

Technical Document – Annexure I of Talk Cafe Application v1.0

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Annexure I

1. Project Overview

✓ Business Need

The client seeks to develop a mobile application for her business based on client's existing business website (<https://talkcafesupport.com/>). End users can avail all the website service on their mobile devices.

✓ How the platform would help in achieving the business need

We are developing a mobile application from scratch using which end users will be able to listed services of the client on the application. Users can 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 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

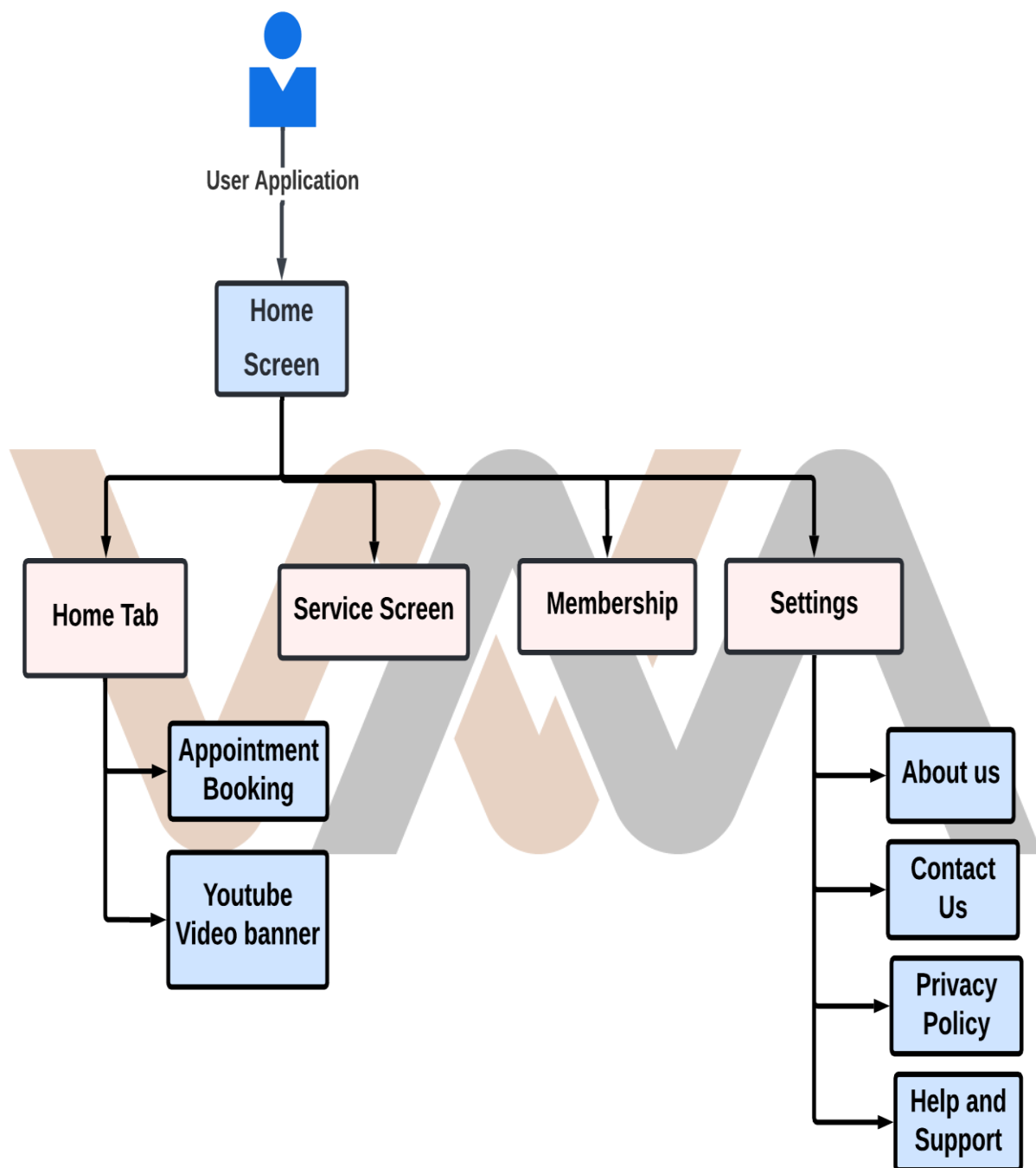
This project scope comprises of the following components to deliver:

- Design and Development of Talk cafe mobile application for End user (Android and iOS)
- 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	Flutter / React Native
	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. User Flow Diagram (UFD)



4. Features and Scope of Work

4.1. User Flow of End Application

➤ **Splash Screen**

- Highlighting company's name and Logo on the screen.

➤ **Home Screen:**

- On Home screen users will be able to view the below mentioned functionality
 - **Home screen**
 - **Service Screen**
 - **Membership**
 - **Settings**

➤ **Home Screen**

- 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 the application.
- 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.

➤ **Settings**

- Users will be able to view the following options under settings option
 - **About us**
 - **Contact Us**
 - **Privacy Policy**
 - **Help and Support**

4.2. User Flow of End Application

➤ 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.

- **Login ID**
- **Password**
- **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-
 - **Service & Content Management**
 - **Membership Management**
 - **Form Management**
 - **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
 - **Service Image**
 - **Service Title**
 - **Service Description**
 - **Add Service FORM**
 - **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 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

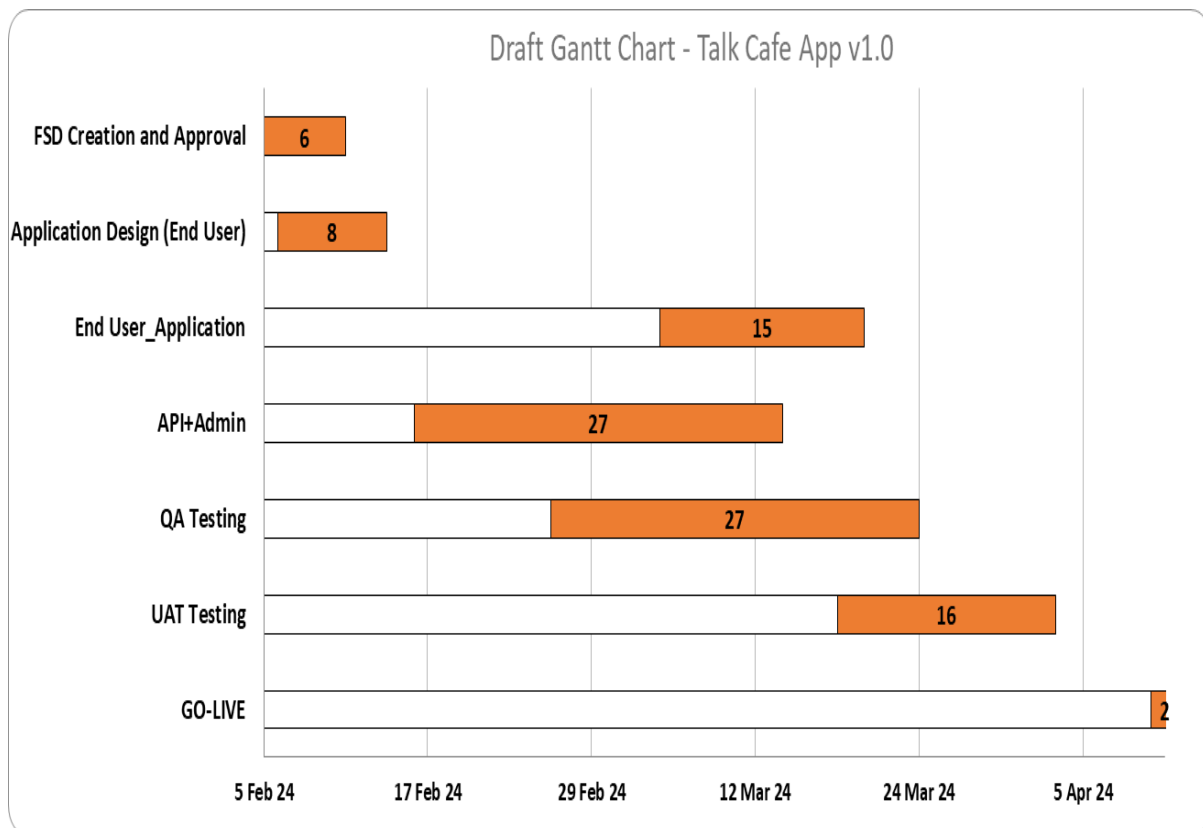
- **Name**
- **Number**
- **Change Password**
- **Email**
- **Contact Developer**
- **Logout**



5. Draft Delivery Timeline and Gantt Chart

Planned Project Start Date	Scheduled Project Completion Date
05-Feb-24	11-Apr-24
Project Duration*	49

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



6. Project Management

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

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

7. Proposed Team of Project

The proposed team to achieve the deliverables in a time span of 9 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

