BUSINESS REQUIREMENT DOCUMENT

<<Review Pop-Ups In-App>>

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**TABLE OF CONTENTS**

[**1.1 Problem Statement/ Requirement Background**](#_qkd8vhdto9vq) **3**

[**1.2 Current Solution/Process (if any)**](#_nwul99ngzx60) **3**

[**1.3 Related Documents**](#_819x8qsg83fc) **3**

[**1.4 Solution Scope**](#_x110zzcfncf6) **3**

[**1.5 Constraints**](#_t0amjfjo7se4) **3**

[**1.6 Business Goals and Objectives**](#_oi77el2twmra) **3**

[**1.7 Priority**](#_707m9zc83jrn) **3**

[**1.8 Target User/ User Community**](#_49km6ediabve) **3**

[**1.9 Impact Analysis**](#_fjuxzboa3f8f) **4**

[**1.10 Additional Information**](#_4brcfw7fsk3z) **4**

[**1.11 Stakeholder consultation**](#_6yq0e39u6fpd) **4**

[**1.12 Approvers**](#_rjrexf5gt5kh) **4**

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### 1.1 Problem Statement/ Requirement Background

What are the current problem statements faced by the Business owner?

Currently, no feedback is received from users for many in-app features. Also the feedback receiving process from aspirants regarding Sessions, Calls is being done manually using google forms and NPS forms sent to aspirants over mail..

Provide a brief introduction to the project. This includes describing the business context of the project and the users.

The review pop-up in the app involves collecting reviews from users on various features they are engaging with on the app. Since there are a lot of features and a lot of students, this process cannot be done manually. The feedback is being collected for various app features and also for Sessions, Calls and interactions which the user is having with the Experts and company employees, especially Career Coaches, and Trainers. This feedback would help us in improving the whole system(app + process).

### 1.2 Current Solution/Process (if any)

Describe the current environment as it relates to the solution scope for this document. Does the client have an existing solution? What is it? What are some of its key challenges? What is being done manually?

There are two types of feedback which are of high priority for us. These are:

* feedback regarding app features
* feedback regarding processes (Sessions and Employees interacting with Users)

The first type of feedback is not being collected in any form from the users. We have no idea regarding the user experience. The second type of feedback is being collected manually by Trainers and Career Coaches. Feedback forms are being sent manually to the aspirants through mail or during the sessions. If they do not fill the form a reminder call is again made by the Coaches to the aspirants for filling out the form.

Some of the key challenges include the following:

* Since it’s a manual process; the Coaches and Trainers are occupied with an extra task of collecting Feedbacks
* All the aspirants not filling out the forms
* Form filling takes time since the Candidate has to fill many personal details like Candidate Code, Candidate Course, etc.
* Manually mapping the responses to the concerned authority
* Not receiving in-app feature reviews from external users

Currently, the following are being done manually

* Sharing of the Feedback form in sessions and through mails

If the current solution has financial impacts, provide a high level description.

### 1.3 Related Documents

Reference any business deliverables / documents associated with this requirements document.

NPS Forms: [Link](https://docs.google.com/spreadsheets/d/1OOvv5pr6XczyJG1jO6uRtfBK7_IQbmQfgtJ8OYz0Xh8/edit#gid=0)

Feedback Forms Response Sheet: [Link](https://docs.google.com/spreadsheets/d/126nCplRxDhqVPL2xHKDqWG9iZGeJIyuCzcfmoK4InVM/edit#gid=464313039)

### 1.4 Solution Scope

Define the scope of the solution that this document describes. Indicate any components no longer in scope (e.g., scope changes from that described in the Preliminary Scope document).

Business Needs are of an Automated Feedback System having the following components:

* Automatic review pop-up generation based on user engagement
* 5-star review system for features of the app which involves aspirant engagement
* 5-star review system for the system for Expertrons offerings majorly Career Coaches, Trainers and their respective Calls and Sessions.
* Notification Journeys - for replying to the users, reviewing the app (thought)
* Automatic mapping of reviews to the concerned authority/activity

Detailed Breakdown of all the features: [Link](https://docs.google.com/spreadsheets/d/10MfWcjK1Pqp-NQJ42e4wa0JMMLQpxpgQGdcJXT4b4GQ/edit#gid=0)

### 1.5 Constraints

What are the business goals and objectives we are trying to achieve with this project

### 1.6 Business Goals and Objectives

What are the business goals and objectives we are trying to achieve with this project

Reviews and Feedbacks are important for the proper functioning of any business. Until now, there was nothing to get app features reviews. Also feedback for Sessions was collected manually. Having automated the review system, Coaches and Trainers would be relieved of the task of following up with aspirants for taking their feedback. Also some of the review pop-ups wouldn’t allow the user to proceed ahead without taking feedback. Therefore we would receive guaranteed feedback from the users. This in turn would help us in developing the system more user-friendly and consequently the user engagement would also increase within the app.

### 1.7 Priority

Use the following three categories to prioritize requirements (do not introduce and mix other prioritization methods such as the MoSCoW method):

* **High** to indicate a solution element that is critical to the client’s business function and operation;
* **Medium** to indicate a non-critical solution element that provides significant benefit to the client; and
* **Low** to indicate a non-critical solution element that provides a helpful or convenient feature that is beneficial to the client.

Detailed Breakdown of all the features: [Link](https://docs.google.com/spreadsheets/d/10MfWcjK1Pqp-NQJ42e4wa0JMMLQpxpgQGdcJXT4b4GQ/edit#gid=0)

### 1.8 Target User/ User Community

If applicable, identify all possible user groups for the solution.

For each user group, estimate the number of users and reference the functional areas each will need access to.

All the users and aspirants interacting with the application

### 1.9 Impact Analysis

How is this product/feature

### 1.10 Additional Information

Include any information related to the requirement (e.g., hyperlinks to related online content). Where appropriate:

* Reference the associated business process model within the *Business Process Definition* document; and
* Identify the owner (e.g., source) of the requirement.

Review Pop-up Display must follow the following format

* Review Pop-up Display: [Link](https://docs.google.com/spreadsheets/d/10MfWcjK1Pqp-NQJ42e4wa0JMMLQpxpgQGdcJXT4b4GQ/edit#gid=1169865243) (Sheet: Review Pop-up Display)
* Review Pop-up Frequency, Delay Time, Title, Sub-Title, Rating Type, etc.: [Link](https://docs.google.com/spreadsheets/d/10MfWcjK1Pqp-NQJ42e4wa0JMMLQpxpgQGdcJXT4b4GQ/edit#gid=1169865243) (Sheet:Feature-list and priority)

### 1.11 Stakeholder consultation

Identify the stakeholders for the solution and for the project, what their role(s) are, and whether they were consulted.

| **Stakeholder Name** | **Role** | **Consulted** |
| --- | --- | --- |
|  |  | << Yes / No >> |
|  |  | << Yes / No >> |
|  |  | << Yes / No >> |

### 1.12 Approvers

The following individuals have approved the financial requirements on the date indicated.

| **Approver Name** | **Role** | **Approved** |
| --- | --- | --- |
|  |  | << Yes / No >> |
|  |  | << Yes / No >> |
|  |  | << Yes / No >> |