Technical Document – Annexure I
of
Website for Talk Cafe and Cab & Transit

Contents

Annexure I

1. Project Overview

✓ **Business Need**

The client seeks to develop a website for her business, based on client's existing business website (https://talkcafesupport.com/). Client also wants to add on a feature of cab & transit booking. End users can avail all the services present on their website.

✓ **How the platform would help in achieving the business need**

We are developing a website from scratch using which end users will be able to view listed services of the client on the website. Users can book a cab or transit and can also able to view the service description and based on it they can fill up the detail registration form, which will be received to admin and admin will contact them outside the platform.

✓ **Stakeholders**

Actor	Task
End User	End user will be able to book a cab or transit and also viewing the listed service and will fill the registration form for the same.
Admin	Admin will be managing the content and user form on the platform.

✓ **Project Scope and Development Deliverables**

This project scope comprises of the following components to deliver:

- Design and Development of Website for Talk Cafe and Cab & Transit for End user
- Development and Integration of API
- Development of Admin Panel

2. Technologies

Development Phases		Tools & Technology
Requirement Gathering and Analysis	Proposal Drafting, SRS Writing and User Flow Diagram	Microsoft Office Word 2019 / Microsoft Office Presentation 2019 / Microsoft Office Vision 2019
	Wire Framing	Azure / UiZard
	Frontend	React js
	Backend	Node js
	Admin	React js
	Database	Mongo DB / MySQL
	Browser	Google Chrome, Safari, Mozilla Firefox
Version/s Supported	Android	9.0 and above
	iOS	13.0 and above
Quality Assurance & Testing	Test Cases	MS Office Excel 2019
	Testing	Manual

3. Features and Scope of Work

3.1. User Flow of End Users

➢ **Header:**

- On header part of Home screen, users will be able to view the below mentioned functionality
    - **Home screen Appointment**
    - **Service Screen**
    - **Membership**
    - **Cab/Transit booking**

➢ **Home Screen Appointment**

- A short video will be visible to users on the platform which is link and played from company's YouTube channel (integrated through YouTube).
- Users will be able to view the book appointment feature on the home screen of website.
- On tapping this feature user can view the services before entering appointment details such as Email ID, Contact details and Support time (24/7).
- To book an appointment users will have to fill the below mentioned details and submit afterwards admin will view details and reach out to users outside of the platform.
    - **Full Name**
    - **Email ID**
    - **Contact Details**
    - **Consultation Date**
    - **Consultation Time**
    - **Time Zone**
    - **Problem Description**
    - **Addition Details**
    - **CAPTCHA Code**
    - **Submit**

➢ **Service Screen**

- On the home screen by scrolling users will be able to view the listed services.

- The service will be visible to users with short image, service title and little description.

- The Services will be listed as similar to ecommerce listing.

- On tapping on any listed services, users can view the below mentioned details

  - **Title of service**

  - **Description of service** (Include the place details and policies)

  - **Register Button**

- On tapping register button, users will be asked to enter the below details

  - **Candidate Contact Profile Information (Such as)**

    - Full name

    - Date

    - Address

    - Zip Code

    - Number

    - Occupation

    - Email Address

    - Etc.

  - **Emergency Contact Information:**

    - Emergency Contact Name

    - Contact Number

    - Email Address

  - **Intake Questionnaire**

    Note: All questions field will be managed by admin under registration form management.

➢ **Membership**

- Users will be able to join the membership on the platform by filling the membership form in order to avail additional services that covers under the benefits of purchasing membership.

- To get membership on the platform, user have to share the same details as registration details of service form.

➢ **Cab/Transit booking**

- o User will be able to see details of the app associated with the Cab/Transit booking.
- o They will be able to fetch all the details of the services of Cab/Transit booking.
- o Once they click on booking, they will be getting links to download the apps from app store.

➢ **Footer**

- On footer part of Home screen, users will be able to view the details of the company by clicking on below mentioned quick links –
  - o Home
  - o About us
  - o Contact Us
  - o Services
  - o Help and Support
- Contact Information

  User will be able to view quick contact information of the admin/support.

  It includes –
  - o Phone number
  - o Email

4. User Flow of Admin

➢ **Admin Login**

- Admin will be able to login on the platform using this screen feature. Admin will have to enter the below details to login.

  o **Login ID**
  o **Password**
  o **Forget Password button**

  Note: Using the Forget password button, admin will be able to reset their password by receiving the email to their registered **Email ID.**

➢ **Dashboard**

- Dashboard will give access to a centralized area for providing an overview of system such as total no. of registration received and total number of service listed.
- Dashboard will give the summary of the following details-

  o **Service & Content Management**
  o **Membership Management**
  o **Form Management**
  o **Admin Profile**

➢ **Service & Content Management**

- Admin will be able perform CURD operation on the platform functionality such as Add, edit, or remove services on the platform.
- To add a service on the platform admin have to enter the below details

  o **Service Image**
  o **Service Title**
  o **Service Description**
  o **Add Service FORM**
  o **Save**

- Admin can manage the general content such as Privacy Policy, terms and Conditions on the platform.
- Admin can manage all the listed services from this section

➢ **Membership Management**

- Admin will be able to manage the membership content of the application using this section of the admin panel.

- Admin can set up the form for any membership that are available on the platform.

- Admin can provide approval to the membership from just for the records on the platform.

➢ **FORM & General Management**

- Admin will be able to see/manage all the appointments booked over website.

- Admin will be able to setup forms of the management from this section of the admin panel.

- Add/ Remove/ Edit Form feature will be available on the platform, admin can set up their choice of question for any form.

- Admin can create forms and later on from service management can attached the form to service detail screen.

- To create a form users will be asked to enter the below details
    - Form Title
    - Form Major filed (Would be one and admin can add more)
    - Form Minor filed (Can be multiple, admin can set up the question and can set the field type like text value, dropdown, Number filed.

- Admin can view the help and support functionality from this section. Admin can view the user's message and can provide them with resolution using this functionality on the platform.

➢ **Admin Profile**

- Admin will be able to view and setup their profile from this screen of the application. Admin can view the below function under this section
    - **Name**
    - **Number**
    - **Change Password**
    - **Email**

o **Contact Developer**

o **Logout**

Note: All the third party API that are required in development would be provided by Lorna.
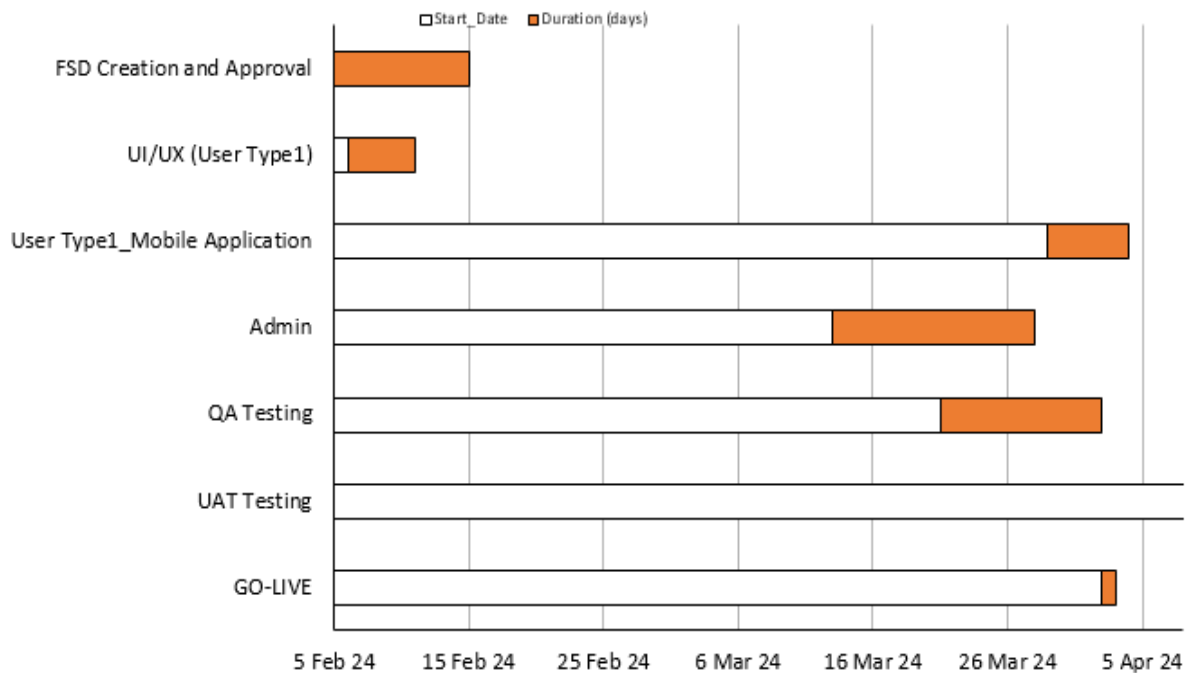
5. Draft Delivery Timeline and Gantt chart

Planned Project Start Date	Scheduled Project Completion Date
05-Feb-24	08-Apr-24
Project Duration*	40 Days

*Project Duration would be met with a condition that the client responses are received on time.

Draft Gantt Chart - Website for Talk Cafe and Cab & Transit Application
Backend Technology - Node js

☐ Start_Date ■ Duration (days)

FSD Creation and Approval

UI/UX (User Type1)

User Type1_Mobile Application

Admin

QA Testing

UAT Testing

GO-LIVE

5 Feb 24   15 Feb 24   25 Feb 24   6 Mar 24   16 Mar 24   26 Mar 24   5 Apr 24

6. Project Management

Before Project is awarded			
Business Analysis	**Project Management / Software Development**	**Business Development / Sales**	**Accounting**
1. Project Identify / Analysis 2. Develop one-page proposal overview 3. Create project management overview 4. **Lorna** assigned to business manager GBM *GBM: Global Business Manager*	5. Project Evaluation by technical teams 6. Introduction call 1 on 1 interaction with **Lorna** 7. System appropriate services determined 8. Requirements / System architecting 9. Project needs analysis 10. Detailed proposal development 11. Cost and Time effort estimation	12. Introduction call 13. Deliverables discussed with **Lorna** 14. Milestones discussed 15. Project success discussed 16. Future growth alignment 17. Detailed proposal provided 18. Payment instructions	19. Invoice submitted to **Lorna** 20. Payment received 21. Payment confirmation sent to **Lorna** 22. Account forwarded to PM

After Project is awarded			
Phase 1	**Phase 2**	**Phase 3**	**Phase 4**
1. Project manager assigned 2. Project initiation/ introduction call 3. Online project profile created 4. Weekly project meetings scheduled 5. Reporting formats explained to Lorna	6. Design, Development / technical teams assigned 7. Project start 8. **Lorna** feedback on weekly 9. Weekly project feedback session- 30 min 10. Reports available on-line 11. Online Rebel catering access of PM system	12. Testing / Quality Assurance 13. Live server testing 14. Final bugs issues fixed 15. Campaign completed	16. Periodic project maintenance 17. Data backups 18. Web site – System upgrades 19. On line marketing ** Optional

7. Proposed Team of Project

The proposed team to achieve the deliverables in a time span of 8 Business Weeks comprising of 40 hrs./week is as follows

Designation	Availability
Project Manager	Part Time
Project Expert	Part Time
Designers	Full Time
Developers	Full Time
Quality Analyst	Full Time