Software Requirements Specification (SRS) for Fulfillment Services Platform

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Executive Summary

This document outlines the updates introduced in version 3.0 of the Fulfillment Services Platform. The platform includes a registration module for both sellers and providers, enabling admin approval before account access. Additionally, a delivery dashboard has been introduced for providers and delivery personnel to manage deliveries and update statuses. A chat system has been integrated to support one-on-one and group communications among sellers, clients, ~~call centers, and delivery personnel~~ (excluding communication between delivery personnel and providers). Localization features have been added, allowing users to choose between English and French interfaces. Lastly, a leaderboard system tracks performance metrics such as delivery times and successful orders, all of which can be managed by the admin. These enhancements aim to improve the platform's usability, operational efficiency, and communication capabilities.

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1. System Overview

1.1 Purpose

The fulfillment services platform serves as a centralized system for managing logistics, warehousing, order processing, and customer communication across multiple African countries. This platform improves the user experience by addressing usability, scalability, and automation.

1.2 Key Benefits

- Centralized management of multi-country operations.
- Real-time inventory tracking across warehouses.
- Automated order processing and confirmation.
- Simplified financial management through manual payment tracking.
- Streamlined communication through integrated support systems.
- Professional customer support to ensure client satisfaction.

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2. Core Features

2.1 Authentication & Security

- Secure email/password authentication.
- Two-factor authentication option (2FA).
- Role-based access control.
- Password recovery system.
- Session timeout notifications and management.

2.2 Product Management

- **Product Creation Requirements**
  - Warehouse Location (Country-specific).
  - Product Code (Seller-generated).
  - Variant Code.
  - Verification Link.
  - Product Description.
- **Stock Management**
  - Automatic stock updates (-1 for confirmed orders, +1 for returns).
  - Real-time inventory tracking.
  - Stock history logging and low stock alerts.

2.3 Order Management

- Manual order entry.
- Bulk import via CSV/XLSX with validation checks.
- Real-time order status tracking.
- Call center integration for order confirmation.
- Shipping scheduling and daily shipment tracking.

2.4 Warehousing & Shipping

- Support for multiple warehouses across various countries.
- Location-specific inventory management.
- Stock transfer tracking.
- Warehouse capacity monitoring.
- Shipping operations including delivery scheduling and cash-on-delivery support.

2.5 Financial Management

- Sellers can set up payment details (e.g., bank accounts, Payoneer).
- Admin manually processes payments based on verified payouts.
- Payment status can be marked as "Paid" or "Pending" for each seller.
- Exportable financial reports for tracking payment history.

2.6 Registration Module

- **Seller Registration**
  - Sellers can register by providing essential details (e.g., name, email, phone, business information).
  - Admin approval required before sellers can log in and use the system.
- **Provider Registration**
  - Providers (businesses offering services to sellers) can register with relevant business details.
  - Admin approval required before providers can log in.

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3. User Types & Access Levels

3.1 System Roles

- **Sellers:** Manage products, process orders, and update payment details.
- **Providers:** View and manage services offered to sellers; engage in chats and participate in leaderboards.
- **Delivery Personnel:** Access the delivery dashboard to view assigned deliveries, update delivery status, and communicate exclusively with sellers or call centers.
- **Moderators:** Handle specific tasks such as billing, reporting, and analytics but do not have access to user management or sensitive configurations.
- **Administrators:** Oversee system configurations, process payments, approve registrations, manage analytics, and control platform settings (e.g., enabling/disabling communication options).
- **Support Team:** Handle customer tickets, queries, and order issues.
- **Call Center Team:** Confirm orders, verify customer information, and log communication.

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4. Enhanced Features

4.1 Improved User Interface

- Redesigned dashboard for better navigation and usability.
- Mobile-friendly and responsive design for all devices.

4.2 Real-Time Notifications

- Notifications for low stock levels, order confirmations, and payment status updates.

4.3 Advanced Reporting

- Detailed analytics for sales, warehouse capacity, and delivery performance.
- Exportable reports in multiple formats (PDF, Excel, CSV).

4.4 Customizable User Roles

- Fine-grained access controls to define user permissions for different system roles.

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5. Technical Specifications

5.1 System Requirements

- Supports modern web browsers (Chrome, Firefox, Edge).
- Mobile compatibility for iOS and Android devices.

5.2 Security Measures

- Data encryption for user information.
- Secure API endpoints.
- Regular vulnerability scans and updates.
- Role-based audit logging for critical system operations.

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6. New Feature Requests

6.1 API Integration

- Open APIs for third-party integrations (e.g., Shopify, WooCommerce).
- Documentation with integration guides, example requests, and error handling.

6.2 Chat System

- One-on-one and group chat support for sellers, ~~call centers, and delivery personnel~~.
- Delivery personnel are restricted to communicating only with ~~sellers and~~ call centers.
- Message history and real-time notifications for new messages.
- Admin controls to monitor and manage conversations.
- Ability for admins to enable or disable communication features for specific roles.

6.3 Leaderboard

- Display leaderboards for providers, delivery personnel, and sellers based on performance metrics.
- Metrics include delivery times, successful orders, and customer ratings.
- Admin can reset, update, or adjust leaderboard metrics.

6.4 Delivery Dashboard

- Overview of active deliveries for providers and delivery personnel.
- Detailed tracking for each delivery, including ETA, current status, and location.
- Delivery personnel can update delivery status (e.g., "In Progress," "Delivered").
- Admin tools to reassign or prioritize deliveries.
- Integration with the chat system for delivery communication.

6.3 Localization

- Support for English and French languages across all dashboards and interfaces.
- Users can select their preferred language from the settings menu.
- Dynamic text loading to ensure seamless language transitions without affecting performance.
- Admin tools to manage translations as needed.

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7. Dashboards

7.1 Seller Dashboard

- Overview of sales, orders, and inventory.
- Quick access to add, edit, and delete products.
- Real-time order tracking and shipment status.
- Notifications for low stock, pending orders, and payment status.
- Payment setup (e.g., bank account, Payoneer information).

7.2 Provider Dashboard

- Manage services offered to sellers.
- Access delivery dashboard to track ongoing shipments.
- Participate in leaderboard rankings.
- Chat interface for one-on-one or group discussions.

7.3 Delivery Dashboard (For Delivery Personnel)

- View assigned deliveries with detailed order information.
- Update delivery status (e.g., "In Progress," "Delivered").
- Real-time location tracking for efficient route planning.
- Integration with chat for seamless communication with sellers and call centers only.

7.4 Call Center Dashboard

- Real-time queue for order confirmations.
- Customer details and order summaries for efficient processing.
- Logging of call outcomes and escalations.
- Automated call scripts for consistent communication.

- Agent performance tracking through KPIs.

7.5 Admin Dashboard

- Global metrics overview including sales, inventory, and warehouse status.
- Management tools for user accounts, permissions, and payouts.
- Interface for processing payments to sellers (marking as "Paid" or "Pending").
- Configuration of system-wide settings like currencies and shipping rates.
- Tools for approving seller and provider registrations.
- Settings to enable/disable communication options between roles (e.g., restricting delivery personnel communication).

7.6 Support Dashboard

- End-to-end ticket management for customer issues.
- Tools for categorizing and prioritizing support queries.
- Integration with chat and email systems for seamless communication.
- Detailed ticket histories for issue tracking and resolution.
- Support performance metrics and customer satisfaction analytics.

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8. Appendices

Appendix A: Glossary

- **SKU**: Stock Keeping Unit.
- **API**: Application Programming Interface.
- **2FA**: Two-Factor Authentication.
- **CSV/XLSX**: Data formats for bulk upload and processing.
- **ETA**: Estimated Time of Arrival.

Appendix B: Version Control

- **1.0**: Initial SRS document (January 13, 2025).
- **2.0**: Updated document with enhanced features, dashboards, and detailed descriptions (January 15, 2025).
- **3.0**: Added registration module, delivery dashboard for providers and delivery personnel, chat system, moderators, localization, admin control, and leaderboard functionalities (January 16, 2025).

Notes

- Call Center

Adding to all the details in the call center section, I would like to have more informations about the calls. How ?
First of all, as an Admin I would like to hear every call, and the calls should be recorded, also I would like to see the call timing, like every agent how much time was with a client in a call. Also the name that took this call. for example : “Agent_name, 00:00:30”
Also I would like to have a system, what’s that system for ? for exemple when a client upload a leads.csv file, I would like to have the possibilty to assign which agent should take this file and which one is not. I would like to have the control to assign to any agent the leads to call for any clients I want. for exemple : I want agent_1 call the leads coming from a Client_X. and not only one agent, and maybe sometimes I’ll need 2 or 3 agents to take the calls for only one client. and those assignments should be done only one time not everyday I have to do it. (assign, modify)

To let you know, the CALL CENTER, is 80% of the process. that’s why I need to have a good and strong call center system.

If you have any suggestion added to those details please let me know.

- Chat System

For the chat It’s better to be just between sellers, and providers. and sellers should not have acces and cannot talk to a call center agent or delivery personnel.