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TALKBACK

Specification Document v1.0

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# HiDoctor - TalkBack – Android Version

## **Purpose**

## **Definitions, Acronyms and Observations**

* HD –HiDoctor
* HD DB – HiDoctor Custom SQL Database
* Device – Android / IPad / Windows 8 tablet devices.
* Client System – Refers to the proposed application that is being built

## **Coding – Standards, Auditing & Exception handling**

1. All messages, labels and alert strings need to come from a settings file / resource file / configuration file. This will allow us to make regional changes / language changes to the application as and when required by releasing an update pack or a resource file pack.
2. Date controls wherever applicable (both display and input) need to read the format from the configuration, the Indian date format must not be hard coded in the system anywhere
3. Exceptions need to clearly logged in a separate file with detailed stack trace, screen name, functionality that was executed (method name usually), relevant input strings that was used during the exception time.
4. System must handle any errors gracefully and request the user to retry the failed operation wherever applicable instead of crashing
5. During AUTO SYNC download activity, system must constantly monitor the download progress and in any case the internet drops off, system must have the ability to restart the download where it left off automatically. This includes for master data / digital asset downloads.

## **Configuration Items**

Table structure

|  |  |  |  |
| --- | --- | --- | --- |
| COMPANY KEY | USER\_TYPE | ACTION | VALUE |
| XYX | MR | TBack\_CREATE\_GROUP | N |
| XYX | ASM | TBack \_CREATE\_GROUP | Y |
| XYX | MR | TBack\_ PARTICIPATE\_IN\_GROUPS | N |
| XYX | ASM | TBack \_PARTICIPATE\_IN\_GROUPS | Y |
| XYX | MR | TBack\_ CHAT\_HIERARCHY\_LIMIT\_UP | 1 , -1 |
| XYX | ASM | TBack\_ CHAT\_HIERARCHY\_LIMIT\_UP | 1, -1 |
| XYX | ?? | Tback\_AUTO\_APPROVE | ??? |
| XYX | ?? | Tback\_DEFAULT\_CONV\_HISTORY\_TO-SHOW\_DAYS | 2 |

## **PREBUILT GROUPS FOR DIGEST ALERTS**

|  |  |  |  |
| --- | --- | --- | --- |
| CATEGORY NAME | ALERT REASON | GROUP TYPE | Who can see |
| COLLEAGUES REQUEST / ACCEPT | For users to get to see who has requested for a Colleague request | VIRTUAL | COLLEAGUES ONLY |
| DCR Status | When users put DCR, approve or unapproved DCR | VIRTUAL | Logged in user |
| TP Status | Same as above but for TP | VIRTUAL | Logged in user |
| STATUS CHANGE | General status change, nothing specific to business | VIRTUAL | COLLEAGUES ONLY |
|  |  |  |  |

## **ALERT / NOTIFICATION TRIGGER MATRIX**

|  |  |  |  |
| --- | --- | --- | --- |
| Alert Type | Alert Origin | Receiver | Type |
| Colleague Request | Logged in user | Colleague to whom request was sent | Notification |
| Status change | Logged in user | All Colleagues | Notification |
| DCR Submission | System | Logged in user’s manager | Notification |
| TP Submission | System | Logged in user | Notification |
| DCR Approved / unapproved | System | Logged in user | Alert |
| TP approved / unapproved | System | Logged in user | Alert |
| Global Alert | System | Logged in user | Alert |
| Private chats | Colleague | Logged in user | Notification |
| ???????????? |  |  |  |

## **READ FIRST - IMPORTANT ASSUMPTIONS / INFORMATION**

1. It is required for a user to be ONLINE when posting a message. The receiving user has to be online to receive a notification but not simultaneously.
2. CHAT\_HIERARCHY\_LIMIT\_UP privilege which controls users ability to find “colleagues” for adding to their colleague list has the following working logic:
   1. **-1** – means that there is no restriction on adding a colleague. Users when they search they can see the entire tree hierarchy
   2. **1** – means that users who are
      1. Reporting to the logged on user
      2. Reporting to the logged on user’s peer
      3. Peers to the logged on user
      4. Logged on users manager would be made available in the colleague search
3. Messages once posted CANNOT be edited. They remain there as transcript history
4. For non WideAngle Tablet or regular android phone customers, a separate APK (installer) will be distributed which they have to install. Once installed, this application needs to be opened to interact with the alert and notification application.
5. For the facility to SALES ADMIN posting a GLOBAL MESSAGE, the user interface will be made available only in HiDoctor Web interface. Android client will not have any facility for posting globally.

# Scenarios

### HD-TB-1 STATUS UPDATE

**Purpose:** Allows the user to constantly change and update their status to inform Colleagues on what is happening at their professional work life.

|  |  |  |
| --- | --- | --- |
| Requirement  ID | Requirement Description | Technology Interface from HD |
| REQ-CLIENT-1 | User must be able to change their general “status” in the application. This must reflect at the top of the chat screen and user must be able to change this status at any point of time |  |
| REQ-CLIENT-2 | Change of status must set an notification for all the colleagues in the logged in users colleague list |  |

### HD-TB-2 ALERT / NOTIFICATION TOASTS

**Purpose:** Explains the how of showing notifications in the user interface for Wideangle and non WideAngle regular Android tablet

|  |  |  |
| --- | --- | --- |
| Requirement  ID | Requirement Description | Technology Interface from HD |
| REQ-CLIENT-1 | Once the slider notification (app drawer) is received:  **WIDE ANGLE APPLICATION INTEGRATION :**  In Wide Angle an extra icon must be added to the main user interface which on load of the application must specify a digest alert number (total of all messages irrespective of the groups under which the messages are present and irrespective of Alert or notification)  Clicking on the above icon a separate SLIDING interface must open where the users can see the details of the alerts and notifications. The details must appear in such a manner that there must be an initial grouping of “Categories” and against each category a total number of “unread” message count must be shown. Clicking on each of the categories we must be able to see the individual messages with either a ALERT or NOTIFICATION icon based on the message type  If the message is large, then a fixed number of characters of the message can be shown followed by a … indicating continuity. |  |
| REQ-CLIENT-2 | **GENERAL ANDROID INTEGRATION:**  Once the slider notification (app drawer) is received in android phones / non wideangle but tablet consumers,  Users will click on a shortcut or icon in the android device, in the resulting screen the user can interact all functions of the proposed application |  |

### HD-TB-3 CHOOSE COLLEAGUES / COLLEAGUE SEARCH

**Purpose:** The logged on user will have to choose the Colleagues set as a first action before any action in the application.

|  |  |  |
| --- | --- | --- |
| Requirement  ID | Requirement Description | Technology Interface from HD |
| REQ-CLIENT-1 | If no Colleagues or groups are found system would indicate the user either a easier “tree view” based or “search based” ability to choose Colleagues based on the privilege value - CHAT\_HIERARCHY\_LIMIT\_UP. This privilege value will guide the screen to show Colleagues from the tree hierarchy based on level allowed. | TBack\_GetHierarchyForColleagues  HD\_INTER\_1 |
| REQ-CLIENT-2 | Users must have the ability to choose a person from the available list of possible Colleagues and add them to contacts. When this is done, users must have the ability to send a short message to the user to whom Colleague request is being sent |  |
| REQ-CLIENT-3 | Once a request for a colleague is sent, system would list the user as a “colleague” but in a disabled status and also must show when the request was sent. It should add the request as the “first message” for a private chat for the colleague.  Until the user is a accepted colleague, logged in user must NOT be able to send message or perform any action except remove the colleague from the list using the “remove colleague” option |  |
| REQ-CLIENT-4 | Users must be able to Re-send the colleague request again for the same user, if for some reason the request did not reach the designated user. |  |
| REQ-CLIENT-5 | User must not be allowed to add the colleague another time from the search box as the colleague is already existing in the directory. |  |

### HD-TB-4 ACCEPT COLLEAGUE

**Purpose**: When users login system should the user a list of Colleague requests that are pending against the logged on user. The alert would include the name of the person, region name. Users must accept the request to become Colleagues with the user who sent the request.

|  |  |  |
| --- | --- | --- |
| Requirement  ID | Requirement Description | Technology Interface from HD |
| REQ-CLIENT-1 | All users who have requested for a colleague request would see the user who requested for a connection would be shown in disabled state. |  |
| REQ-CLIENT-2 | Users must be able to “accept colleague invitation” and on acceptance it should become enabled to show the connection. |  |

### HD-TB-5 REMOVE COLLEAGUES

**Purpose**:

|  |  |  |
| --- | --- | --- |
| Requirement  ID | Requirement Description | Technology Interface from HD |
| REQ-CLIENT-1 | Users must be able to remove colleagues from their “colleague” list by doing a “remove colleague” action menu. |  |
| REQ-CLIENT-2 | Once a colleague is removed, system should put the colleague in a disabled state such that, logged in user cannot send any messages to the colleague but the history of chat transactions must remain at all points of time. |  |

### HD-TB-6 MAINTAIN DISCUSSION GROUPS (CREATE / EDIT / DELETE)

**Purpose**:

|  |  |  |
| --- | --- | --- |
| Requirement  ID | Requirement Description | Technology Interface from HD |
| REQ-CLIENT-1 | Based on TBack \_CREATE\_GROUP privilege, if the logged in user group has the ability to create group, system would allow the user to create groups | TBack\_CanUserCreateGroup  HD\_INTER\_2 |
| REQ-CLIENT-2 | System must ensure a unique name is provided for every group under a single user. Duplicates must not be allowed in group names |  |

### HD-TB-7 ADD COLLEAGUES TO DISCUSSION GROUPS

**Purpose**:

|  |  |  |
| --- | --- | --- |
| Requirement  ID | Requirement Description | Technology Interface from HD |
| REQ-CLIENT-1 | System must allow the users to invite any colleague who are in the friends list to a conversation. |  |
| REQ-CLIENT-2 | Once the logged in user adds a colleague to a group, a prompt that asks the user to send a short message to the user to whom group add message is being sent. This message must get added to the group message conversation automatically. |  |
| REQ-CLIENT-3 | System must allow only the creator of the group to add more invitees to the group. Others users are “participants” only |  |

### HD-TB-8 ACCEPT DISCUSSION GROUP REQUESTS

**Purpose**:

|  |  |  |
| --- | --- | --- |
| Requirement  ID | Requirement Description | Technology Interface from HD |
| REQ-CLIENT-1 | Nothing needs to be done here as since originally the intended user has been added as a “colleague” the logged in user automatically has the rights to “invite” a colleague to any discussion group. |  |

### HD-TB-9 LEAVE DISCUSSION GROUPS

**Purpose**:

|  |  |  |
| --- | --- | --- |
| Requirement  ID | Requirement Description | Technology Interface from HD |
| REQ-CLIENT-1 | Any user who is part of a discussion forum must be able to leave the discussion forum at any point if time |  |
| REQ-CLIENT-2 | There is no approval of any sort required for a user choosing to leave a discussion forum |  |
| REQ-CLIENT-3 | When a user chooses to leave a discussion forum, system will automatically post a message indicating that the user has left the forum. This message will be visible in the conversation history. |  |

### HD-TB-10 PULL FOR REFRESH FOR COUNT OF ALERTS

**Purpose**:

|  |  |  |
| --- | --- | --- |
| Requirement  ID | Requirement Description | Technology Interface from HD |
| REQ-CLIENT-1 | User must at any point if time click an icon or a button to see if there are any new messages that are pending for the user to read. This is over and above the “toasts” functionality |  |

### HD-TB-11 POST MESSAGES FOR PRIVATE DISCUSSIONS

**Purpose**:

|  |  |  |
| --- | --- | --- |
| Requirement  ID | Requirement Description | Technology Interface from HD |
| REQ-CLIENT-1 | User must be able to post messages in discussion windows against one colleague at a time. User cannot choose to discuss messages for more than one colleague unless it is a group |  |
| REQ-CLIENT-2 | This action of posting a private discussion message must trigger a notification in the toast window as discussed earlier. |  |

### HD-TB-12 POST MESSAGES FOR GROUPS

**Purpose**:

|  |  |  |
| --- | --- | --- |
| Requirement  ID | Requirement Description | Technology Interface from HD |
| REQ-CLIENT-1 | User must be able to choose a group and post a discussion message against a group. |  |
| REQ-CLIENT-2 | This action of posting a message in a group must trigger a notification in the toast window as discussed earlier. |  |

### HD-TB-13 PULL MESSAGES BY DATE - ARCHIVE

**Purpose**:

|  |  |  |
| --- | --- | --- |
| Requirement  ID | Requirement Description | Technology Interface from HD |
| REQ-CLIENT-1 | By Default the discussion window will show archive of conversation obeying the Tback\_DEFAULT\_CONV\_HISTORY\_TO-SHOW\_DAYS configuration value |  |
| REQ-CLIENT-2 | User must have a hyperlink, clicking on which the discussion windows must refresh and show the transaction history for the clicked timeline |  |
| REQ-CLIENT-3 | The first hyperlink (default is the privilege value - Tback\_DEFAULT\_CONV\_HISTORY\_TO-SHOW\_DAYS. Rest are  7 days, 30 days, full history |  |

### HD-TB-14 SUPPORT FOR PRE-BUILT CATEGORY

**Purpose**:

|  |  |  |
| --- | --- | --- |
| Requirement  ID | Requirement Description | Technology Interface from HD |
| REQ-CLIENT-1 | Currently some prebuilt categories as specified in the earlier table, but the application must be extensible enough to  (1) Add a new category either through a dedicated UI or through a REST API call  (2) Have a method or interface exposed where asp.net and javascript clients can post alerts and notifications to be added to that category.  Suggested way is-  On calling the “AddCategory” (or equivalent API) call a code needs to be returned (if the category already exists, system must return the existing code) and then clients call “AddMessage(“message type (Alert or Notification”, “Message contents”, ??? ) etc |  |

### HD-TB-15 GLOBAL BROADCAST – FROM ADMINISTRATOR

**Purpose**:

|  |  |  |
| --- | --- | --- |
| Requirement  ID | Requirement Description | Technology Interface from HD |
| REQ-CLIENT-1 | Administrators of every customer (not SWAAS Admin, but these admins are called “Sales Admin” who have global access) must be able to post a message from the UI for one or more set of users a “Alert” or “Notification” and the system will automatically post these messages for all the selected users. |  |
| REQ-CLIENT-2 | Administrators can post the message for ALL the users in the hierarchy at one shot. |  |
| REQ-CLIENT-3 | The user interface for posting this GLOBAL MESSAGE will be available only in HiDoctor Web interface, but the system proposed must give a API facility where messages can be posted globally. |  |

### HD-TB-16 AUDIT REPORTS IN HIDOCTOR – COLLEAGUE REQUEST

**Purpose**:

|  |  |  |
| --- | --- | --- |
| Requirement  ID | Requirement Description | Technology Interface from HD |
| REQ-CLIENT-2-1 |  |  |

### HD-TB-17 AUDIT REPORTS IN HIDOCTOR – CHAT TRANSCRIPT REQUEST

**Purpose**:

|  |  |  |
| --- | --- | --- |
| Requirement  ID | Requirement Description | Technology Interface from HD |
| REQ-CLIENT-2-1 |  |  |