COMMUNICATION  
COMPONENT

Product requirement + Design

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Document History

| Issue | Date | Changes/Comments |
| --- | --- | --- |
| 0.1 | 20 Jan 2015 | Internal Use |

# Introduction

This document describes the communication component product requirement details which will be used by development and support team members.

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## Overview & features

Communication component is a Software module which is designed and implemented with MVC and Dependency Injection based design patterns. Design in a loosely coupled way so that it’s easy to integrate with any device platform (web, mobile, desktop).

Following basic features are covered as part of this document.

* Instant Messaging
* Voice communications
* Video Communication
* Contact list.

## Milestones

|  |  |
| --- | --- |
| Feature | Date |
| Instant messaging – between visitor & Support |  |
| Voice call – between self and selected contact |  |
| Video call – between self and selected contact |  |
| Instant messaging – between visitor & selected contact |  |
| Instant messaging – between visitor & selected contacts (group) |  |
| Voice call – between self and selected contacts(Group) |  |
| Video call – between self and selected contacts(Group) |  |
| Contact list – manage contacts(add, delete, modify) |  |

# Use Cases

## Instant message.

Instant message component has following features.

### Visitor and Support member.

* In this feature client side module show the interface to website visitor for chatting with Customer support for any help. On visitor selection visitor gets another screen to enter his basic details. On submission support team gets alert with acceptance. On acceptance both side messaging screens comes and communication happens with in those screens.

### Between self and selected contact.

In this feature user can select any contact from contact list and select messaging option, then messaging screen opens from the contact list screen and on typing message, contact gets the message if he is online, if not they it will be stored at server until he gets online.

### Between Self and Selected Contacts.

In this feature user can select more than one contact from contact list and select messaging option, then messaging screen opens from the contact list screen and on typing message, contact’s gets the message if they are online, if not they it will be stored at server until they gets online.

## Voice Call

Voice call module has following features.

### Visitor and Support member.

* In this feature client side module show the interface to website visitor for making call with Customer support for any help. On visitor selection visitor gets another screen to enter his basic details. On submission support team gets alert with incoming call acceptance. On acceptance both side voice call connected screens comes then both parties can talk.

### Between self and selected contact.

* In this feature client side module shows list of contacts and on selection of any contact, there will be option to make call, on selection of that, contact gets incoming call request, on acceptance of that call, both can talk .

### Between Self and Selected Contacts.

In this feature client side module shows list of contacts and on selection of any contact’s, there will be option to make call, on selection of that, contacts gets incoming call request, on acceptance of that call, becomes group call.

## Video Call

### Visitor and Support member.

* In this feature client side module show the interface to website visitor for making video call with Customer support for any help. On visitor selection visitor gets another screen to enter his basic details. On submission support team gets alert with incoming video call acceptance. On acceptance both side video call connected screens comes then both parties can talk.

### Between self and selected contact.

* In this feature client side module show list of contacts and on selection of contact, there will be option to make video call, on selection of that, contact get Alert with incoming video call acceptance. On acceptance both side video call connected screens comes then both parties can talk.

### Between Self and Selected Contacts.

* In this feature client side module show list of contacts and on selection of contacts, there will be option to make video call, on selection of that, contacts get Alert with incoming video call acceptance. On acceptance group video call connected screens comes then all contacts can talk.

## Contact List

In this feature user can add contacts by updating all the required details for the contact and this module manages the list, and shows the options to user to manage contact.

# High Level Design

### Block Diagram.

### Modules & Data flow

# Technologies & Tools used

|  |  |  |
| --- | --- | --- |
| **Chat App. Softer Requirements** | | |
|  | **Softer Name** | **Version** |
| **Technology** | Comet D | 3 |
| **Editor** | Eclipse | Kepler, Juno |
| **Language** | Java | 7 |
| **Script Language** | Java Script |  |
| **Supporting Browsers** | Chrome | All |
|  | Firefox | All |
|  | IE | 8 Later |
| **Data Base** | Any |  |

# Screens













