**Business Requirements Specification (BRS)**

1. **Background of the project**

VoizFonica is a Mobile Network Operator and telephone company. VoizFonica, established in the year 2010. VoizFonica provides network access and telecommunication services that help people and companies communicate in an easy, efficient and environmentally friendly way.

VoizFonica business is very technology dependent as company acts as a network service provider (NSP) in mobile. VoizFonica is a company that is aware of the new challenges posed by today’s society.

**Products:**

1. Prepaid- 70% of customer are using this service and gives contribution in revenue about 65%
2. Postpaid: 20% of customer are using this service and gives contribution in revenue about 15%
3. Dongle- 10% of customer are using this service and gives contribution in revenue about 20%

VizFonica recorded substantial growth in terms of profit and market share(current market share in India is 8.9%, where in 2017 was 5.6% and in 2016 was 3.9%). But the market share of the company is not matching the overall Tele-density growth ratio in India, due to the limitations in the legacy system of the company.

VoizFonica’s major ratio of profit in 2018 are consumed by marketing activities, where most of them are manual in nature. So company has decided to opt marketing activities where there is less human intervention.

1. **Goals of project**

* VoizFonica wants to give ‘Online Products/Services Buying and Selling Solution’ for various organizations like production oriented Industries, Services based Companies, Distributors, Customers through this Project.
* It wants to give a complete solution for Products/Services Buying and Selling through Internet.
* Through this solution they can display and sell their products/services. Customer can see and buy the Products/Services. It also provides payment process, Enquiries.
* Goals are :

1. To Increase customers
2. Provide various services to customer online like

* Buy new connection for prepaid, postpaid and Dongle
* View plans for recharge
* Bill payments
* Switch prepaid to postpaid
* Help service

1. Enhance marketing activities without human intervention
2. **Problem Statement**

ViozFinica is a telecom industry. Their market share was 8.9% in 2017.

Company didn’t achieve the overall tele density growth ratio because of some limitations like legacy system of the company, manual marketing activities. Due to Mobile Number Portability retaining the loyal customer with company is a become big challenge .

So to overcome all these issue company has decided transform legacy system to online system to enhance the profitability.

1. **Solution / Proposed System**

Proposed system will be a database-driven e-commerce web sites where products/services will display on webpage and will be stored in a database. Typically, new products would pull from the database and displayed on the homepage daily.

The buyer can purchase new connections, select various plans for prepaid, post-paid and dongle, bill payment, recharge etc. from the menus given and prices stored in the database will be displayed.

It will ask customer to fill the forms and attached required documents. The site administrator can easily change product /services and price information.

1. **Users of project**
2. **Client company-**

Companies doing business with each other. Other companies can buy VoizFinica’s services to run their business.

1. **Customer-**

Selling services/sim cards to the general public

**d) Requirements**

**Functional Requirements**

1. **Bill invoice Management**

Invoice processing involves the handling of incoming invoices from arrival to post.  In general, invoices are grouped into two types:

1. Invoices associated with a request or purchase order
2. Invoices that do not have an associated request (no purchase order).

**Key factors for bill invoice management :**

• Apply Pricing, Discounting, Adjustments & Rebates

• Create Customer Bill Invoice

• Produce & Distribute Bill

• Create Customer Bill Inquiry Report

• Assess Customer Bill Inquiry Report

• Track & Manage Customer Bill Inquiry Resolution

• Report Customer Bill Inquiry

• Close Customer Bill Inquiry Report

1. **Problem Handling**
   * + This process is responsible for handling customers problems and issues.
     + It will receive the customer problems reports, then it will provide solution over them and achieve customer satisfaction.
     + They are also responsible for customer contact and support in relation to any service-affecting problems detected by the resources or through analysis, including proactively informing the customer and resolving these specific problems to the customer's satisfaction.
     + Isolate Customer Problem, Issue & Distribute Marketing Collaterals
     + Track Leads
     + Report Customer Problem
     + Track & Manage Customer Problem
     + Close Customer Problem Report
     + Create Customer Problem Report
2. **MARKETING FULFILLMENT RESPONSE**

* It is responsible for the issue and distribution of marketing collateral directly to a customer and the keeping the track of relevant leads.
* These processes include activities from lead generation to product, and hand-off of leads to the selling processes.

1. **Selling**

* Selling processes are responsible for managing customers, for the qualification and education of the customer and for matching customer expectations to the enterprise's products and services and ability to deliver.

Key Factors :

• Cross/Up Selling

• Acquire Customer Data

**Non-Functional Requirements**

1. **Performance Requirements**

* Generate bills of all post-paid customers for the current billing cycle in less than 5 seconds.
* Send email remainders to all post-paid customers in less than 5 seconds.
* Recharge the prepaid user and send him a notification message in less than 3 seconds.
* Generate report of day to day transaction, monthly and quarterly transaction in less than 10 seconds.
* Create new connection in less than 3 seconds.
* Generate unique offers for the user in less than 3 seconds.