



Problem Shared, Problem Solved – Q & A

Minor Project

Disclaimer

This Software Requirements Specification document is a guideline. The document details all the high level requirements. The document also describes the broad scope of the project. While developing the solution if the developer has a valid point to add more details being within the scope specified then it can be accommodated after consultation with IBM designated Mentor.

INTRODUCTION

The purpose of this document is to define scope and requirements of a Simple Problem Sharing and Answers to Solve using - Q&A for the customer community of a telecom giant. The proposed system will allow the customers to post their problems and review responses from the community to find a solution. This Q&A tool is expected to provide:

1. A very simple clutter free user interface.
2. Quick and easy tool to Share Problems and Receive responses by community. Owner acknowledges response as Helpful or Solved.

This document is the primary input to the development team to architect a solution for this project.

System Users

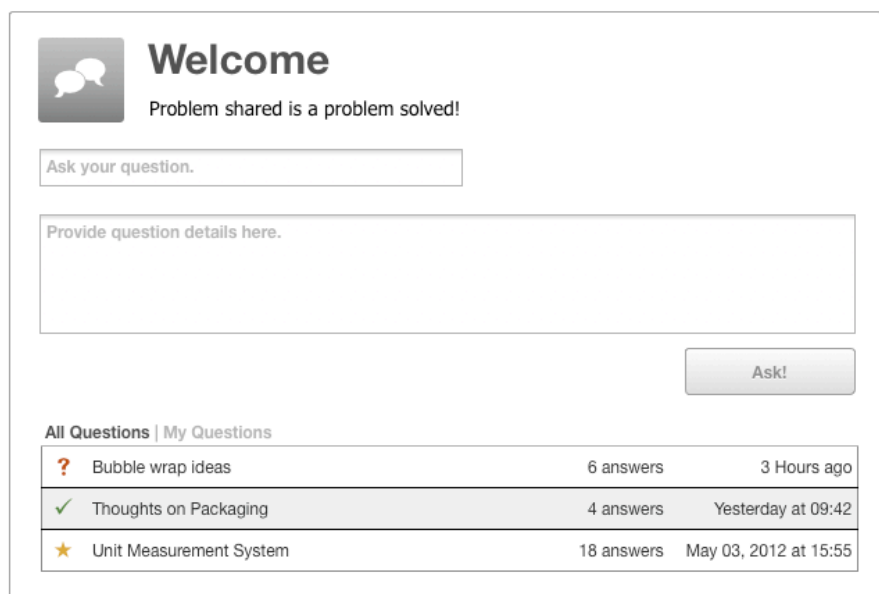
The customer community of the mobile company is expected to leverage the Q&A tool for finding solutions based on user experiences.

Assumptions

1. Q&A will be integrated with the mobile company's "community forum" section of their website.
2. The customer's registration is assumed, thus customer entries will be made from backend.

REQUIREMENTS

Q&A will allow users to post problems & review answers online. The user interface for the same is outlined below.



All Questions My Questions		
?	Bubble wrap ideas	6 answers 3 Hours ago
✓	Thoughts on Packaging	4 answers Yesterday at 09:42
★	Unit Measurement System	18 answers May 03, 2012 at 15:55

The tool displays the landing page with text box to write a question and details of the problem. The 'Ask' button submits the question to the community. The lower section of the page has two tabs, 'All Questions' tab displays list of questions asked by the community members. 'My Questions' displays the list of questions asked by the logged in community member.

The questions are displayed with a status of Open [? or *] or Solved [Ticked]. Each question entry displays the number of answers received and the date-time stamp of the question. Users may choose to ask a question on this screen or browse through the list of questions and respond to an open question if they have a solution in mind from their experience or knowledge.

Post a Problem

The text box on the main screen displaying 'Ask a Question' prompts the customer to share the problem in brief. The customer will be able to enter the problem details in the text box below. Upon click of Ask button, the problem will immediately appear below the text box in a list of problems posted as shown in the above figure. The problem posted will display date time stamp.

Respond to a Problem

Community users view the problems posted and have not been solved. Visually an interrogation sign (?) or asterisks (*) symbol displays the status. User can open a problem to respond by clicking on it. This displays the following screen.

Ram Mohan
New Delhi
India

How to Install Ice Cream Sandwich on my Motorola DROID?

18 Hours ago - 2 answers received - 1 helpful answer - Still Open

Details

I tried upgrading my Android device to Ice Cream Sandwich and my device hung! The screen started to flash and there was no error message. Now I am not even able to restore old release. The only way left is to restore original settings. Please help!

Answer

Answers

Subir Saha
Kolkata
India

★ Helpful Answer

I tried upgrading my Android device to Ice Cream Sandwich and my device hung! The screen started to flash and there was no error message. Now I am not even able to restore old release. The only way left is to restore original settings. Please help!

3 Hours ago

John Elison
California
USA

I tried upgrading my Android device to Ice Cream Sandwich and my device hung! The screen started to flash and there was no error message. Now I am not even able to restore old release. The only way left is to restore original settings. Please help!

2 Days ago

The screen has two sections; the top section displays the question and provides a

Problem Shared, Problem Solved – Q & A

2

IBM Career Education

text box for the user to post the response and click on 'Answer' button to finally submit it.

The second section displays the list of answers in a chronological order with latest being on top, already received along with their status as reviewed by the owner of the problem. Each answer is displayed in a separate row; the left column of the answer row displays the Name of the community member, location, and country.

Answers marked as Helpful are displayed with yellow "*" symbol. The answer that is considered to be the ultimate solution for the problem is displayed with Tick mark.

Review & Mark Response

The problem owner can view their own questions in the tab 'My Questions'. The responses to the question can be marked as Helpful or Solved. The question remains open to receiving answers till the response is marked as Solved. Click on a question to view the responses. The response view screen will display each answer with buttons for "Mark as Helpful", "Problem Solved". Please note that these buttons are visible to the owner of the problem shared.

Saving Changes

The tool will save all the changes in the back-end database by clicking on a "Ask" button or "Answer" button or "Mark as Helpful" or "Problem solved" during activities like Problem sharing, responding to a problem and reviewing of a responses.

DEVELOPMENT ENVIRONMENT

Q & A will be developed as a web application using Java/JSP and DB2 database. Eclipse will be used as the IDE for the same. You may consider using a JavaScript framework like jQuery/Prototype/ Scriptaculous.