**CHAPTER 4**

**SYSTEM SPECIFICATION**

**4.1 FUNCTIONAL REQUIREMENTS:**

**4.1. 1 Mailing:**

a. The queries should be mailed to the customer support mail.

b. The RPA bot should read a mail from the customer support mail inbox.

c. The system shall inform the user about the adequate information needed to solve solution.

**4.1.2 Searching:**

a. The system should search in the database if the query which is raised currently has been solved previously.

b. The system should solve the smaller queries.

**4.1.3 Logs:**

a. The system should maintain a log of the current question and answer if the user is not satisfied.

**4.1.4 Feedback:**

a. The user should be able to leave feedback, which is comprised of a text message.

b. The user will get a ticket id in order to have a reference for the user.

c. Feedback management: The administrator should be able to view and delete feedbacks.

**4.2 NON-FUNCTIONAL REQUIREMENTS**

**4.2.1 Portability:**

a. The system should run on a Uipath software.

b. The system should run with the required python scripts.

**4.2.2 Maintainability:**

a. The system should be easy to maintain.

b. There should be a clear separation between the interface and the business logic code.

c. There should be a clear separation between the data access objects that map the database and the business logic code.

**4.2.7 Exception handling:**

a. Exceptions should be reported effectively to the user if they occur.

**4.2.8 Ethics:**

a. The system shall not store any information about its users.

**4.3 HARDWARE REQUIREMENTS**

Processor : Dual core processor

RAM : 2 GB

Hard Disk : 250 GB

Monitor : 16’’ Color Monitor

Keyboard : Standard 110 keys

Pointing Device : Mouse

**4.4 SOFTWARE REQUIREMENTS**

Programming Language : Python

Operating System : Windows/Ubuntu/Linux/Mac

Front End : RPA Uipath

Back End : MySQL

Web Browser : Mozilla Firefox, Google Chrome