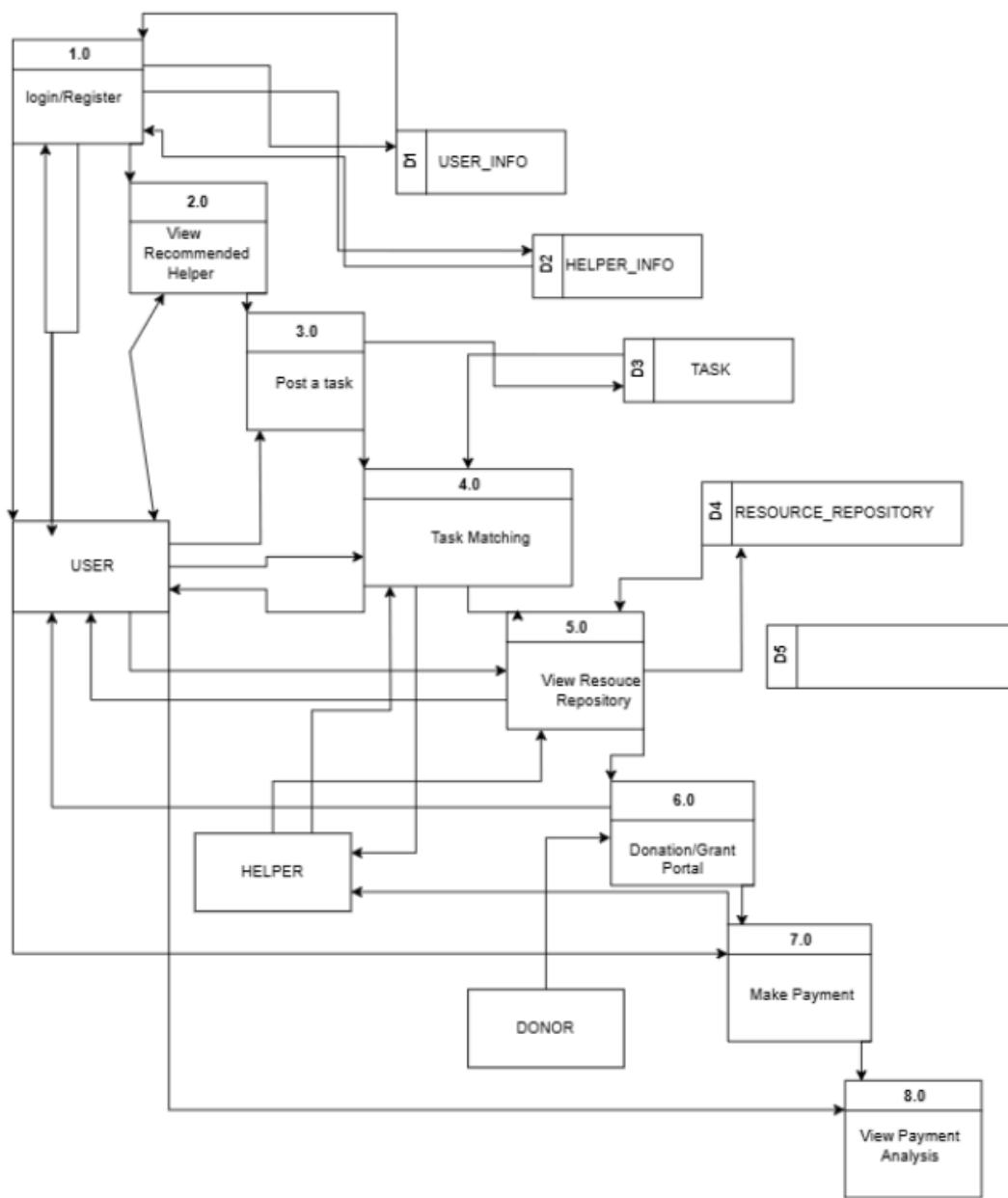
Using UML in software development ensures:

- **Clear communication** among project members,
- **Better system planning** before coding begins,
- **Easier identification** of potential problems early in the design phase,
- **Efficient documentation** for future system maintenance and updates.

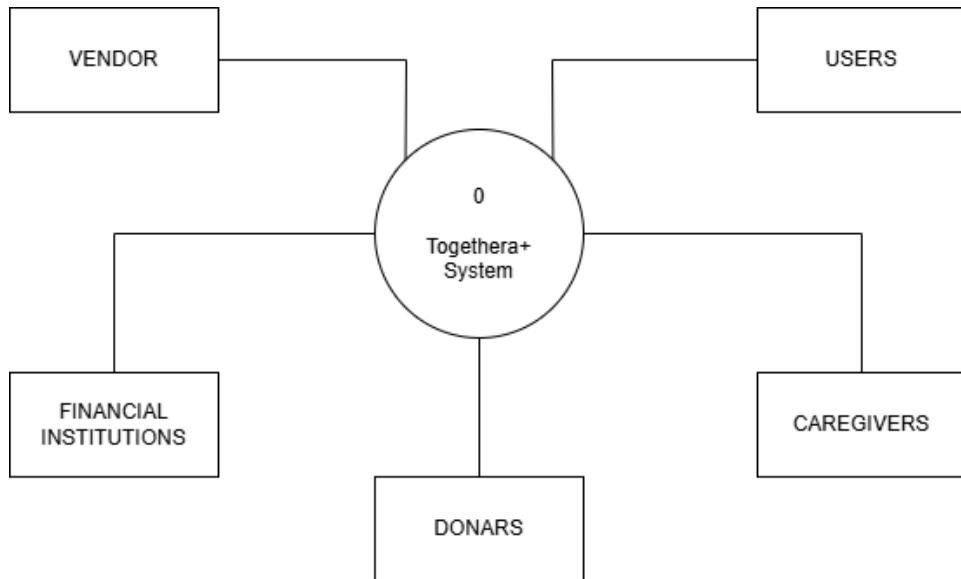
5.3 Use Case Diagram



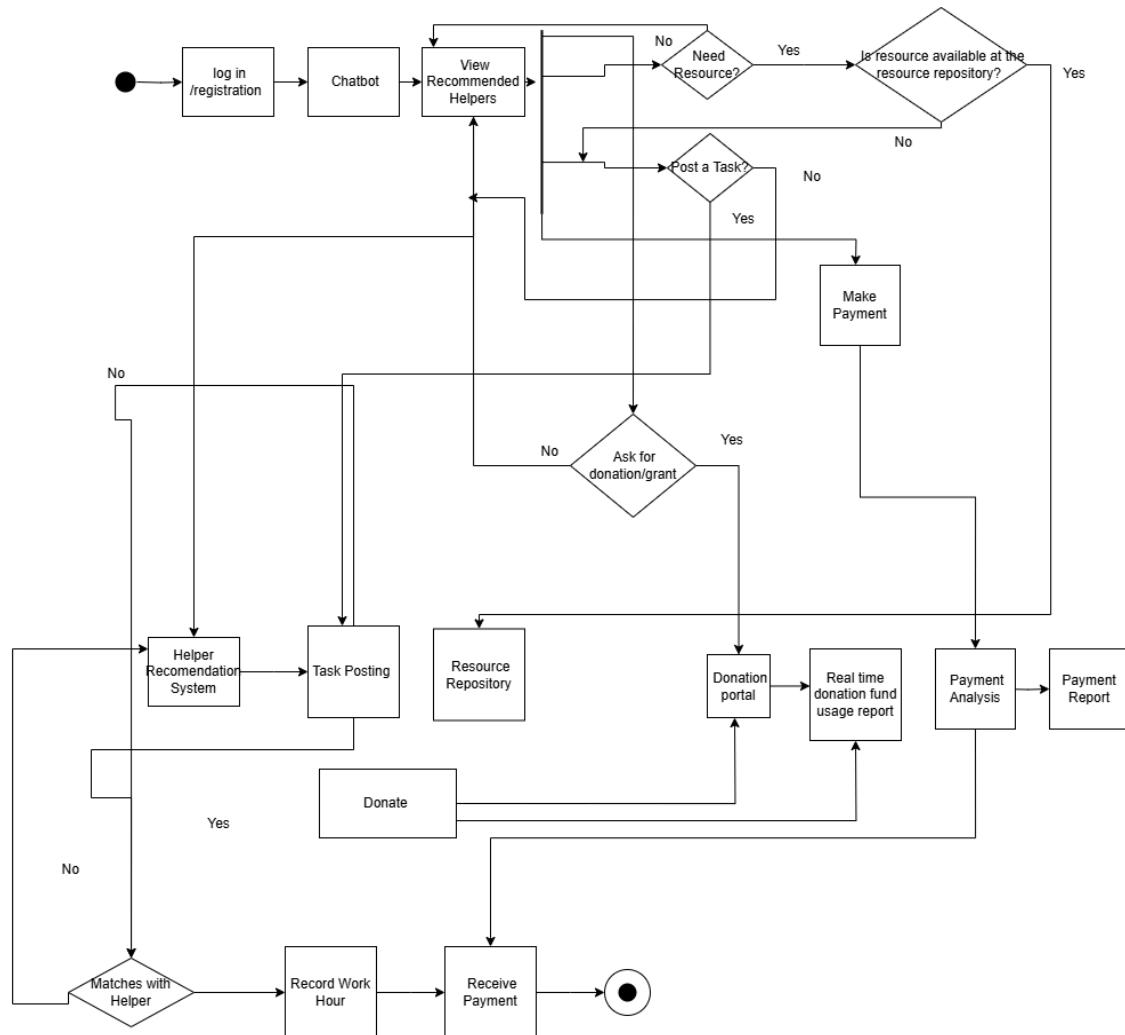
5.4 DFD Diagram



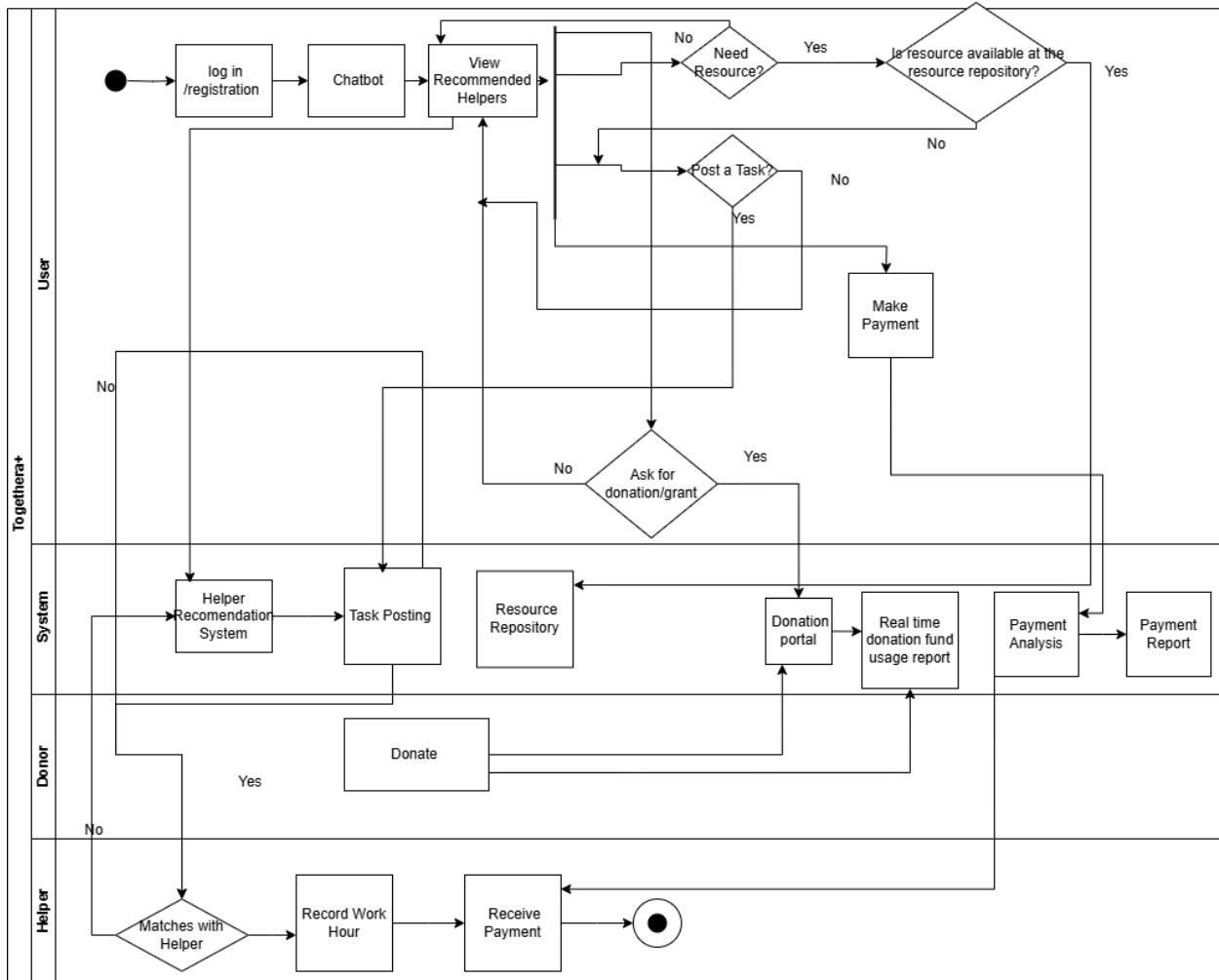
5.5 Context Diagram



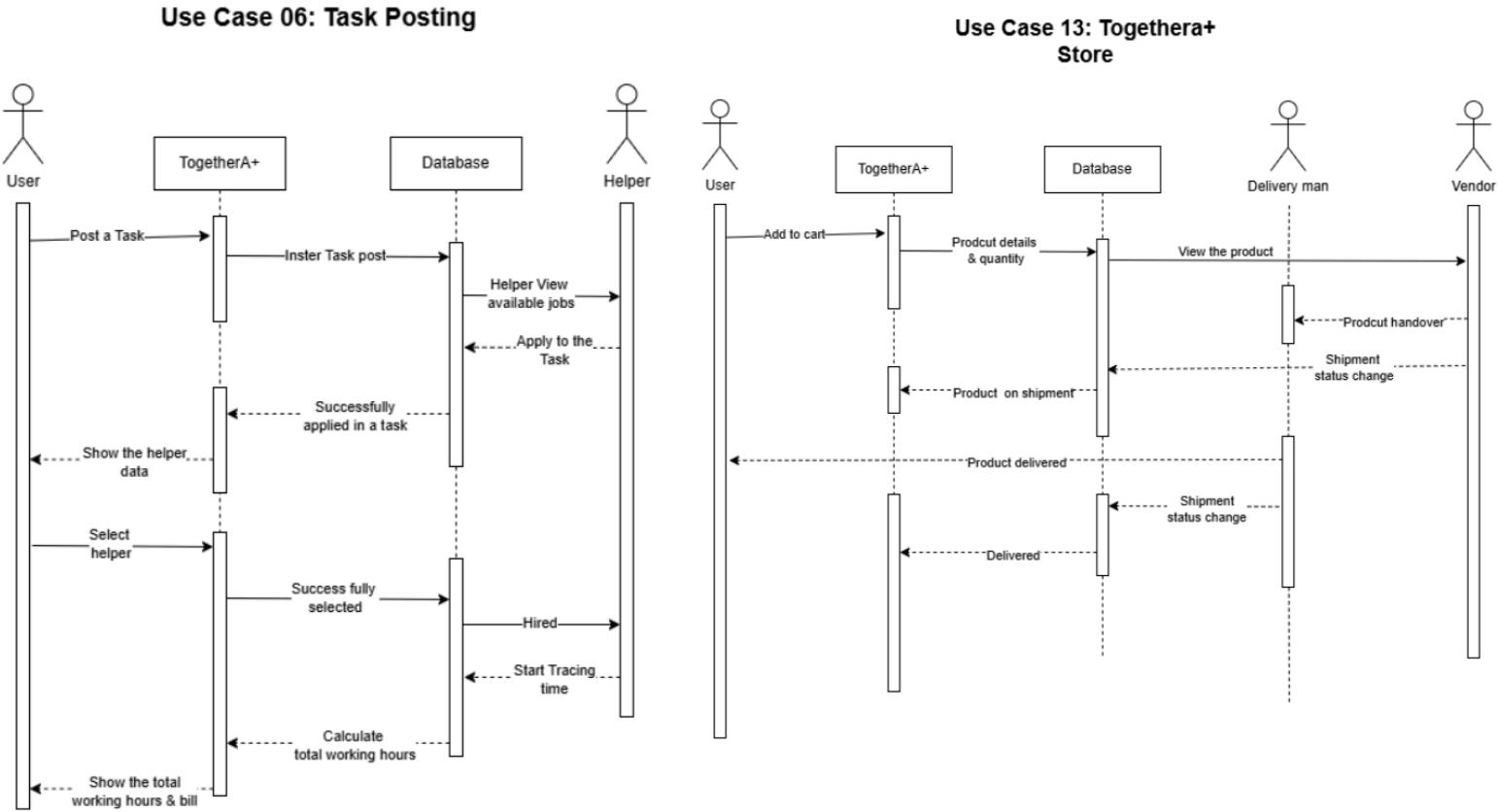
5.6 Activity Diagram



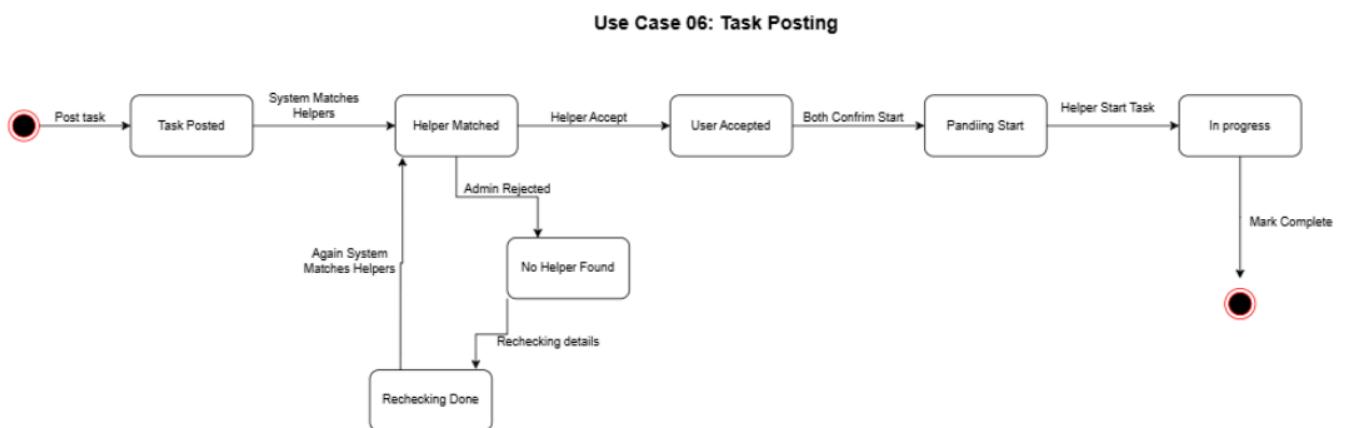
5.7 Swinlane Diagram



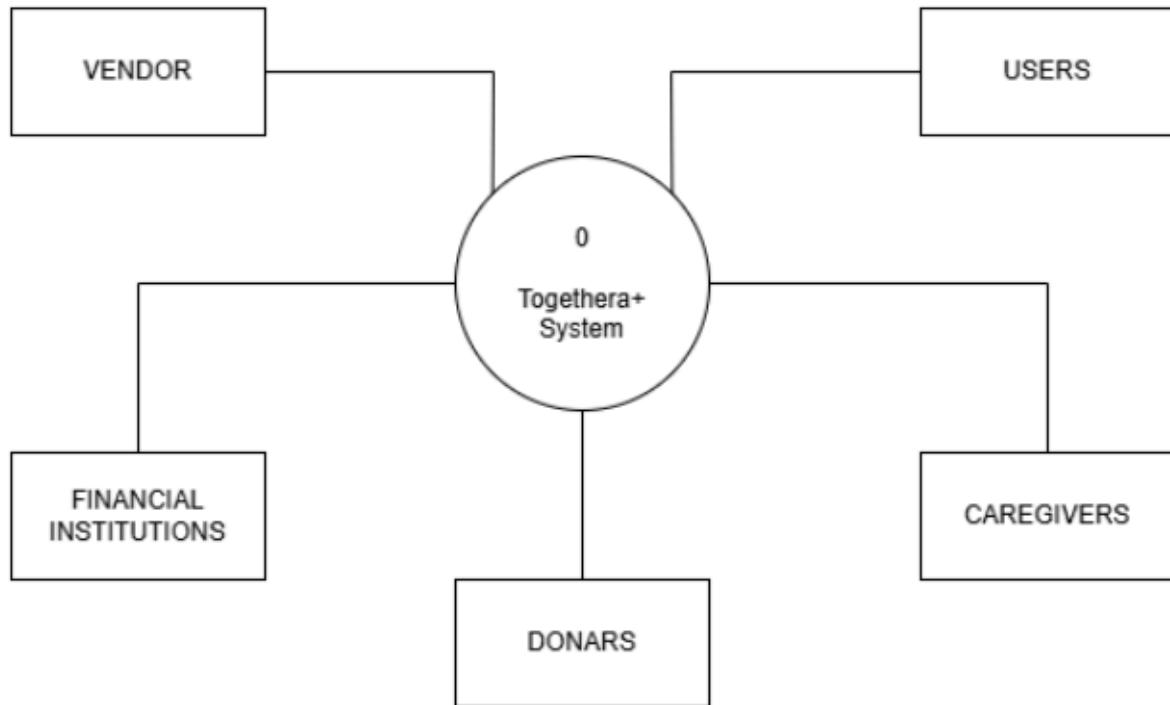
5.8 Sequence Diagram of Use Case 06 and 13



5.9 State Diagram of Use Case: 06



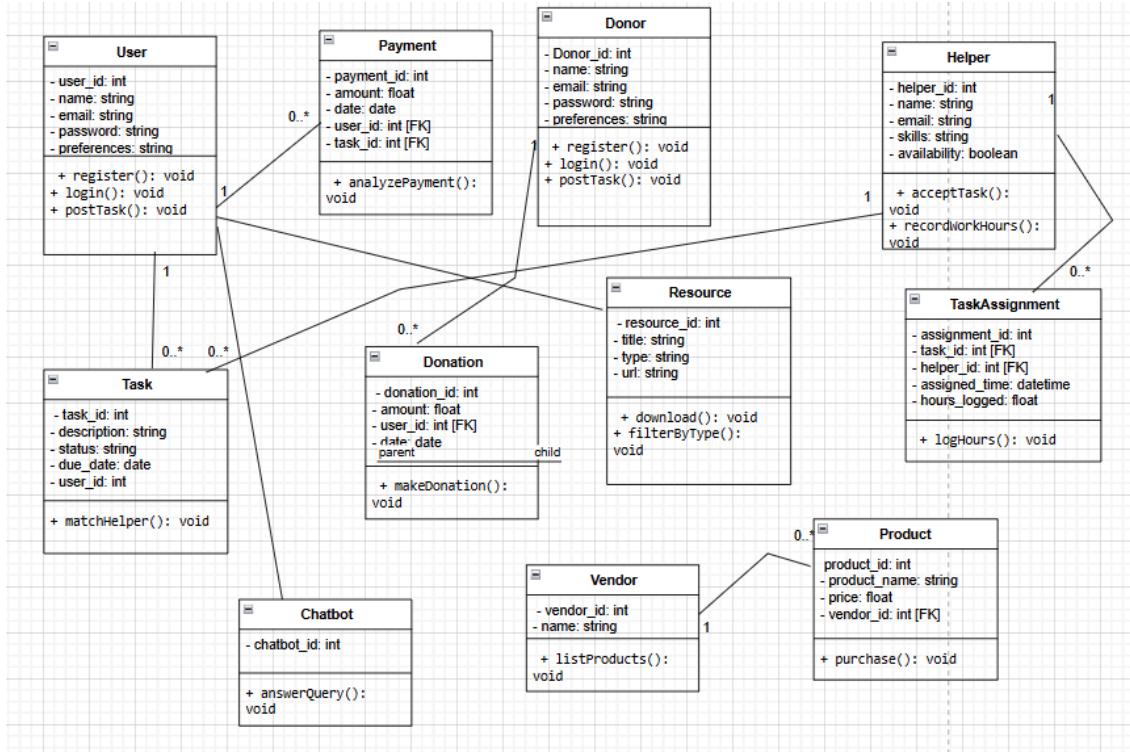
5.10 Context Diagram



5.11 CRC Diagram

<table border="1"> <thead> <tr> <th colspan="2">Class: Users</th> </tr> </thead> <tbody> <tr> <td>Responsibilities:</td> <td>Collaborators:</td> </tr> <tr> <td>Register, login, and manage user profile</td> <td>Task (to post tasks)</td> </tr> <tr> <td>Post tasks and donate</td> <td>Payment (to make payments)</td> </tr> <tr> <td>View and interact with available resources</td> <td>Donation (to donate)</td> </tr> <tr> <td></td> <td>Resource (to access)</td> </tr> </tbody> </table>	Class: Users		Responsibilities:	Collaborators:	Register, login, and manage user profile	Task (to post tasks)	Post tasks and donate	Payment (to make payments)	View and interact with available resources	Donation (to donate)		Resource (to access)	<table border="1"> <thead> <tr> <th colspan="2">Class: Helper</th> </tr> </thead> <tbody> <tr> <td>Responsibilities:</td> <td>Collaborators:</td> </tr> <tr> <td>Accept tasks</td> <td>Task (to accept tasks)</td> </tr> <tr> <td>Record work hours for tasks</td> <td>WorkLog (to log hours worked)</td> </tr> <tr> <td>Manage availability and skillset</td> <td>User (for task assignment)</td> </tr> </tbody> </table>	Class: Helper		Responsibilities:	Collaborators:	Accept tasks	Task (to accept tasks)	Record work hours for tasks	WorkLog (to log hours worked)	Manage availability and skillset	User (for task assignment)	<table border="1"> <thead> <tr> <th colspan="2">Class: Chatbot</th> </tr> </thead> <tbody> <tr> <td>Responsibilities:</td> <td>Collaborators:</td> </tr> <tr> <td>Provide user assistance through conversation</td> <td>User (to interact with users)</td> </tr> <tr> <td>Respond to user queries</td> <td>Task (for task-related assistance)</td> </tr> <tr> <td>Guide users through task posting, payments, etc.</td> <td>Resource (for guiding users to resources)</td> </tr> </tbody> </table>	Class: Chatbot		Responsibilities:	Collaborators:	Provide user assistance through conversation	User (to interact with users)	Respond to user queries	Task (for task-related assistance)	Guide users through task posting, payments, etc.	Resource (for guiding users to resources)
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5.12 Class Diagram



5.13 Use Case Diagram Descriptive :

5.13.1 Use Case 1: Registration

- **Actors:** User, Admin, Helper
- **Description:** Allows individuals to create an account in the system by submitting personal and credential details.
- **Preconditions:** The User is not already registered.
- **Trigger:** User opens the registration page.
- **Basic Flow:**
 1. User opens the registration form.
 2. Fills out required fields (name, email, password, role, etc.).
 3. Submits the form.
 4. System validates input and creates an account.
- **Alternative Flows:** User optionally provides profile picture or contact number.
- **Exception Flows:** If email already exists, the system shows an error message.
- **Postconditions:** A new account is created, and the user is redirected to login or dashboard.

5.13.2 Use Case 2: Login

- **Actors:** User, Admin, Helper
- **Description:** Authenticates users to access their respective dashboards.
- **Preconditions:** The user must already be registered.
- **Trigger:** User opens the login page.

- **Basic Flow:**
 1. User enters email and password.
 2. System checks credentials.
 3. If valid, access is granted.
- **Alternative Flows:** "Remember me" checkbox saves session data.
- **Exception Flows:** Incorrect password/email results in an error prompt.
- **Postconditions:** User is logged in and redirected appropriately.

5.13.3 Use Case 3: Chatbot

- **Actors:** User
- **Description:** Offers AI-powered assistance and navigation help within the platform.
- **Preconditions:** User is logged in.
- **Trigger:** User clicks on the chatbot icon.
- **Basic Flow:**
 1. User sends a query.
 2. Chatbot processes it and fetches a response.
 3. Displays information or suggestions.
- **Alternative Flows:** Chatbot recommends articles or redirect links.
- **Exception Flows:** If the bot cannot understand, it refers to manual support.
- **Postconditions:** User gets answers or guidance.

5.13.4 Use Case 4: Resource Repository

- **Actors:** User, Admin, Helper, Vendor
- **Description:** Provides access to supportive resources like audiobooks, videos, or guides.
- **Preconditions:** User is authenticated.
- **Trigger:** User visits the resource section.
- **Basic Flow:**
 1. User selects a category.
 2. Views or downloads available resources.
- **Alternative Flows:** Filters are used for disability type or file format.
- **Exception Flows:** If a resource is missing or deleted, error is shown.
- **Postconditions:** User successfully accesses a helpful resource.

5.13.5 Use Case 5: View Recommended Helper

- **Actors:** User
- **Description:** Displays a curated list of helpers based on user preferences and needs.
- **Preconditions:** User must be logged in and have at least one task or preference set.
- **Trigger:** User clicks on "View Helpers."
- **Basic Flow:**
 1. System retrieves user preferences.
 2. Matches with helper profiles.
 3. Displays ranked list of recommended helpers.

- **Alternative Flows:** User applies custom filters like availability or language.
- **Exception Flows:** No helpers available — system displays a fallback message.
- **Postconditions:** User views a list of potential helpers.

5.13.6 Use Case 6: Task Posting

- **Actors:** User, Admin
- **Description:** Users create and post tasks requiring assistance.
- **Preconditions:** User is logged in.
- **Trigger:** User clicks "Post Task."
- **Basic Flow:**
 1. User fills out task details (description, time, skill needed, etc.).
 2. System validates and posts it.
- **Alternative Flows:** Admin may review or approve tasks.
- **Exception Flows:** Incomplete or invalid entries show error messages.
- **Postconditions:** Task becomes visible to helpers.

5.13.7 Use Case 7: View Available Jobs

- **Actors:** Helper
- **Description:** Helpers can browse and apply for posted tasks.
- **Preconditions:** Helper is logged in.
- **Trigger:** Helper selects "Available Jobs."

- **Basic Flow:**
 1. System lists open tasks.
 2. Helper can filter, view details, and accept a task.
- **Alternative Flows:** Sort by date, type, or urgency.
- **Exception Flows:** No open jobs show a message.
- **Postconditions:** Helper sees job opportunities.

5.13.8 Use Case 8: Donation

- **Actors:** User, Donor
- **Description:** Enables users or external donors to make contributions.
- **Preconditions:** Donors must access the platform donation section.
- **Trigger:** Donor clicks “Donate.”
- **Basic Flow:**
 1. Donor selects donation amount.
 2. Enters payment information.
 3. Confirms transaction.
- **Alternative Flows:** Donor selects recurring donations.
- **Exception Flows:** Payment failure or network issue.
- **Postconditions:** Donation is processed and acknowledged.

5.13.9 Use Case 9: Make Payment

- **Actors:** User, Helper, Vendor, Third-party Payment Gateway
- **Description:** Facilitates payment for services or products.
- **Preconditions:** Task or purchase has been completed.
- **Trigger:** User clicks “Pay.”
- **Basic Flow:**
 1. User enters the amount or selects the product.
 2. System redirects to payment gateway.
 3. Payment is processed.
- **Alternative Flows:** Use of saved cards or promo codes.
- **Exception Flows:** Transaction declined or gateway error.
- **Postconditions:** Payment is confirmed and recorded.

5.13.10 Use Case 10: Record Work Hours

- **Actors:** Helper
- **Description:** Helpers log time spent on tasks.
- **Preconditions:** Task must be accepted by the helper.
- **Trigger:** Helper goes to “Work Log.”
- **Basic Flow:**
 1. Helper enters task ID and hours worked.
 2. System verifies and stores the log.
- **Alternative Flows:** Include notes or partial hours.

- **Exception Flows:** Invalid input or unauthorized entry.
- **Postconditions:** Work hours are stored for review and billing.

5.13.11 Use Case 11: Task Matching

- **Actors:** User, Helper
- **Description:** The system automatically matches posted tasks with appropriate helpers.
- **Preconditions:** There are active tasks and available helpers.
- **Trigger:** A new task is posted or helper updates availability.
- **Basic Flow:**
 1. System analyzes task requirements.
 2. Searches helper profiles.
 3. Suggests matches to both parties.
- **Alternative Flows:** Manual override or priority match.
- **Exception Flows:** No compatible match found.
- **Postconditions:** Matched task-helper pairs are recorded.

5.13.12 Use Case 12: View Payment Analysis

- **Actors:** Admin, Helper
- **Description:** Provides a breakdown of payments, earnings, and transaction history.
- **Preconditions:** Payment data must be available.
- **Trigger:** Helper/Admin opens “Payment Analysis.”

- **Basic Flow:**
 1. System retrieves transaction data.
 2. Summarizes into a dashboard.
 3. Allows filters by date/task.
- **Alternative Flows:** Export data to CSV or PDF.
- **Exception Flows:** No data available for selected period.
- **Postconditions:** Actor sees financial summary.

5.13.13 Use Case 13: Togethera+ Store

- **Actors:** User, Helper, Vendor
- **Description:** A marketplace for accessibility-related products.
- **Preconditions:** User is logged in; vendor has added products.
- **Trigger:** Actor opens “Store” section.
- **Basic Flow:**
 1. Actor browses products.
 2. Views details and pricing.
 3. Adds item to cart and proceeds to payment.
- **Alternative Flows:** Apply filters or view vendor-specific items.
- **Exception Flows:** Out-of-stock or unavailable products.
- **Postconditions:** Product purchased and order recorded.

Chapter 6: UI/UX Design

6.1 Introduction

TogetherA+'s UI/UX design turns requirements into clear, accessible screens guided by the “3 Cs” – **Completeness** (covering every workflow), **Correctness** (displaying accurate, timely information), and **Consistency** (uniform look and feel). It also follows the *Golden Rules of UI Design* keeping users informed of system status, offering simple and forgiving interactions, and maintaining a clean, focused layout so that everyone can navigate and complete tasks with confidence.

6.2 Design Principles

This section spells out the rules we follow when crafting every screen and control:

- **Completeness**
Every workflow step—from form entry to confirmation—is surfaced in the UI so users always know what to do next.
- **Correctness**
Labels, data displays, and feedback mirror the real system state, preventing surprises or misunderstandings.
- **Consistency**
Shared styles, icons, and interaction patterns make the interface feel cohesive and predictable.

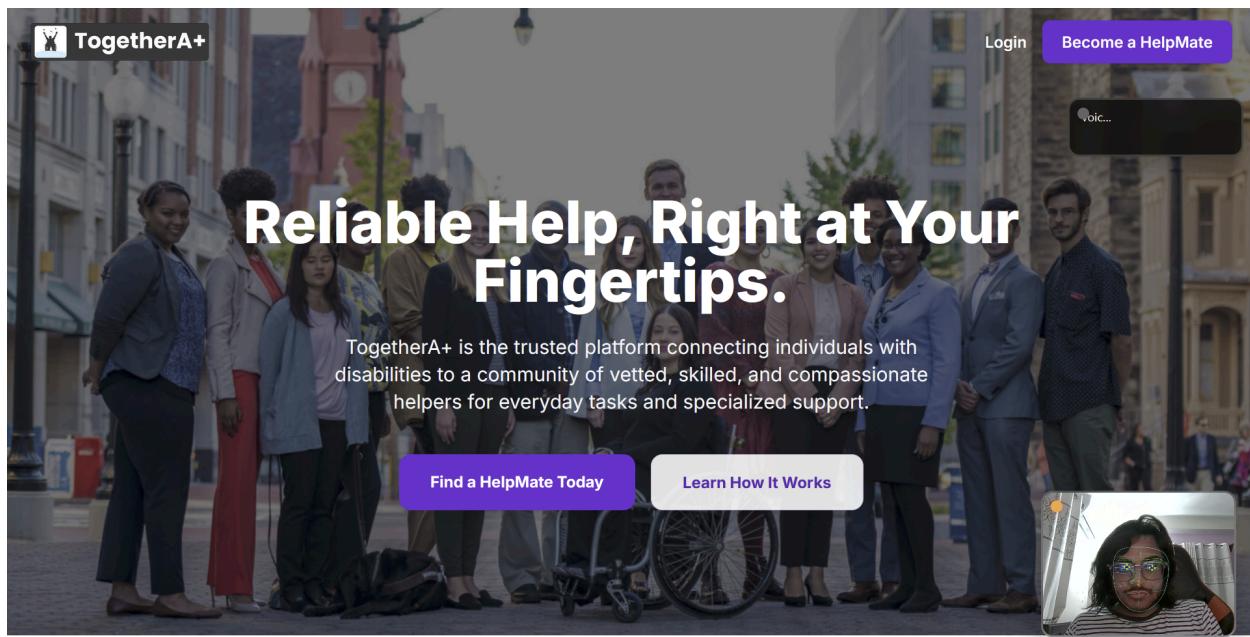
Golden Rules of UI Design

1. **Show system status** – Use indicators so users never wonder if something is happening.
2. **Offer reversal** – Provide clear “undo,” “cancel,” or “back” options for every action.

3. **Reduce user load** – Group related elements, hide advanced options, and present only what's needed.
4. **Prevent and handle errors** – Validate as you type and give helpful recovery steps.
5. **Keep it simple** – Trim away distractions to highlight the primary task on each screen.

6.3 UI Walkthrough

Landing Page and Eye Tracker and Voice Recognition Navigation System



Login Page

The login page features a large background image of a diverse group of people, including individuals in wheelchairs, standing together outdoors. Overlaid on the top left is the TogetherA+ logo, which includes a small icon of a person with arms raised and the text "TogetherA+".

Sign in to your account

Email address

Password [Forgot password?](#)

Sign in

Not a member? [Register for a new account](#)

Want to become a HelpMate? [Register for a new account](#)

Registration Page (User)

The registration page for users has a light gray background featuring a large, semi-transparent image of a man in a patterned shirt pointing towards the right, with a woman walking alongside him.

Create Your Account

Join our community to find help or to offer your support.

Full Name

Enter your email

Phone Number

Address

I am a... User (Seeking Help) Caretaker

Password

Register

Your Independence, Supported.

By creating an account, you gain access to a network of trusted individuals ready to help you live more independently.

Vetted & Verified Helpers

Every helper is background-checked, so you can hire with complete confidence and peace of mind.

Registration Page (Helper/HelpMate)

The registration page for Helper/HelpMate features a header with the logo 'TogetherA+' and a 'Login' button. The main section has a heading 'Lend Support Earn with Purpose' and a brief description encouraging users to join TogetherA+ for rewarding ways to use their skills and support individuals with disabilities. To the right is a large form titled 'Become a HelpMate Today' with fields for Full Name, Email Address, Phone Number, Address, Skills (e.g., Tutoring, Cleaning), a file upload field ('Browse...'), a Password field, and a prominent 'Apply Now' button.

User Dashboard

The user dashboard provides a central hub for managing tasks and payments. It includes sections for 'Tasks In Progress', 'Pending Payments', 'Review Applicants', 'Tasks Awaiting Applicants', 'Quick Access', and 'Trusted Contacts'. The 'Tasks In Progress' section lists three tasks: 'New Demo Task' (Awaiting HelpMate to Start), 'Direct Task Test 3' (Awaiting HelpMate to Start), and 'Test 6' (Awaiting HelpMate to Start). The 'Pending Payments' section shows three pending payments: 'General Care' (\$45.00), 'Mobility Assistance' (\$36.00), and 'Housekeeping Help' (\$40.00), each with a 'Confirm & Pay' button. The 'Review Applicants' section shows one applicant for 'Test Task 10'. The 'Tasks Awaiting Applicants' section shows one task, 'Test 3', with 0 applicants. The 'Quick Access' section links to 'My Profile', 'Payment History', 'Resource Repository', and 'Find HelpMates'. The 'Trusted Contacts' section lists three contacts: Donald Trump (Father, phone 99992338), Barak Obama (Uncle, phone 678675567), and Angkon, with a message icon.

HelpMate Dashboard

Welcome, Namare!

Find new tasks and manage your jobs from your personal dashboard.

Edit Profile Log Out

Namare
shakib@gmail.com

Overall Rating: ★ 3.00

My Skills
Tutoring

New Job Offers

Zayan has offered you a job:
Direct Task Test 10
\$12.00/hr

Reject Accept Offer

Active Jobs

Direct Task Test 3 for Zayan Profile Start Work

Test 6 for Zayan Profile Start Work

My Stats

Total Earnings \$507.04

Completed Jobs 9

Applied Jobs

Test Task 10 for Zayan

Available Tasks For You

Posted by Zayan \$25.00/hr

Test 3
Hello

Reading Assistance High Apply Now

Resource Repository

Resource Library

A curated collection of tutorials, guides, and helpful materials for our community.

All Videos Audio Tutorials

AUDIO
Sign Language Alphabet
Sign Language Alphabet

View Resource

AUDIO
UndertheGuns AudioBook
asdfwfF

View Resource

VIDEO
Sign Language: How are you?
to show mizi

View Resource

TUTORIAL
Sign Language Differences
testing video feature

View Resource

TUTORIAL
Sign Language Tutorial
testing upload

View Resource

Payment History and Payment Analysis

[Back to Personal Dashboard](#)

[View Detailed Analysis](#)

Payment Dashboard

Welcome back, Zayan. Here's an overview of your payment activity.

Total Spent
\$1,347.07



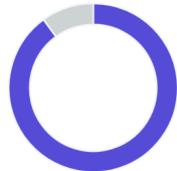
Total Paid to Helpers
\$1,212.36



Total Platform Fees
\$134.71



Spending Overview



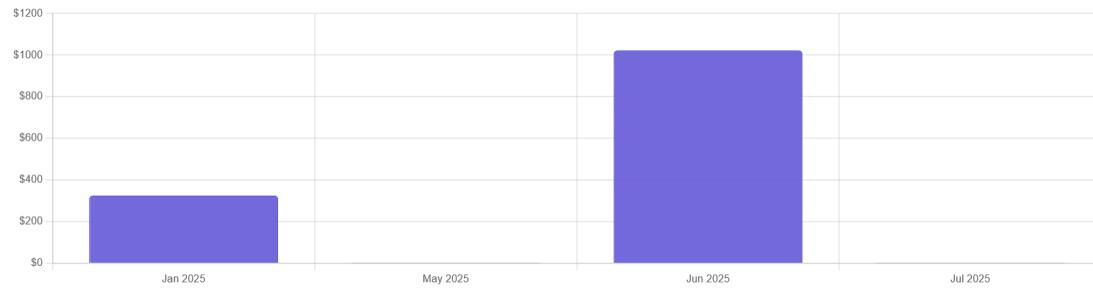
Transaction History

A detailed record of all your payments.

Hiring ID	Total Fee	Platform Fee	Amount to Helper	Payment Status	Hire Status	Actions
#35	\$0.23	\$0.02	\$0.20	Pending	Completed	View Details
#35	\$0.23	\$0.02	\$0.20	Completed	Completed	View Details
#34	\$0.40	\$0.04	\$0.36	Pending	Completed	View Details
#34	\$0.40	\$0.04	\$0.36	Completed	Completed	View Details
#33	\$0.15	\$0.02	\$0.14	Pending	Completed	View Details

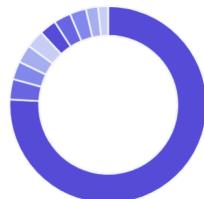
Monthly Spending

Track your total spending on a month-by-month basis.



Spending by Helper

How your payments are distributed among different HelpMates.



Namare

\$919.70

Spending by Task

A detailed breakdown of every task you've paid for.

Task	Helper	Total Fee
Test 45	Namare	\$0.23
Test 24	Namare	\$0.40
Test Task 20	Namare	\$0.15
Direct Task 9	Namare	\$0.01
Test Task 7	Namare	\$0.09

MarketPlace

< Back to Dashboard

Assistive Technology Marketplace

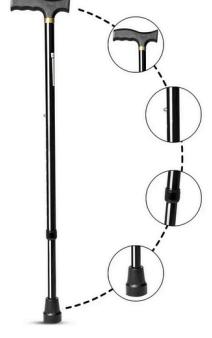
Discover tools and technology designed to support independence and daily living.

All Products Mobility



NAMARE.CO
WheelChair
\$30,000.00
Only 4 left in stock!

[View Details](#)



SADMAN.CO
Hand walking Stick China - Stick
\$669.00
Only 1 left in stock!

[View Details](#)



ISHMAM.CO
Elbow Crutch Walking Stick Adjustable/Arm Crutch
\$889.00

[View Details](#)



MIZICO.
Stander Walker Replacement 15 centimetre Wheels, for the EZ Fold-N-Go Walker and Able Life Space Saver Walker, set of 2, Black
\$250.00
Only 5 left in stock!

[View Details](#)

Post Tasking Form

< Back to Portal

Post a New Task

Describe the support you need, and let our community of verified HelpMates find you.

Be Specific
Clearly describe the task, including any specific requirements or times.

Offer a Fair Rate
A competitive hourly rate will attract more qualified and experienced HelpMates.

Safety First
Remember, all HelpMates are verified by our platform for your peace of mind.

Task Title
A clear and concise title

Description
Describe the task in detail...

Skill Category

Tutoring	Reading Assistance	Mobility Support
Driving	Shopping	Housekeeping
Tech Support	Companion	Other

Proposed Rate (\$/hr)

Urgency: Low Medium High **25**

Post Your Task

Chatbot

The image displays two side-by-side screenshots of a chatbot interface. Both screenshots feature a purple header bar with the text "TogetherA+ Assistant" and "Online". In the top right corner of each header are small gear and dropdown icons.

Screenshot 1: The user's message "Hello How are you?" is shown in a blue rounded rectangle at the top. Below it, the bot's response is a large grey box containing the following text:
I'm doing great, thanks for asking! I'm here to help and support you in any way I can. How about you? Is there something on your mind or something I can assist you with today? TogetherA+ is here to empower your independence and improve your quality of life - whether that's connecting with a trusted helper or exploring our accessibility resources. What's on your mind?

Screenshot 2: The user's message "Can you tell me how this site works?" is shown in a blue rounded rectangle at the top. Below it, the bot's response is a large grey box containing the following text:
TogetherA+ is a platform that connects people with disabilities to trusted helpers and accessibility resources. We make it easy to find support with our task matching system, which pairs you with qualified helpers who can assist with daily living, health, transportation, technology, and more. You can browse our comprehensive resource library, find helpers in your area, and even access secure payment processing - all in one place. Have you considered exploring our helper profiles or posting a task to

At the bottom of each screenshot is a light grey input field with a microphone icon and the placeholder text "Type your message...". To the right of the input field is a blue circular send button with a white arrow icon.

Chapter 7: Implementation Plan

7.1 Timeline

The implementation will unfold in a series of focused phases. Each phase builds on the previous one to ensure smooth progress and early feedback:

- **Requirements Finalization (1 week)**
Confirm and lock down all functional and non-functional requirements with stakeholders.
- **System & UI/UX Design (2 weeks)**
Produce detailed design artifacts (wireframes, UML diagrams, style guide) and finalize accessibility standards.
- **Backend Development (6 weeks)**
Set up the database schema, implement authentication, core APIs, and task-matching logic.
- **Frontend Development (4 weeks)**
Build responsive user, helper, and admin interfaces; integrate speech-to-text, text-to-speech, and eye-tracking features.
- **Integration & System Testing (3 weeks)**
Perform end-to-end and accessibility testing, fix bugs, and validate all user flows against requirements.

7.2 Team Responsibilities

Golam Bari Fardeen – Lead Back-End Developer

Builds and maintains the server-side application. He designs and implements all API endpoints, manages data storage, and ensures the database runs smoothly under load.

Namare Shakib Angkon – Lead Front-End Developer

Creates and styles the web pages that users interact with. He develops responsive layouts, adds interactive components, and makes sure the interface works well on both

desktop and mobile.

Syed Zayan Anwar – Eye & Face Navigation & Voice Recognition Navigation, AI Chatbot

Integrates assistive technologies like eye-tracking, face-tracking, and voice commands. He also connects and configures the AI chatbot to provide real-time support and guidance.

Md Masum Mizi – Database & Administrator

Maintains the database server, handles backups, and secures user data. He also develops and manages the admin panel for overseeing users, tasks, and resources.

Shinthia Rahman – QA Engineer & UI Developer

Writes and executes test cases to catch bugs and usability issues. She also refines the visual design, checks for accessibility compliance, and ensures a consistent look and feel throughout the app.

Conclusion

In closing, this SRS for TogetherA+ establishes a clear, cohesive blueprint to guide development, testing, and future growth. TogetherA+ tackles the persistent challenge of limited support for individuals with disabilities by connecting them with verified helpers, educational resources, and a secure donation system ultimately promoting autonomy, dignity, and community engagement .

To meet these goals, we defined a comprehensive feature set secure user and role management; AI-driven accessibility tools (speech-to-text, eye-tracking); an intelligent task-matching and helper-recommendation engine; a resource repository; donation, payment, and marketplace modules. Rigorous feasibility analyses confirm strong behavioural buy-in, a viable funding model, manageable development costs, and a technology stack (PHP/MySQL, cloud-hostable, WCAG-compliant, and GDPR-ready) that can scale as the platform grows .

By mapping every requirement to UML and data-flow diagrams, and detailing UI/UX standards that uphold Completeness, Correctness, and Consistency while following the Golden Rules of interface design, this document ensures each screen and interaction supports the intended workflows without ambiguity . In sum, the SRS not only captures what TogetherA+ must deliver but also provides the traceability and quality controls needed to deliver it and to evolve confidently as user needs and technologies advance.

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