Parent App - PRD

Platform Commons

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Version 0.1

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Screen Design: <https://xd.adobe.com/view/2bebd3fe-b4b8-4d3c-ad5e-569b0efc0567-7eb8/>

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# **Introduction**

## **Purpose of the document**

This document outlines the feature list for the Saajha parent app. It briefly covers the user-personas and features within each portal.

The purpose of creating the app is to digitize the tracking, maintenance and growth of Saajha’s educational initiatives.

## **Project Summary**

| Project Name: | Saajha |
| --- | --- |
| Project Team: | Prashant - Project Lead  Utkarsha - Business Analyst  Aashish - Tech Architect  Amit - Design Lead |

## **User Personas**

| Persona | Who are these? | Needs | Expectations |
| --- | --- | --- | --- |
| Parents | Parents residing in Maharashtra, Karnataka, Jharkhand, Delhi | Track the child’s progress for certain | Fast, reliable ways to track the child’s progress, see the child’s areas of improvement, receive notifications to assist the child’s progress |

# **Functional Objectives**

| **Epic** | **Feature Name** | **User Story Name** |
| --- | --- | --- |
| Sign Up | Parent self registers | As a parent, I should be able to create an account for myself so that I can login to the app. |
| Login | Login | As a parent, I should be able to login after an account is created on the app so that I can track my child’s progress |
| Explore | Self - onboarding via Cookbooks (video content) | As a parent, I should be able to onboard myself via cookbooks : how to be good parents, what to expect when you’re expecting (for mothers) etc |
|  | Rate cookbooks content | As a parent, I should be able to rate the cookbooks content so that I provide feedback to Saajha about useful/not-useful content |
|  | Child tracker | As a parent, I should be able to see my child’s progress so I know where my child is doing well and where improvement is required |
| Parent Profile | My Profile | As a parent, I should be able to create and update my profile so that I am able to add/update my information |
| Child/children profile | My Child’s Profile | As a parent, I should be able to create my child/children’s profile so that I am able to add/update my children’s relevant information |
| Track child’s progress | Track educational progress | As a parent, I should be able to track my child’s educational progress so I know how my child is doing education-wise and where improvement is required |
| Track extra-curricular progress/areas of interest | As a parent, I should be able to track my child’s extra-curricular progress so I know how my child is doing interest-wise and where improvement is required |
| Track physical progress | As a parent, I should be able to track my child’s physical progress so I know how my child is doing physically and where improvement is required |
| Track emotional progress | As a parent, I should be able to track my child’s emotional progress so I know how my child is doing emotionally and where improvement is required |
| Track nutritional progress | As a parent, I should be able to track my child’s nutritional progress so I know is my child is growing healthily and where improvement is required |
|  | Notifications | As a parent, I can opt to receive notifications :   * That remind me to enter my child’s progress into the parent app * That send relevant content beneficial to my child/children |
| Badges | View Badges | As a parent, I will be able to view the badges I have earned along with a list of badges which can be earned/unlocked on completion of a particular action/task. |
| Community Forum | Ask and answer questions | As a parent, I should be able to ask and answer questions on the community forum so that I can contribute to the community |
| Notifications | Switch on-off notifications | As a parent, I can choose whether I’d like to receive notifications via the parent app/SMS so that I stay updated the latest information around my child’s development |
| More Actions | Interaction History | As a parent, I will have access to list of my past interactions with agents wherein I can view a chat history along with a list of important updates on the call/chat. |
|  | Set Language | As a parent, I can set an app language from a list of various Indian Languages |
|  | Sync Items | As a parent, I can always manually sync items if they have not been synced automatically. |
| Help & Support | Talk to an agent | As a parent, I will at all times have access to help and support wherein I can resolve my queries via talking to an agent. |
| Whatsapp Bot | As a parent, I will at all times have access to help and support wherein I can resolve my queries via chatting with an agent on Whatsapp. |
| Settings | Language support | As a parent, I should be able to set the language of the app (English/Hindi) so that I can see the caller app text in the language selected |

# **Epics & User Stories - WIP**

## **Epic: Sign Up**

### **Title: Admin registers caller**

User story:

**Description:**

**Acceptance criteria:**

**Business Rules:**

# **Non-Functional Objectives**

## **Reliability**

* The website will be operational 99.9% of the time
* Downtime for maintenance or due to failure will not exceed more than 4 hours

## **Usability**

* Users should be able to find appropriate information in less than 3 clicks, wherever possible
* Users should be able to use the app immediately after installing

## **Performance**

* The app should be able to support at least 50,000 simultaneous callers.
* The load time for any page should not exceed 3 seconds on an 10-18 Mbps connection

## **Security**

* The app shall provide secure access (https) to its callers, with each caller seeing only their information post login.
* Certain admin will be able to see some caller data
* Passwords should be encrypted
* Caller will be able to access pages depending on the roles and permissions assigned

## **Supportability**

* The app should have responsive UIs that’ll allow viewing them on iPhones, Android phones, iPads, desktops and laptops
* The app will support Mozilla versions 3.0 or later, Chrome 84.0.4147 or later, Safari 13.1.2 or later.

# **Wireframes**

Access the wireframes for the Call Centre App [here](https://xd.adobe.com/view/24355ab7-55f1-4cfb-9b2b-bbb8a049a4ff-7166/).

# **Link to Call Notes**

Access the call notes [here](https://docs.google.com/spreadsheets/d/1dheE9UuqWZgFAQ4e6uq2ZYtHTah_FjsBQDxsYAOyVq0/edit?usp=sharing).

#### 

# **Revision History**

| Name | Date | Reason For Changes | Version |
| --- | --- | --- | --- |
| Utkarsha Saswadkar | Aug 27, 2021 | Creation of SRS | 0.1 |
| Utkarsha Saswadkar | Sept 06, 2021 | Updates | 0.2 |
| Utkarsha Saswadkar | Sept 09, 2021 | Updates to the feature list | 0.3 |

**Notes - SM:**

* Can Saajha Connect be improved instead of creating a new app?
* Learn Feature - couldn’t understand
* Dialling a call -
  + better method to save caller’s time - e.g. when call gets patched, Fac gets notified and she picks up the phone
  + Dial timer?
  + To maintain privacy, numbers are not visible to Facs on screen (screen 13)
* Screen 14 - Active/Successful instead of Resolved category
* Reschedule call screen 16 -
  + couldn’t understand last check box
  + *One parent shouldn’t be called more than once on the same date. So the reschedule date should be on the next day*
  + Notification popup - when a call is scheduled, caller to get notification to call the parent
  + No two calls to be rescheduled for the same time+date
* Opt out
  + More reasons to be added
  + DND, wrong numbers
  + Parent has no queries - can be removed as an option
* Productivity
  + How is this helping the Facs
  + Point of contention?

Notes - Overall

Dashboard:

1. In Summary - if we can see total target and targets achieved. Should show daily targets and targets achieved . Date filter can be added
2. Performance - only my feedback rest can be removed. As its not that helpful for the callers
3. Productivity- It would not be helpful for parents. We can add total dialed numbers here only.

Rosters

1. Changing status after he call- Active , Reschedule and opt out
2. Status of each call should be shown with the respective numbers.
3. Notes format can be changed
4. We can remove inbound but inbound calls detail can add in the call history. Would be great if we can add messages exchange detail on whastapp bot.

Questions

1. Are we building a new app altogether or do we want to modify the existing app?