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Feature : Real-time Claim Tracker

Feature Prioritization Criteria :

Business Value: How much revenue or profit will this feature bring? Does it align with company goals?

- **Revenue/Profit Potential:** Evaluate how much additional revenue or profit the feature can generate. Consider factors like pricing, market demand, and potential upsell opportunities.
- **Alignment with Company Goals:** Assess whether the feature aligns with the company's strategic objectives and long-term vision. Features that contribute to core business goals should be prioritized higher.

User Demand: How many users have requested or shown interest in this feature?

- **User Requests:** Consider the number of users who have explicitly requested this feature. Frequent requests from a significant portion of your user base indicate high demand.
- **Market Research:** Analyze user feedback, surveys, and market research to gauge general interest and demand for the feature.

Development Effort: How much time, resources, and cost are involved in implementing this feature?

- **Time and Resources:** Estimate the time, team resources, and associated costs required to develop and maintain the feature. Complex or resource-intensive features may need to be balanced against their potential benefits.
- **Technical Complexity:** Assess the technical challenges involved in implementing the feature. Highly complex features may take longer to develop.

Dependencies: Are there other features or systems that need to be in place before this can be implemented?

- **Feature Dependencies:** Identify whether the feature is dependent on other features or systems that must be in place before it can be implemented. Dependencies can affect the feature's priority.
- **External Dependencies:** Consider external factors, such as third-party integrations or regulatory requirements, that may impact feature development.

Risk and Uncertainty: What are the potential risks involved in implementing this feature, and how uncertain are its benefits?

- **Potential Risks:** Evaluate the potential risks associated with the feature, such as technical risks, market risks, or legal and compliance risks. Higher-risk features may require additional analysis and mitigation strategies.
- **Uncertainty:** Consider the level of uncertainty regarding the feature's benefits and outcomes. Features with unclear or speculative benefits may need further validation before prioritization.

URS :

URS-01 : Users should be able to login and access their claim status.

URS-02 : Users should see real-time updates of their claim's progression.

URS-03 : Users should have access to a history of their past claims.

URS-04 : The system should display detailed information, such as submission date, required documents, and processing time.

URS-05 : Users should receive real-time notifications on claim status changes.

SRS :

SRS-01 : The system shall provide a secure login mechanism.

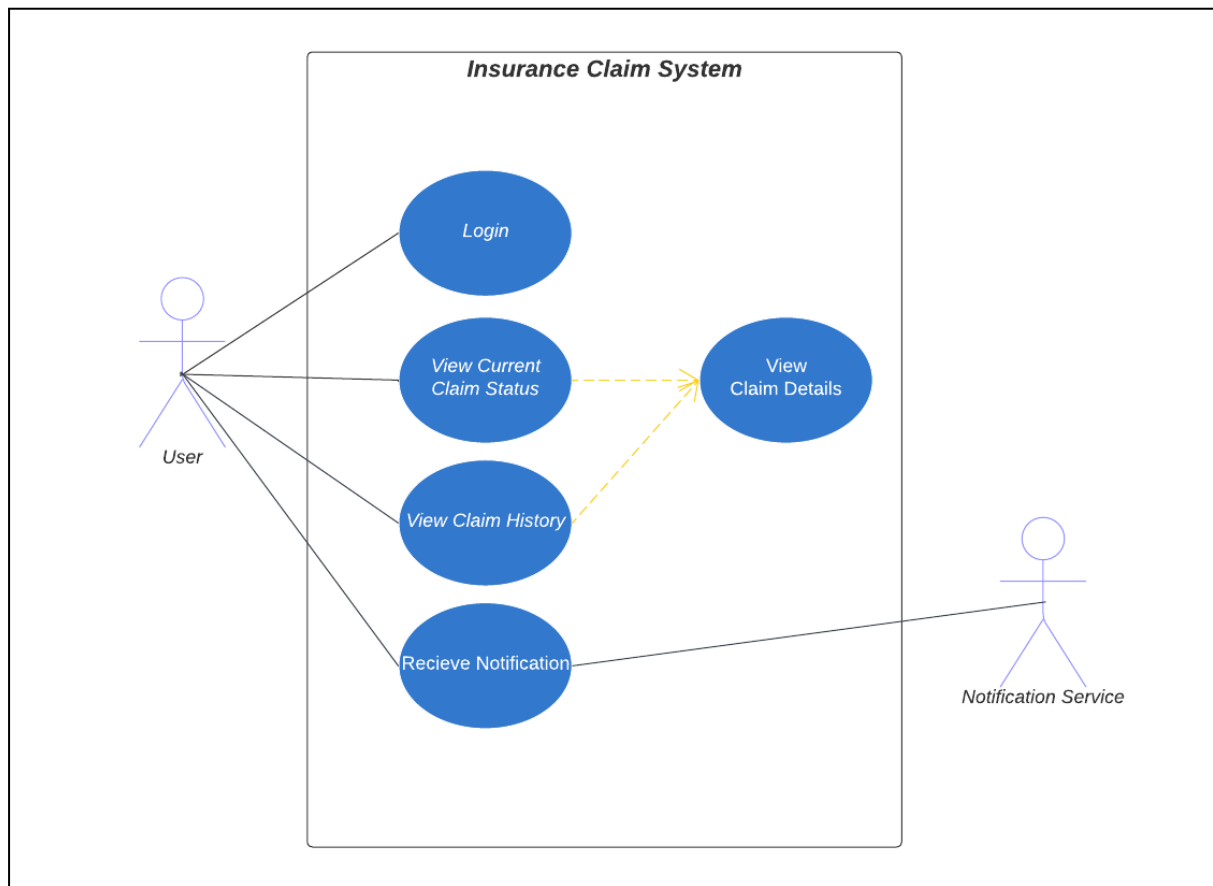
SRS-02 : Post-login, the system should display a dashboard of the user's active claims with their current status.

SRS-03 : The system shall update claim statuses in real-time by pulling data from the internal claims processing system.

SRS-04 : The system shall maintain a history of each claim's status changes.

SRS-05 : The system will send push notifications or email notifications to users whenever there's a status change.

Use Case Diagram :



Use Case Description :

Use Case ID	URS-01		
Use Case Name	User Login and Access Claim Status		
Created By	Sorawee	Last Update By	Danaikrit Jaiwong
Date Created	17 / 09 / 2023	Last Revision Date	18 / 09 / 2023
Actors	User, System		
Description			
Trigger	User want to access the system		
Preconditions	User has a registered account with the platform.		
Use Case Input Specification			
Input	type		
username	string		
password	string		
Post conditions	User is authenticated and has viewed the current status of their claim.		
Normal Flows	User	System	
	a. User accesses the insurance platform. b. User provides their registered credentials (username and password). c. User navigates to the "Claim Status" section. d. User views the current status of their claim.	a. System prompts for user login credentials. b. System validates credentials and logs the user in. c. System fetches and displays the current status of the user's claim upon navigation.	
Alternative Flow	a. Invalid Credentials b. Forgot Password		
Exception Flow	Invalid login credentials provided.		
Assumption	The user has access to a stable internet connection.		

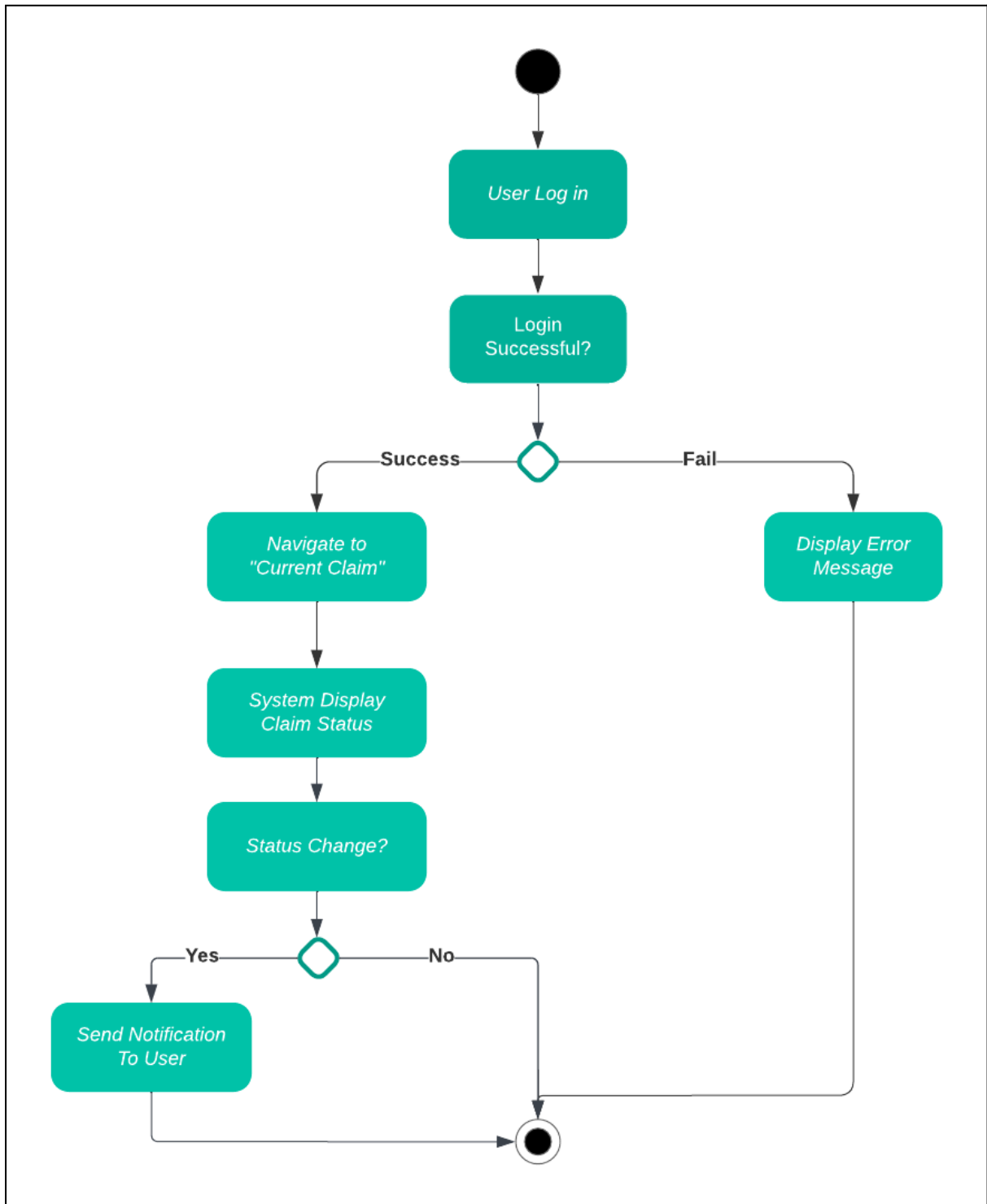
Use Case ID	URS-02		
Use Case Name	View Real-time Claim Progression		
Created By	Danaikrit Jaiwong	Last Update By	Danaikrit Jaiwong
Date Created	17 / 09 / 2023	Last Revision Date	18 / 09 / 2023
Actors	User		
Description	This use case enables users to view real-time updates and progression of their insurance claims.		
Trigger	User wants to check the progression of their claim.		
Preconditions	User has an active claim with the system.		
Use Case Input Specification			
Input	type		
Post conditions	User has up-to-date information on their claim's status.		
Normal Flows	User	System	
	a. User logs in to the system. b. User navigates to the "Claim Progression" section. c. User views real-time updates and progression of their active claim.	a. System prompts for user login credentials. b. The system provides access to this section. c. The system fetches and displays live information about the user's active claim, updating it as necessary.	
Alternative Flow	1.System detects no previous claims for the user. 2.System cannot retrieve claim history.		
Exception Flow	Claim Not Found		
Assumption	The system provides real-time claim updates.		

Use Case ID	URS-03		
Use Case Name	Access History of Past Claims		
Created By	Danaikrit Jaiwong	Last Update By	Danaikrit Jaiwong
Date Created	17 / 09 / 2023	Last Revision Date	18 / 09 / 2023
Actors	User		
Description	This use case allows users to access a history of their past insurance claims within the system.		
Trigger	User wants to view their past claims.		
Preconditions	User has a registered account with past claims recorded in the system.		
Use Case Input Specification			
Input	type		
Post conditions	User can view a history of their past insurance claims.		
Normal Flows	User	System	
	a. User logs in to the system. b. User navigates to the "Claim History" or "Past Claims" section. c. User views a list of their past insurance claims.	a. The system authenticates the user and grants access. b. The system provides access to this section. c. The system retrieves and displays a list of the user's previous claims for their review.	
Alternative Flow	1.System detects no previous claims for the user. 2.System cannot retrieve claim history.		
Exception Flow	The user does not have any past claims recorded		
Assumption	The system records and maintains a history of the user's past claims.		

Use Case ID	URS-04		
Use Case Name	Display Detailed Claim Information		
Created By	Danaikrit Jaiwong	Last Update By	Danaikrit Jaiwong
Date Created	17 / 09 / 2023	Last Revision Date	18 / 09 / 2023
Actors	User		
Description	This use case enables users to access detailed information about their insurance claims, including submission date, required documents, and processing time.		
Trigger	User wants detailed information about a specific claim.		
Preconditions	User has an active or past insurance claim recorded in the system.		
Use Case Input Specification			
Input	type		
Post conditions	User can access detailed information about their selected claim.		
Normal Flows	User	System	
	a. User logs in to the system. b. User navigates to the "Detailed Claim Information" section. c. User selects a specific claim from the list. d. User views submission date, required documents, and processing time for the selected claim.	a. The system authenticates the user and grants access. b. The system provides access to this section. c. The system allows the user to choose a particular claim from a list. d. The system displays detailed information about the selected claim, including submission date, required documents, and processing time.	
Alternative Flow	1.System detects that certain key information for the claim is missing. 2.System cannot find a claim associated with the provided Claim ID.		
Exception Flow	The selected claim does not exist or is not accessible		
Assumption	The system stores and provides detailed claim information.		

Use Case ID	URS-05		
Use Case Name	Receive Real-time Claim Status Notifications		
Created By	Danaikrit Jaiwong	Last Update By	Danaikrit Jaiwong
Date Created	17 / 09 / 2023	Last Revision Date	18 / 09 / 2023
Actors	User		
Description	This use case allows users to receive real-time notifications regarding changes in the status of their insurance claims.		
Trigger	The status of the user's insurance claim changes.		
Preconditions	User has an active insurance claim with notifications enabled.		
Use Case Input Specification			
Input	type		
Post conditions	User receives real-time notifications about claim status changes.		
Normal Flows	User	System	
	a. User logs in to the system. b. User navigates to the "Notification Settings" or "Claim Notifications" section. c. User enables real-time notifications for their insurance claims.	a. The system authenticates the user and grants access. b. The system provides access to this section. c. The user sets up notifications for their insurance claims in real-time.	
Alternative Flow	1.Notification Service detects that the user has disabled real-time notifications. 2.Notification Service fails to send a notification.		
Exception Flow	There is an issue with delivering a notification		
Assumption	The system provides real-time notifications for claim status changes based on user preferences.		

Activity Diagram :



Non-Functional Requirement With Fit Criteria :

1. Security

- All user data must be encrypted during transmission and storage.
- User authentication and authorization mechanisms should be implemented and tested.
- The system should have measures in place to prevent unauthorized access to sensitive claim information.
- Regular security audits and penetration testing should be conducted to identify and mitigate vulnerabilities.

2. Performance

- The system should be able to handle concurrent access from a minimum of 1000 users without significant performance degradation.
- Claim status updates should be displayed in real-time, with a maximum delay of 5 seconds from the time of the update in the internal claims processing system.
- Response times for user interactions (e.g., loading the claim history or receiving notifications) should not exceed 2 seconds.

3. Scalability

- The system should be designed to scale horizontally to accommodate increased user load during peak usage times.
- It should support at least a 20% growth in user base annually without requiring a complete system overhaul.

4. Reliability

- The system should have a minimum uptime of 99.9% over a rolling 12-month period.
- Regular automated backups of user data and claim information should be maintained.
- A disaster recovery plan should be in place and tested annually.

5. Usability

- The user interface should be intuitive, with a user satisfaction rating of at least 4 out of 5 in user surveys.

- User onboarding and training materials should be provided, and the system should have a help section accessible to users.
- The system should comply with accessibility standards (e.g., WCAG) to ensure usability for all users, including those with disabilities.

6. Compliance

- The system should adhere to all relevant data protection regulations and compliance standards in the region where it is deployed.
- Regular compliance audits and assessments should be conducted to ensure ongoing adherence to regulatory requirements.

7. Maintainability

- The system's codebase should follow best practices and coding standards to facilitate ease of maintenance.
- Updates, patches, and bug fixes should be deployed within 48 hours of identification for critical issues and within 2 weeks for non-critical issues.

UI (wireframe or prototype) : <https://shorturl.at/rHJM7>

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Log In

VKA

Email

your@email.com

Password

Your password

☐ Remember me

Forgot password?

Log in

OR

Continue with Google

Continue with Facebook

Don't have an account? Sign up

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Sign Up

VKA

Continue with Google

Continue with Facebook

OR

Email

your@email.com

Password

Your password

Create account

Already have an account? Log in

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Status

Claim Completed

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Insurance histry

Claim status 5

01-01-2023 18:00

Claim status 4

01-01-2023 18:00

Claim status 3

01-01-2023 18:00

View more

Insurer address

Home

Ronald Richards

(406) 555-0120

2464 Royal Ln. Mesa, New Jersey 45463

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Ford Renger Rapter

2.000.000 Bath

2-500.000-BATH

Black

x1

Total:4.210.000 Bath

BackNext

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Status

Claim in Progress

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Insurance histry

Claim status 4

01-01-2023 18:00

Claim status 3

01-01-2023 18:00

Claim status 2

01-01-2023 18:00

View more

Insurer address

Home

Ronald Richards

(406) 555-0120

2464 Royal Ln. Mesa, New Jersey 45463

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Ford Renger Rapter

2.000.000 Bath

2-500.000-BATH

Black

x1

Total:4.210.000 Bath

BackNext

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Profile

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Name Surname

Edit profile

Claims>

Account settings>

Help center>

Log out

Home

Profile

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Log In

VKA

Email

your@email.com

Password

Your password

☐ Remember me

Forgot password?

Log in

OR

Login Failed

Incorrect email or password. Plese try again

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