### **Scope of Work**

The application will be developed in a single phase. The application has two interfaces:

* An interface for the users who can avail the services and fill the feedback form.
* A web based interface for the administrator who adds feedback questionnaires and views the feedback.

The main modules of the application are listed below

• **Admin module (Web Application)**

* User management – Admin can manage the users.
* Dashboard - A web based dashboard to analyse the real time feedback received from the users by visualizing the results with the help of graphs and tables.
* Create questionnaires – Option to design feedback questionnaires online, allowing for different types of questions (Y/N, multiple choice, numeric, open ended etc.).
* View Reports – Option to view the reports.

Note: Verbat will generate reports from a processing engine based on the inputs from the user application, SMS, USSD and IVR given by the user. Here the inputs such as SMS, USSD and IVR should be pushed to Verbat’s processing engine by the client.



• **User module (Hybrid Mobile Application)**

* View and send feedback- User has the option to view the feedback form and send the feedback by attempting different types of questions (Y/N, multiple choice, numeric, open ended etc.)