

(SRS) Software Requirements Specification

Email Tracking and Analytics System

Functional Requirements

Email Tracking:

- The system shall record each email sent with details such as sender, recipient, subject, body, timestamp, and a unique identifier.
- The system shall extract and store domain information from the recipient's email address.

Status Management:

- The system shall assign an initial status of "Sent" to each email.
- The system shall automatically update the status to "Replied" when a response is detected.
- Users shall be able to manually update the status to "Pending" or "Follow-up Required."

Analytics Dashboard:

- The system shall provide a dashboard that displays key metrics such as total emails sent, number of replies, pending emails, and average response time.
- The dashboard shall include visual representations like charts (pie, bar, line) and tables.

Automated Follow-Ups:

- The system shall check for emails that have not received a reply within a configurable time period (e.g., 3 days).
- The system shall automatically send a follow-up email using a customizable template when no response is detected.

Advanced Analytics and Reporting:

- The system shall calculate average reply times and identify delays.
- The system shall use historical data to predict which companies are more likely to respond and suggest optimal sending times.
- The system shall track conversion rates, showing how many emails lead to interviews or placements.

Non-Functional Requirements

Performance:

- The system shall support real-time dashboard updates and handle at least 1000 email records efficiently.

Usability:

- The user interface shall be intuitive and require minimal training.

Reliability:

- The system shall maintain an uptime of at least 99%.

Security:

- The system shall use secure authentication and encrypted communication to protect data.