**sortmeout**

Group#9

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Introduction

Purpose of the Document

The purpose of this document is to present a description of the online grievance forum – sortmeout. It will explain the system’s purpose, features, interfaces, operations and constraints. This document is intended for both the stakeholders and the developers of the system.

Motivation for the Project

The online forums already available today either commit themselves to specific domains or propose solutions that are not personalized based on the user’s level of understanding of his problem/grievance.

Our first aim is to keep the project entirely user-centric i.e. the user must be in a position to express his problem and his level of its understanding fully. The user may be an expert in the field in which his grievance lies, or he may be a total newbie. Our aim is to give him a solution that exactly matches his expectations. The proposed solutions should be such that it can be well comprehended by the user and shouldn’t be too complex for a novice or too basic for an expert.

Also, at sortmeout, a user can post a grievance to any category – including a special category “unlisted”. This means that if sortmeout currently lacks the expertise to tender to the user’s grievance, experts may be contacted and collaborated through external means by the moderators for serving the user.

Scope of the Project

sortmeout is an online grievance forum for a wide range of grievance categories. It primarily facilitates a categorization of user grievances and walk-through resolution of the same through the medium of domain experts (preferably) and/or other Internet users (not necessarily part of the sortmeout userbase). Apart from the functional aspects this forum presents a solid yet easy-to-understand user interface.

More specifically, sortmeout is designed as a link between a user and experts, who expertise in the domain(s) of the user’s grievance. It then allows the user to walk himself through to the resolution of his grievance through a path of solutions and interim grievances.

Glossary of Key Terms

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| --- | --- |
| Term | Definition |
| Administrator | Site Administrator |
| Moderator | Person who reviews incoming grievances and solutions for inappropriate content |
| Expert | Site user who specializes in some domain(s) and has completed the registration as an expert |
| Registered user/ Member | Site user who has completed the registration as a normal member |
| Internet user/ Visitor | Site user who has not completed the registration process |

Overview of the Document

Overall Description

System Architecture

Category Management

Signin

User (Member/Expert)

Posts Review Management

Private Forum

Moderator

Search

Keyword Management

Public Forum

Administrator

Visitor

User Management

Signup

db

sortmeout server

System block diagram

The sortmeout system has 3 major types of actors.

1. Administrator
2. Moderator
3. User (Expert, Member, Visitor)

While the Administrator has complete access to the User Management Subsystem, Moderators also have some level of access to the same. Moderator and User have access to the Forum Subsystem, albeit with different views.

Main System Processes

Grievance/Solution Posting Process

Submit

Accept

Reject

Review

Edit

Grievance Solving Process

Submit

Finalize

Accept Partially

Review

Choose Solution

System Modules and Core Functionality

User Management – Member and Expert Signup, Signin

Forums – User’s Private Forum, Public Forum, Expert Domain-Grievances View

Content Management – Posts Management, Solution Grading

Review – Post Review, Expert Registration Review, New Category/Keyword Review/Add/Update,

Search – Relevance algorithm for searching and sorting of grievances

Functional Requirements Specification

Visitor Use Cases

Use Case:

Any Internet User who visits sortmeout can view the public forum and post solutions to public grievances.

Post Solution

Visitor

Description:

A Visitor need not login into the website to view the public forums.

1. Visitor chooses a grievance to expand its decision tree.
2. Visitor can post a solution to the most recent/outstanding interim grievance in the decision tree.
3. Visitor can fill in his information to identify himself.
4. The posted solution/comment enters the review-pool of the Moderator(s).

Use Case:

Any Visitor can search for a public grievance using the search tool.

Search Grievance

Visitor

Description:

A Visitor need not login into the website to access the search functionality.

1. Visitor enters some text in the search box and/or selects provided filters.
2. The system generates the most relevant grievances.

Use Case:

A Visitor, who wants to become a Registered User, must complete the registration process.

Register

Visitor

Description:

1. Visitor fills in identification details on the registration page.
2. Visitor chooses a username and password.
3. System checks the constraints and registers the username.

Member Use Cases

Use Case:

A Member identifies himself by logging himself in.

Login

Member

Description:

1. Member logs into sortmeout with his username and password.
2. The system presents the Member with his home page on sortmeout (containing a link to his private forum).

Use Case:

A Member can post a grievance to any of the forums.

Post Grievance

Member

Description:

A Member has to be logged in in order to post a grievance.

1. The Member writes the text of his grievance.
2. The Member marks his post for one of the forums - Private or Public.
3. He selects the other parameters pertaining to the grievance and submits the same.
4. The system posts the grievance to the Moderator(s) for reviewing.

User Case:

A Member can view and choose different solutions to his grievance.

Select Solution

Member

Description:

Once a Member’s grievance is accepted after being reviewed by a Moderator, it becomes visible to the Experts belonging to the grievance’s category. If the Member marks the grievance for the public forum its visibility is extended to all Internet and Registered Users of sortmeout. Experts, Registered Users and Internet Users can post solutions to a grievance, until the originator marks it as resolved or changes the nature of the grievance by selecting a solution and posting an interim grievance.

1. The originating Member selects one of the solutions posted against his grievance.
2. He may then try the solution offline (if possible) or wait for its execution by a designated entity.
3. If he is completely satisfied with the solution he marks the grievance as resolved. The system increments the expertise of the solution’s author (if a Registered User) against the category(ies) of the grievance.
4. If he is partially satisfied with the solution he marks the grievance as partially resolved and posts an interim grievance (as the new outstanding grievance) using the Post Grievance Process. The system increments the expertise of the solution’s author (if a Registered User) against the category(ies) of the grievance.
5. If he is not satisfied and wants to try out other solutions he may reject the chosen solution and go back to step 1.

User Case:

A Member can search for any public or self-originated grievance.

Search Grievance

Member

Description:

Similar to a Visitor’s Search Grievance case with a slightly larger scope by including past self-originated grievances.

Use Case:

If a solution demands payment for its execution, the originating Member must pay for the same when he chooses it. If the Member discards such a solution after making a payment, the payment is not returned.

Make Payment

Member

Description:

1. Member selects a ‘paid’ solution to his grievance.
2. The system solicits a confirmation for the Member’s action (Terms and Conditions page).
3. The Member is redirected to a secure payment gateway where he can make the payment.

Expert Use Cases

Use Case:

An Expert identifies himself by logging himself in.

Login

Member

Description:

1. Expert logs into sortmeout with his username and password.
2. The system presents the Expert with his home page on sortmeout (containing a link to his private forum).

Use Case:

An Expert can post solutions to any private or public grievances falling in his category/domain of expertise.

Post Solution

Expert

Description:

Similar to a Visitor’s Post Solution case except that an Expert can additionally post solutions to private grievances referred to him by the system. A solution posted by an Expert always carries his professional identity.

Use Case:

An Expert can add a grievance category within his domain of expertise.

Add Category

Expert

Description:

An Expert can have multiple domains of expertise that define his skills in solving grievances of certain categories. An Expert can add a new category within the domains of his current expertise.

1. Expert adds a category under his currently registered category. He also enters a non-zero level of his expertise in the new category.
2. The system posts the category for the consideration by Moderator(s).
3. Upon approval, the system adds the new category to the list of categories and adds the Expert as one of the experts in the same.

Use Case:

An Expert can add/delete keywords saved by the system against a grievance posted to him.

Manage Keywords

Expert

Description:

An Expert can view all the keywords currently saved by the system against a grievance posted to him.

1. The Expert adds/deletes a keyword.
2. The system updates the keyword-list stored against the grievance in concern.

Use Case:

A Moderator is responsible for reviewing a post (grievance/solution) before it can be deemed appropriate for the forums.

Review Post

Moderator

Description:

Whenever a User posts a grievance or solution, it is referred to the Moderator (or team of Moderators) for review. Only after the content is approved by a Moderator will it be deemed valid for the site.

1. Moderator selects a new post and reviews its content.
2. If the content is found appropriate, the Moderator flags it as ‘approved’.
3. If the content is found completely inappropriate, the Moderator deletes the content.
4. If the content is found to be only partially inappropriate, the Moderator asks the User to edit the same.
5. The system updates the content’s flag.

Use Case:

A Moderator can add/delete keywords saved by the system against any grievance being stored in the system.

Manage Keyword

Moderator

Description:

Similar to an Expert’s Manage Keywords case but on a larger set of all the grievances entered into the system.

Use Case:

A Moderator can sanction a User for inappropriate behavior or content.

Sanction User

Moderator

Description:

1. Moderator identifies the username of the user to be sanctioned and the reason for the same.
2. Moderator levies an appropriate sanction upon the username.
3. The system updates the flag for the username in concern.

Use Case:

Moderator adds/renames a category.

Add/Rename Category

Moderator

Description:

1. Moderator adds/renames a category.
2. The system inserts/updates the category.

Use Case:

A Moderator must review a Visitor’s registration as an Expert before he is added as an Expert into the system.

Approve Expert

Moderator

Description:

When a Visitor fills the registration form as an Expert, his registration is contingent upon the approval from a designated Moderator.

1. The Moderator reviews a Visitor’s request to join as an Expert.
2. Moderator verifies the validity of the Visitor through means external to the system.
3. If the Moderator is convinced about the expertise of the Visitor, he approves the request.
4. If the Moderator is not convinced about the expertise of the Visitor, he rejects the request.
5. The system updates the status flag of the new Expert or deletes the records depending on the above decision.

Manage User

Administrator