ChangeLink 1.0 -

Product Requirement Document

|  |  |
| --- | --- |
| Version | : 0.1 |
| Date | : 08/SEPTEMBER/2025 |
| Author | : Palanivel S |

Document Modification History

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Modified By | Date | Remarks |
| 0.1 | Palanivel S | 08-09-2025 | Initial Draft |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Contents

[**1.** **Executive Summary** 3](#_Toc208272076)

[**2.** **Introduction** 3](#_Toc208272077)

[2.1. Purpose 3](#_Toc208272078)

[2.2. Scope 3](#_Toc208272079)

[2.3. Objectives 4](#_Toc208272080)

[**3.** **Overview of Roles** 4](#_Toc208272081)

[3.1. End User (Employee) 4](#_Toc208272082)

[**4.** **Functional Requirements – End User** 4](#_Toc208272083)

[4.1. Authentication & Profile 4](#_Toc208272084)

[4.2. News Feed (Core Social Features) 5](#_Toc208272085)

[4.3. Groups & Communities 5](#_Toc208272086)

[4.4. Engagement & Networking 5](#_Toc208272087)

[4.5. File & Media Sharing 5](#_Toc208272088)

[5. **Non-Functional Requirements – End User** 6](#_Toc208272089)

# **Executive Summary**

ChangeLink is an organization-level social media platform designed to foster collaboration, engagement, and knowledge sharing among employees. Unlike external platforms, ChangeLink provides a secure and compliant environment where teams can post updates, share ideas, collaborate through groups, and build a strong workplace community.

The system eliminates the need for traditional passwords and introduces a passwordless login mechanism through email-based One Time Passwords (OTPs), ensuring both convenience and security.

The application combines the best features of social media (feeds, likes, comments, groups) with enterprise-level governance and data protection to:

* Enhance **employee engagement** and collaboration.
* Provide a **central hub** for organizational updates, events, and discussions.
* Ensure **secure access** via OTP-based authentication only.
* Support **scalability** across small, medium, and large organizations.

# **Introduction**

## Purpose

The purpose of this BRD is to capture the **business goals, requirements, and expectations** for the development of *ChangeLink*. It will serve as a guiding document for stakeholders, business analysts, and developers to ensure a shared vision of the product.

## Scope

ChangeLink is a **secure, passwordless enterprise social platform** with the following in-scope features:

* **Authentication**: Login via email OTP (no password required).
* **News Feed**: Post text, images, documents, polls, and updates.
* **Engagement Tools**: Like, comment, and share organizational content.
* **Groups & Communities**: Create interest-based groups or department communities.
* **Announcements & Events**: Share company news, HR updates, and upcoming events.
* **Profiles**: Employee profile with name, designation, department, skills.
* **Notifications**: Real-time notifications for posts, mentions, and comments.
* **Admin Controls**: Manage posts, monitor engagement, configure policies.

## Objectives

* Build a **centralized enterprise social platform** for communication and engagement.
* Improve **cross-department collaboration** and employee morale.
* Provide a **passwordless, frictionless login experience** with OTP authentication.
* Enable **secure and compliant communication** within the organization.
* Replace scattered communication tools with a **single, unified platform**.

# **Overview of Roles**

ChangeLink supports multiple user roles within the organization. Each role has distinct responsibilities and access levels to ensure smooth communication, content moderation, and security.

## End User (Employee)

* Login using **email OTP only** (no password required).
* Create and manage personal **profiles** (name, designation, department, skills, profile photo).
* Post content on the **news feed** (text, images, documents, polls).
* Engage with posts through **likes, comments, and shares**.
* Join and participate in **groups/communities**.
* Receive **notifications** for mentions, comments, group activities, and announcements.
* Follow colleagues, view their posts, and interact with them.

# **Functional Requirements – End User**

These requirements define what an **End User (Employee)** can do on ChangeLink.

## Authentication & Profile

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Requirement** | **Description** | **Priority** |
| END-FR-01 | OTP Login | End User logs in using **email OTP only** (no password required). | High |
| END-FR-02 | Session Management | OTP session expires after defined duration; re-authentication required. | High |
| END-FR-03 | Profile Creation | End User sets up profile (Name, Designation, Department, Skills, Profile Photo). | High |
| END-FR-04 | Profile Updates | User can update their profile information anytime. | Medium |

## News Feed (Core Social Features)

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Requirement** | **Description** | **Priority** |
| END-FR-05 | Post Content | Create posts with **text, images, videos, documents, or polls**. | High |
| END-FR-06 | Edit/Delete Post | Ability to edit or delete own posts. | High |
| END-FR-07 | Like/React | Like or react (emoji set) to posts. | High |
| END-FR-08 | Comment | Add comments to posts and reply to comments (threaded). | High |
| END-FR-09 | Share | Share posts with colleagues or groups. | Medium |
| END-FR-10 | Pin Post | Pin important posts to personal or group feed. | Medium |

## Groups & Communities

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Requirement** | **Description** | **Priority** |
| END-FR-11 | Join Groups | Browse and join available groups/communities. | High |
| END-FR-12 | Post in Group | Create posts within group feed. | High |
| END-FR-13 | Group Interaction | Like, comment, and share group posts. | High |
| END-FR-14 | Leave Group | Ability to leave a group anytime. | Medium |

## Engagement & Networking

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Requirement** | **Description** | **Priority** |
| END-FR-15 | Follow Users | Follow colleagues to see their posts in feed. | High |
| END-FR-16 | Mentions | Mention colleagues using “@” in posts/comments. | High |
| END-FR-17 | Notifications | Receive real-time notifications for likes, comments, mentions, group invites. | High |
| END-FR-18 | Search | Search for people, groups, and posts. | High |

## File & Media Sharing

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Requirement** | **Description** | **Priority** |
| END-FR-19 | Upload Files | Upload documents, images, or videos within posts. | High |
| END-FR-20 | Download/View Files | View or download shared files (subject to admin policy). | High |
| END-FR-21 | Media Preview | Inline preview for images, documents, and videos. | Medium |

# 5. **Non-Functional Requirements – End User**

These define **how the system should perform** for End Users.

|  |  |  |
| --- | --- | --- |
| **ID** | **Requirement** | **Priority** |
| NFR-01 | **Performance**: Feed should load in ≤2 seconds under normal load. | High |
| NFR-02 | **Scalability**: System must support at least 10,000 concurrent users. | High |
| NFR-03 | **Availability**: Ensure 99.9% uptime excluding planned maintenance. | High |
| NFR-04 | **Security**: OTP login must use encrypted channels (TLS 1.2+). | High |
| NFR-05 | **Data Privacy**: Posts and personal data must comply with GDPR/ISO 27001. | High |
| NFR-06 | **Auditability**: All user actions (posts, edits, deletes, file uploads) must be logged. | Medium |
| NFR-07 | **Usability**: Responsive design across web and mobile apps. | High |
| NFR-08 | **Backup & Recovery**: User content backed up daily, with ≤4 hours recovery time. | High |
| NFR-09 | **Search Speed**: Search queries should return results in ≤3 seconds. | Medium |
| NFR-10 | **Compliance**: All content retention should align with organizational IT policy. | High |