



<TalkMate>

System Request Statement / Planning Phase
(Homework No.1A)

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1. Project Sponsor

Self-sponsored- Nilufar Babayeva/TalkMate

2. Business Need

Introduction

Many people want to learn new languages, maybe just for fun or for specific purposes. However, they mainly struggle with the speaking part or listening part, because after some time they need to talk with the people who also learn the specific language and they struggle to find partner. Since they can lose their motivation after some time, the process of learning a new language can be challenging. Therefore, there is a demand for an interactive yet flexible platform where users can practice language learning with real partners.

Identified Need & Proposed Solution

Identified Need:

1. Users can lose motivation after some time.
2. Lack of practicing listening and speaking.
3. Existing platforms do not focus on new ideas to keep the consistency of users

Proposed Solution:

1. TalkMate is a social language-learning platform where users can communicate based on their language preferences and interests
2. The app offers text chatting, video calls and voice calls to facilitate the communication
3. Free users have limited weekly session duration; however, premium users can get more flexible options
4. Gamification features such as streaks, daily challenges keep the users engaged to their studies.

3. Business Requirements

These are the main features of my app-what the system must do:

High-Level Requirements:

1. User Registration & Profiles:
 - Users can register to the platform by their email account or social login
 - They mention which languages they know and which languages they want to learn, and also their interests/hobbies.
2. Matching & Discovery:
 - Users can search for partners based on the languages, interests, or username
 - AI-driven suggestions for best match
3. Communication System:
 - Chat, voice calls, and video calls with session limit based on subscription type
 - Secure messaging and also call scheduling system

4. Subscription Plans:

- Free plan: 3 sessions per week total 1.5 hours
- Premium Plan: Flexible options – can choose 4,6, or 7+ sessions per week, with longer durations

5. Gamification & Engagement Features

- Fluency Streak: Keep a streak by engaging in the app (calls, chats, challenges)
- Daily Challenges: Small learning tasks (e.g., “Describe winter in German”)

6. AI driven feedback:

- Users will use AI to get written feedback about what they could have used for better writing, or they can ask specific questions to the AI.

7. Business Value

General business value- The system provides an engaging and structured way for people to practice languages. It increases motivation by adding gamification elements. Also, it creates monetization opportunities through premium subscription.

Tangible Benefits:

- \$250.000 in revenue from premium subscriptions within the first year
- \$75.000 in revenue from advertisements for free users
- \$50.000 from partnerships with language schools, certification programs, universities, or schools.

Intangible Benefits:

- Higher Engagement: Gamification keeps the users active in the platform and their studies
- Efficient Learning: Users can track their progress through weekly/monthly summaries and improve fluency.
- Cultural Exchange: Connects users worldwide, building global friendships
- Improved Language Skills: Provides real-world language practices
- User Satisfaction: Flexible learning that is scheduled based on their free time and needs

8. Special Issues or Constraints:

- User Safety & Moderation: The app must have strict reporting and blocking mechanisms to prevent misuse both ethical and non-ethical.
- Scalability & Performance: As user numbers grow, the system must deal with managing all the users and their requests without any software issue
- Balance between free & premium: The system must satisfy user needs no matter whether they are free or premium users. While ensuring that free users stay engaged and satisfied, it should also upgrade premium in every sense.

1. Alan Dennis, Barbara Haley Wixom and Roberta M. Roth, Systems Analysis and Design
2. <https://www.duolingo.com/learn>