SOFTWARE REQUIREMENTS SPECIFICATION

For

Product Feedback System

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1. Introduction

1.1 Purpose

The main aim of developing this online survey system is to conduct an online survey on product feedback for the customers so that the other customers will get to know about the product features and their quality.

Product feedback surveys are typically an online questionnaire fielded to customers and/or non-customers that make up your target audience. Product feedback surveys are a great tool for a company to use to get feedback from their customers.

Product surveys give you the insider knowledge you need to plan new products, grow your business and succeed in today's competitive marketplace.

1.3 Scope of Development Project:

A customer feedback system — which these days usually takes the form of a software product or application — helps businesses manage what customers are saying on multiple feedback platforms and channels, as well as gain data-driven insights essential to improving overall customer experience.

1.4 Definitions, Acronyms and Abbreviations

JAVA -> platform independence

SQL-> Structured query Language

ER-> Entity Relationship

UML -> Unified Modeling Language

IDE-> Integrated Development Environment

SRS-> Software Requirement Specification

1.5 References

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4. https://www.codeproject.com/Questions/566071/openplusaplusnewplusjframeplusonplusaplusbuttonplu
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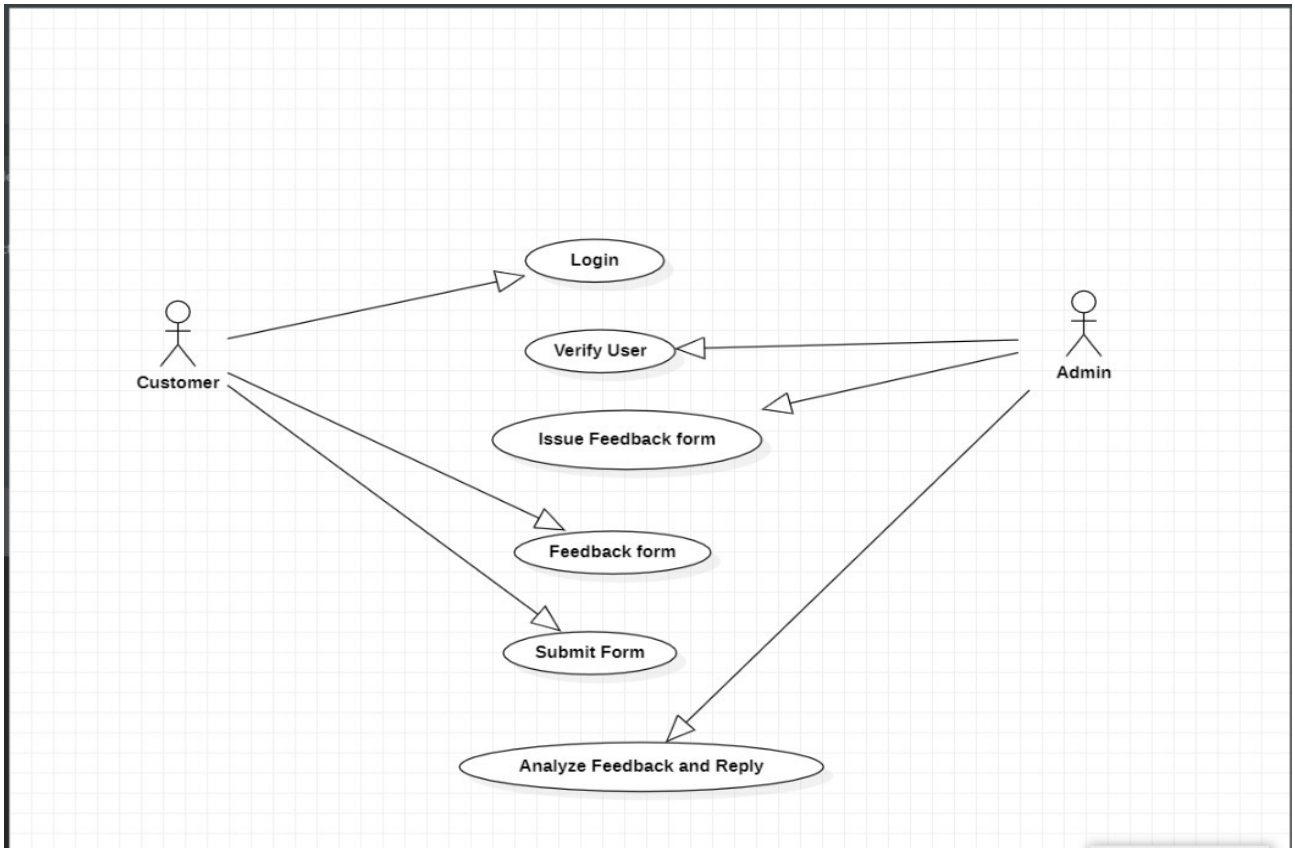
7. https://www.javatpoint.com/java-swing

2. Overall Descriptions

2.1 Product Perspective

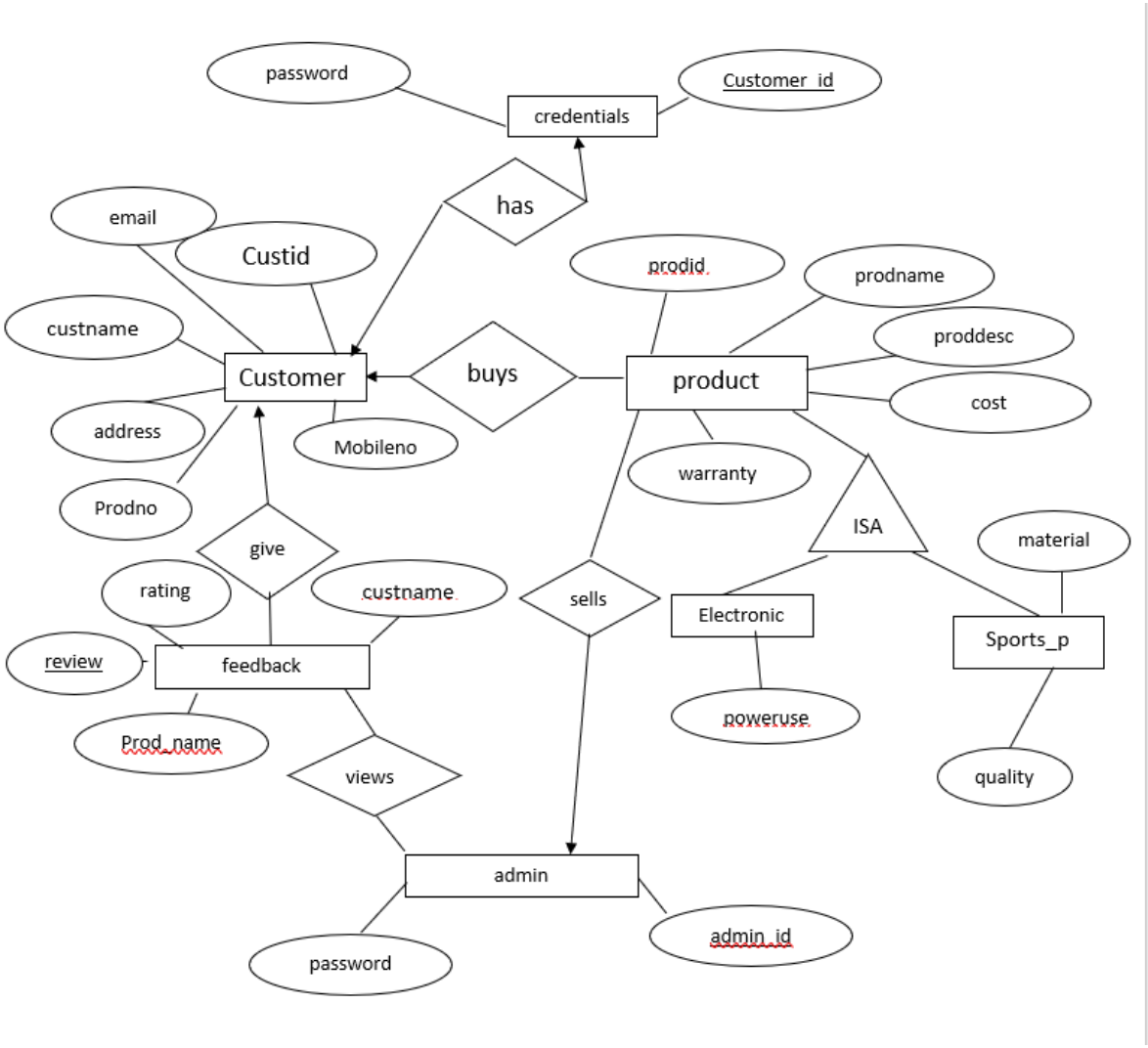
Use Case Diagram of Product feedback System



This is a broad level diagram of the project showing a basic overview. The users can be either customer or product seller. This System will provide a functionality to give feedback to the customer of whatever product he/ she has bought. And also provide functionality to the product seller to search the customer who has given the feedback of the product brought.

2.2 Product Function

Entity Relationship Diagram of Product feedback System



The Product feedback System provides online real time experience to the customer of giving feedback of the product. The main purpose of this project is to know the customers requirement. The admin user will act as the administrator to control data entered by the user. The member's status of issue/return is maintained in the feedback database. The member's details can be fetched by the admin from the database as and when required. Only the admin can see the details of the customer who has given the feedback.

2.3 User Classes and Characteristics

The system provides different types of services based on the type of users[customer /admin]. The admin can search the data of the customer.

The features that are available to the admin are:-

- Admin can search the details of the particular customer.
- Admin can see the details of the customer who has given the feedback.

The features that are available to the customer are:

- Customer can give the feedback of the product.
- Customer can share their experience of using the product.

2.4 Operating Environment

The product will be operating in windows environment. The hardware configuration include Hard Disk: 40 GB, Monitor: 15", Color monitor, Keyboard: 122 keys. The basic input devices required are keyboard, mouse and output devices are monitor, printer etc.

2.5 Assumptions and Dependencies

The assumptions are:-

- The coding should be error free
- The system should be user-friendly so that it is easy to use for the users
- The system should have more storage capacity and provide fast access to the database
- Users must have their correct usernames and passwords to enter into their online accounts and do actions

The dependencies are:-

- The specific hardware and software due to which the product will be run
- On the basis of listing requirements and specification the project will be developed and run
- The end users (admin) should have proper understanding of the product
- The system should have the general report stored
- The information of all the users must be stored in a database that is accessible by the admin

2.6 Requirement Software Configuration:-

Operating System: Windows (8/10/11)

Language: Java Runtime Environment, Eclipse ide for java developer (front end)

Database: MS SQL Server (back end)

Hardware Configuration:-

Processor: Pentium(R)Dual-core CPU

Hard Disk: 40GB

RAM: 256 MB or more

2.7 Data Requirement

The inputs consist of the query to the database and the output consists of the solutions for the query. The output also includes the admin user receiving the details of the customer.

3. External Interface Requirement

3.1 GUI

The software provides good graphical interface for the user and the administrator can operate on the system **.**

- The user interface must be customizable by the administrator
- All the modules provided with the software must fit into this graphical user interface and accomplish to the standard defined
- The design should be simple and all the different interfaces should follow a standard
- The user interface should be able to interact with the user management module and a part of the interface must be dedicated to the login module

Login Interface: The user[admin/customer] type his/her username and password. If the user entered either his username or password incorrectly then an error message appears else can login successfully.

Search and view : The admin user can search or view the details of the customer .

5. Other Non-functional Requirements

5.1 Performance Requirement

The proposed system that we are going to develop will be used as the Chief performance system within the different campuses of the university which interacts with the university staff and students. Therefore, it is expected that the database would perform functionally all the requirements that are specified by the university.

- The performance of the system should be fast and accurate .
- Library Management System shall handle expected and non-expected errors in ways that prevent loss in information and long downtime period.
- Thus it should have inbuilt error testing to identify invalid username/password.
- The system should be able to handle large amount of data.
- Thus it should accommodate high number of books and users without any fault

5.2 Safety Requirement

The database may get crashed at any certain time due to virus or operating system failure. Therefore, it is required to take the database backup so that the database is not lost. Proper UPS/inverter facility should be there in case of power supply failure.

5.3 Security Requirement

- System will use secured database .
- System will have different types of users and every user has access constraints
- Proper user authentication should be provided
- No one should be able to hack users' password

5.4 Requirement attributes

- There may be multiple admins creating the project, all of them will have the right to create changes to the system. But the members or other users cannot do changes
- The project should be open source
- The Quality of the database is maintained in such a way so that it can be very user friendly to all the users of the database
- The user be able to easily download and install the system

5.5 Business Rules

A business rule is anything that captures and implements business policies and practices. A rule can enforce business policy, make a decision, or infer new data from existing data.This includes the rules and regulations that the System users should abide by. The users should avoid illegal rules and protocols. Neither admin nor member should cross the rules and regulations.

5.6 User Requirement

The users of the system are customer and admin administrator to maintain the system. The members are assumed to have basic knowledge of the computers. The administrators of the system should have more knowledge of the internals of the system and is able to rectify the small problems that may arise due to disk crashes, power failures and other catastrophes to maintain the system. The proper user interface, user manual, online help and the guide to install and maintain the system must be sufficient to educate the users on how to use the system without any problems.

6. Other Requirements

6.1 Data and Category Requirement

There are different categories of users namely teaching customer ,admin. Depending upon the category of user the access rights are decided. The customer can only login to the system and can give only feedback about the product. The admin user can only check the customer details.

6.2 Appendix

A: Admin, Abbreviation, Acronym, Assumptions; B: Business rules; C: Class, Client, Conventions; D: Data requirement, Dependencies; G: GUI; K: Key; N: Non-functional Requirement; O: Operating environment; P: Performance, R: Requirement, Requirement attributes; S: Safety, Scope, Security, System features; U: User, User class and characteristics, User requirement;

6.3 Glossary

The following are the list of conventions and acronyms used in this document and the project as well:

- Administrator: A login id representing a user with user administration privileges to the software
- User: A general login id assigned to most users
- Client: Intended users for the software
- SQL: Structured Query Language; used to retrieve information from a database
- SQL Server: A server used to store data in an organized format
- Layer: Represents a section of the project
- User Interface Layer: The section of the assignment referring to what the user interacts with directly
- sData Storage Layer: The section of the assignment referring to where all data is recorded
- Use Case: A broad level diagram of the project showing a basic overview
- Class diagram: It is a type of static structure diagram that describes the structure of a system by showing the system's cases, their attributes, and the relationships between the classes
- Interface: Something used to communicate across different mediums
- Unique Key: Used to differentiate entries in a database

6.4 Class Diagram