

Strive – Functional Requirement Specification

Module Name: Employee Mobile App

Document Name: Functional Requirement Specification

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CR 1 Introduction:

This document provides a high-level overview of the Employee Mobile App.

CR 1.1 Navigation

The user will have access to open the Strive Employee App from any android/iOS mobile device. On opening the app, the user will be navigated to the login page and can use appropriate credentials to login to the Employee App. The user will be navigated to the home screen upon logging in.

CR 1: Login page

CR 2: Login Page -> My Schedule

CR 3.1: Login Page -> My Profile

CR 3.2: Login Page -> Messenger

CR 3.3: Login Page -> My Tickets

CR 2 Login Page

The login page will display fields 'Username' and 'Password' and login button.



CR 2.1 Exception Handling

Description	Activity	Post Condition
Incorrect Username or Password	System alerts user with warning message “Username or password was incorrect.”	Screen refreshes and loads the login page.
Username or Password not entered	System alerts user with warning message “Username or password was incorrect.”	Screen refreshes and loads the login page.

CR 3 Employee Mobile App

The Strive Car Management App can be accessed by employees using any android/IOS mobile phone from the Appstore respectively. For new employees, the admin/manager will be setting up the employee information in the internal web app. Once the admin/manager sets up the information, the system will generate an email with a password reset link to the new employee’s email address as specified during employee setup in internal web app. Once the user selects the link provided in the email, the system will navigate the user back to a password setup screen, where the user shall be able to input the desired password. The desired password should be at least 8 characters in length, with special characters or symbols and must include a capital letter and a small letter at least. Further, the user will be required to re-enter the password, and the system will display a validation message if the passwords

don't match as "Passwords don't match! ". Once the user inputs the correct password, the user shall be able to select "Submit" and the system will redirect the user to "Welcome New User! "page. Once this password is setup, the user shall be able to automatically login with the credentials in the employee app respectively.

Once the user has successfully setup their password and downloaded the employee mobile app on their device, the user shall be able to login with their email id and the password setup respectively. On selecting the app and upon successful login, the application would provide the feature set as explained further in the document. When the admin setup an employee using Internal web app, then a mail will be triggered to his / her email about the credentials to login in to this app. The navigation bar below shall display 4 icons to provide store management services to the user as below.

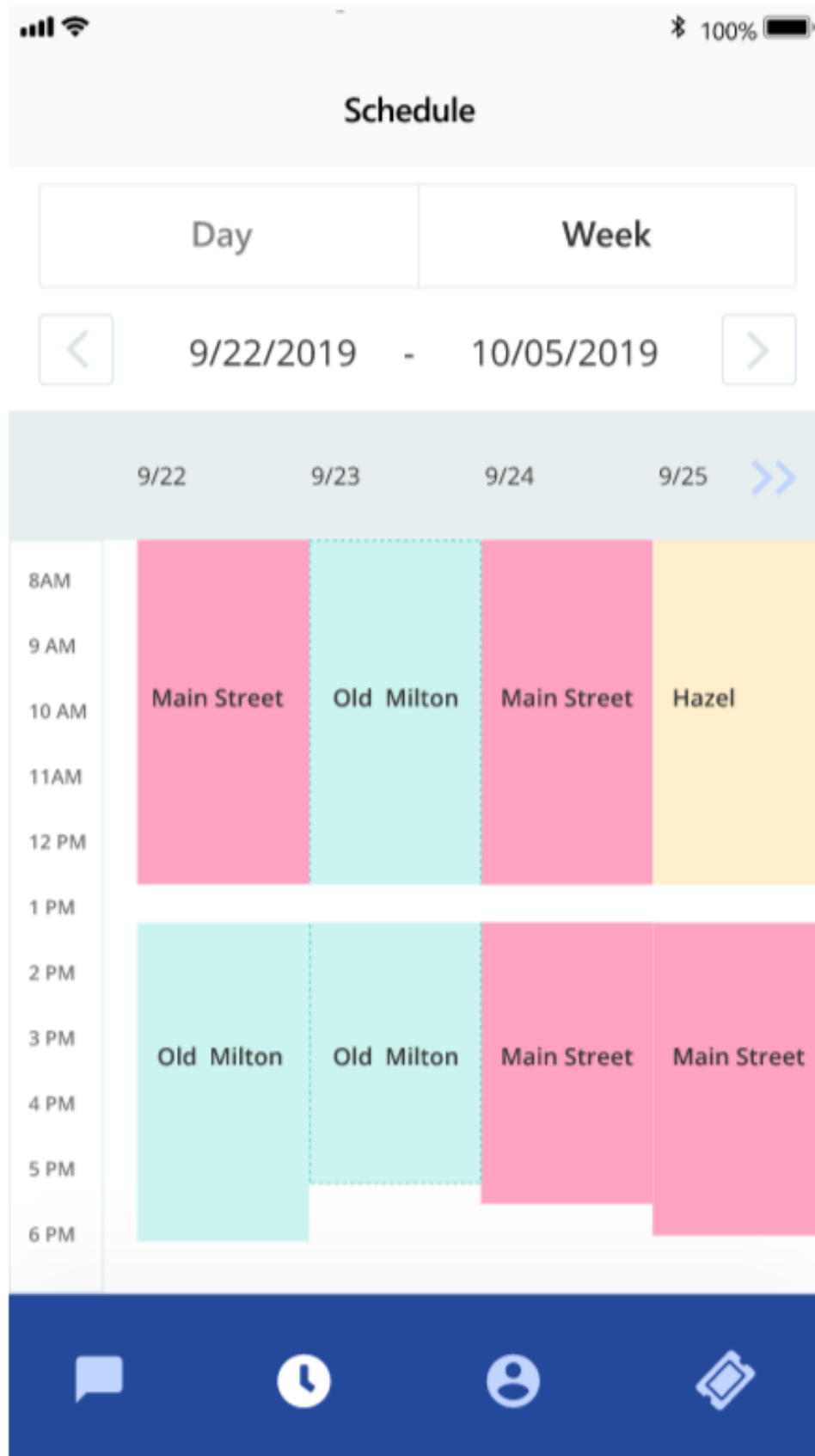
1. My Schedule
2. My Profile
3. Messenger
4. My Tickets

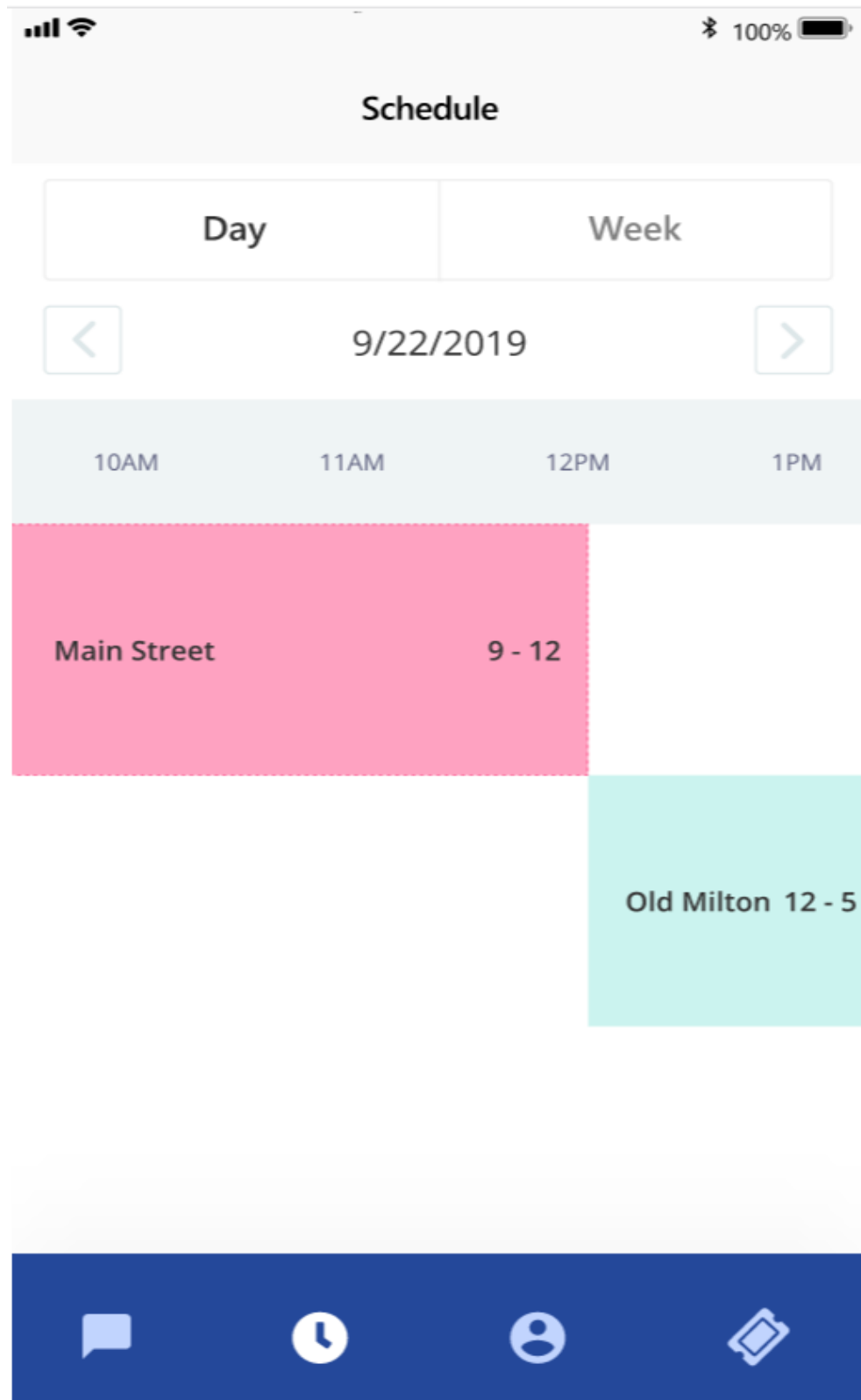
The user shall be navigated to "My Schedule" module by default upon logging into the application respectively. The user shall be able to navigate to other modules by selecting the respective icon from the navigation bar.

CR 3.1 My Schedule

This module will only be available to all employees and users will be able to navigate to this module by selecting "My Schedule" from the navigation bar.

Once the user navigates to this module, the calendar will by default display the corresponding employee schedules for a 2 - week period from the current week, the user will also be able to select "Daily" view to review their schedules for the current day. The user will only be able to view their schedules for the chosen time period.





CR 3.2 My Profile Info

The user shall be able to navigate to the view and update their profile information by selecting “My Profile” icon from the navigation bar. My Profile will display the following fields and functionalities respectively.

1. View/Edit Employee – The users will be able to view the employee details by selecting the desired employee and navigating to the view/edit employee details screen and the user shall be able to update the info as shown in the mock below.
 - a. Employee Info Form – This will display all the employee information such as “First Name”, “Last Name”, Login ID, Password, Address, Contact Info will be editable fields and the following fields are read only – Date of Hire, SSN, Immigration Status, Gender, Status, Exemptions.
 - b. Save – The user will be able select “Save” after making any changes to the fields specified above. The updated information will be saved against the corresponding employee. This information will reflect accordingly in the internal web app for the respective employee as well.
 - c. Collision – The user shall be able to view collision information and total amount responsible by employee for the collision damage.
 - i. Add Collision – The user shall be able to add a new collision item and images associated with the damage by selecting the “Add Collision” button respectively. The user shall be able to navigate to camera option upon selecting the camera button, and the user shall be able to take upto 3 pictures and attach the same to the list and save the information. The pictures and collision item will be saved with date and time stamp against the respective employee and vehicle information respectively.
 - d. Write Ups – The user shall be able to view any legal documentation for the employment such as offer letters and any valid immigration documents etc. that will be required. The user shall be able to add documents from this section.
2. Logout – The user shall be able to logout of the application by selecting “Logout” button from this module. The system will redirect the user back to the “Login” module once the user selects “Logout”.

CR 3.3 Messenger

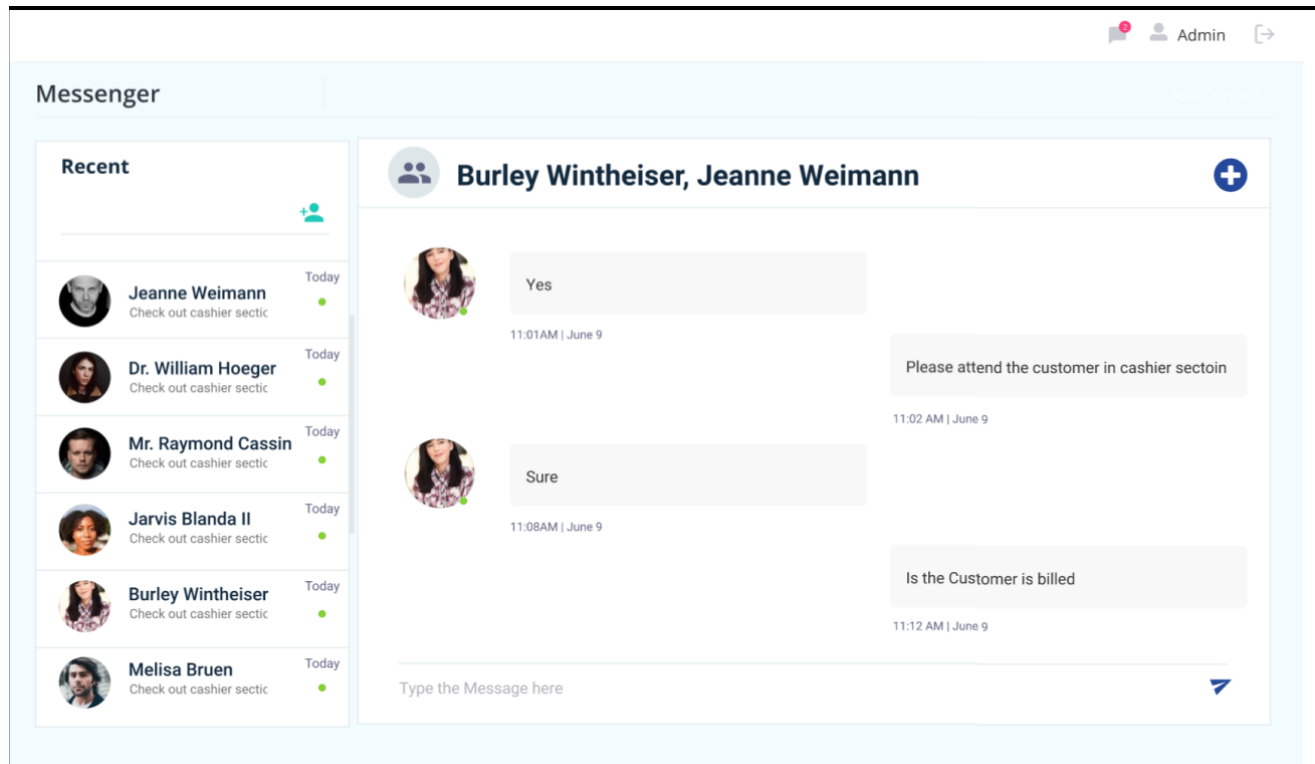
Users can communicate with each other internally by using this “Messenger” functionality. The Messenger icon will be displayed at the bottom on the Nav Bar as shown in the mocks.

If the user receives any new messages, a notification will be displayed on the Messenger Icon. Further, the user will also receive push notifications.

CR 3.3.1 View Messages

On Navigating to the Messenger module, the user will be able to view each individual message by selecting the desired conversation to view. On selecting the “Messenger” icon, any past conversations

with the corresponding details will be listed in the order it was received on the side and the first conversation in the list will be displayed for the user to view by default. If user wishes to view any other conversation from that list, they will have the ability to scroll down and select the conversation that they would like to view from that list. Upon selection, the corresponding conversation selected will be displayed on the right side of the module as shown below.



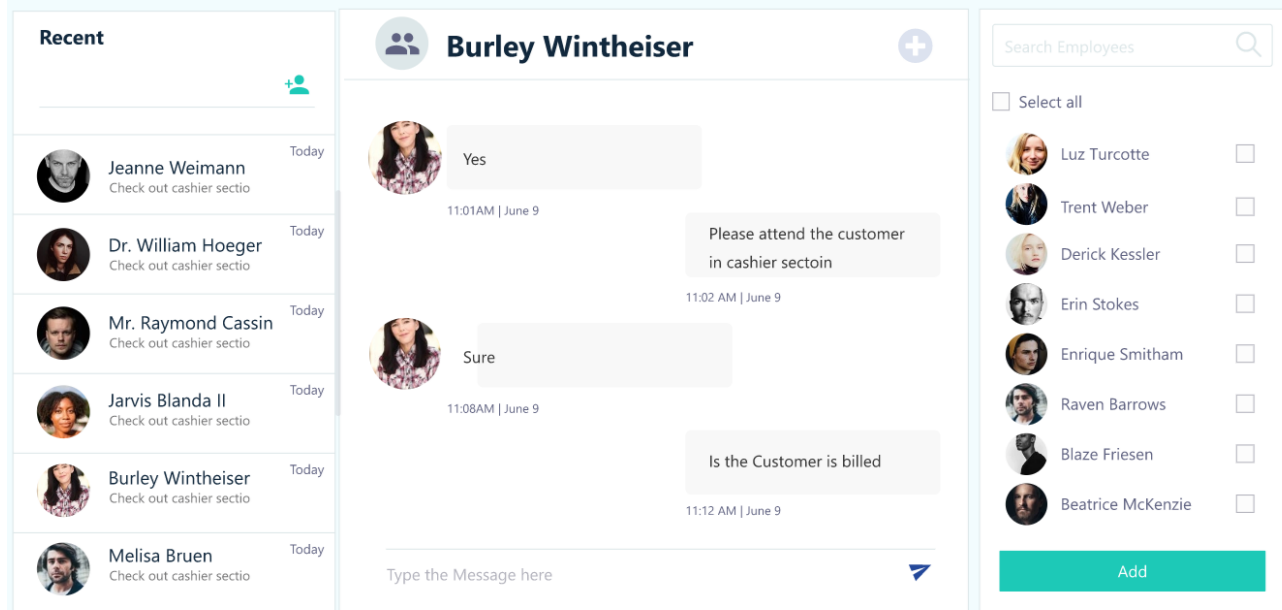
CR 3.3.2 Send Text Message

Further, the user will also be able to send a message by entering text in the “Type the Message here” text box and selecting “➤” button adjacent to the text box. The text message sent will be displayed in the conversation history with date and time stamp as shown above. The “Type the Message here” text box will allow alphanumeric characters and symbols. The user will be able to navigate to a different message thread by selecting the desired conversation from the list.

CR 3.3.3 Send New Message

Users can send a message to a new contact by selecting “+” button above the recent conversation list as shown above. On selecting the button, the application will open a new message window on the side and the user will be able to send a new message.

Messenger



The mockup displays a messenger interface with three main sections:

- Recent:** A list of recent conversations with employee names and their roles (e.g., Jeanne Weimann, Dr. William Hoeger, Mr. Raymond Cassin, Jarvis Blanda II, Burley Wintheiser, Melisa Bruen).
- Conversation:** A chat window with Burley Wintheiser showing a sequence of messages: "Yes", "Please attend the customer in cashier section", "Sure", and "Is the Customer is billed".
- Employee Selection:** A dropdown menu titled "Search Employees" with a search bar and a list of employees with checkboxes for selection (e.g., Luz Turcotte, Trent Weber, Derick Kessler, Erin Stokes, Enrique Smitham, Raven Barrows, Blaze Friesen, Beatrice McKenzie).

CR 3.3.4 Send Message – Group/Multiple Users

The user will be able to add a new recipient to an existing conversation by selecting the “+” button as shown in the mock below. The users’ selection of the “+” icon will display a dropdown with all the internal employee names and the user will be able to search and select the desired user names or the user will also have the option to select all users from the dropdown and add them to the group conversation. The system will display all the internal contacts across all store locations for the user to choose from. Once the user sends the message to all the contacts selected, the message will appear as a new conversation with date and time stamp and the list of users the message was sent to.

Burley Wintheiser

Yes

11:01AM | June 9

Please attend the customer in cashier sectoin

11:02 AM | June 9

Sure

11:08AM | June 9

Is the Customer is billed

11:12 AM | June 9

Type the Message here

Burley Wintheiser

Yes

11:01AM | June 9

Please attend the customer in cashier sectoin

11:02 AM | June 9

Sure

11:08AM | June 9

Is the Customer is billed

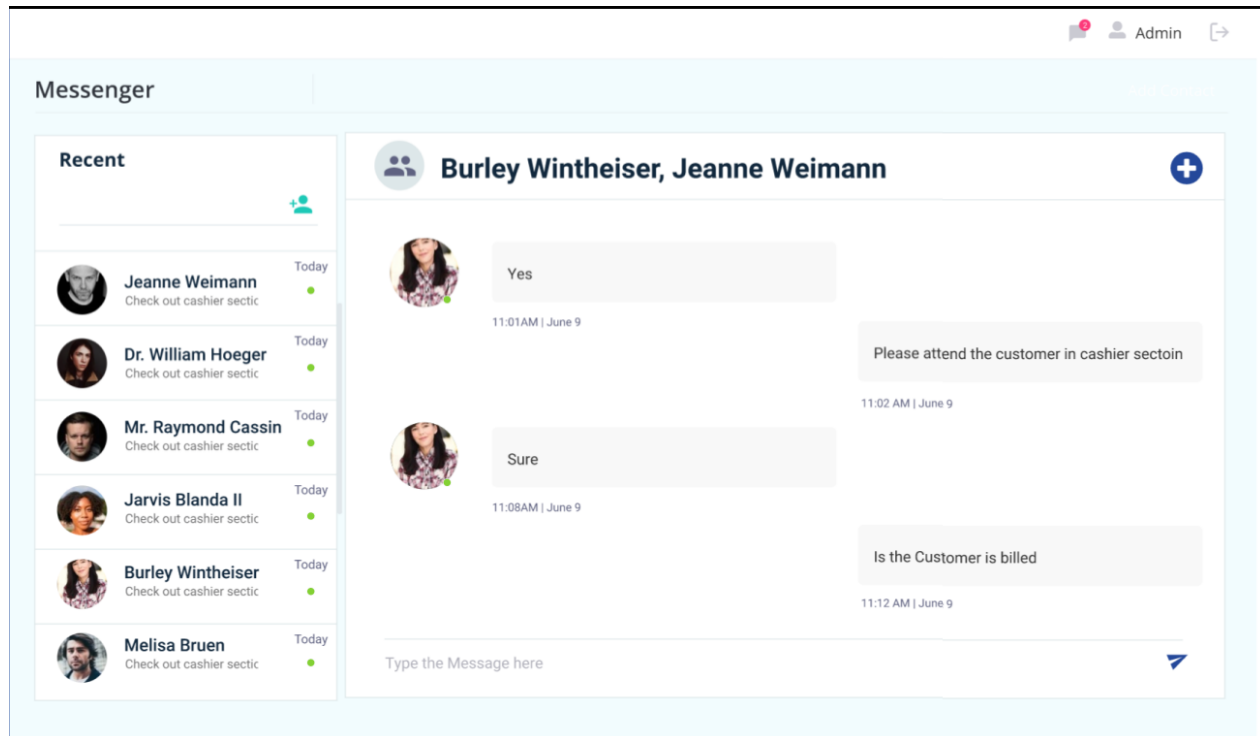
11:12 AM | June 9

Type the Message here

☐ Select all

Luz Turcotte ☐ Trent Weber ☐ Derick Kessler ☐ Erin Stokes ☐ Enrique Smitham ☐ Raven Barrows ☐ Blaze Friesen ☐ Beatrice McKenzie ☐

Add



Since this feature is available in both the desktop and mobile application, if the cashier or owner or manager wants to reach out to any other users, they can quickly send them a text message from this application and convey the same without having to go in person to communicate with them.

Further, the user can navigate to the other modules from the Messenger module by selecting the desired module from the navigation bar.

CR 3.4 My Tickets

The greeter upon checking in customers will have the ability to either print or send the electronic tickets to the corresponding employees' mobile application. Once the greeter sends the tickets to the desired employee, the employee will be able to view the list of pending/in progress tickets in a grid view. The employee who has been assigned a ticket (by the greeter or from the internal web app) will receive a push notification every time a new ticket is assigned. Once the user selects the "Push Notification", the user will be navigated to the "My Tickets" tab in the Employee Mobile App. If the user is not logged in, the system will prompt the user to login and the user will be navigated to the "My Tickets" tab upon successful login. The tickets will be listed in the order they were sent to the employee and the following information will be available for each ticket displayed:

1. Ticket No.
2. Barcode
3. Vehicle Make/Model/Color
4. Vehicle Time In
5. Wash Services

6. Detail Services
7. Additional Services
8. Vehicle Upcharges
9. Customer Information

The employee will work on the tickets as “First In – First Out” basis. If an employee is not able to work on any new tickets assigned, the employee will have the ability to “Decline” tickets and once the employee selects “Decline” for the respective ticket, the system will display a warning message “Are you sure you want to decline this Ticket # 123456?” with “Confirm” and “Cancel” as options for the user to select. If the user selects “Confirm” the system will remove the corresponding ticket from the employees view and push the ticket to the greeter respectively.

The “Greeter” will be able to view a list of declined tickets under the “Decline/Reassign” tab in the iPad Module respectively. Once the greeter receives a declined ticket, the user will be able to reassign the ticket to a different employee by selecting “Reassign” and selecting the desired “Employee” from the list. The employees will also be able to select “Complete” upon completing the services requested for each ticket. Once the user selects “Complete” the system will display a warning message “Are you sure you want to mark this ticket as complete?” with “Confirm” and “Cancel” options for the user to select. If the user selects “Confirm” the system will push the completed ticket to the “Completed Tickets” list which will be available for the user to review below the list of pending tickets with a watermark on the completed tickets indicating that the tickets are complete.

The system will refresh every 10 seconds to update the list as required and this functionality will apply for both the “Pending” and “Completed” tickets respectively. Further, the user shall be able to view all the completed tickets ordered by date and the completed tickets will also include the completed date.

CR 4 Assumptions:

1. This application being designed for Phase 1 will only be for Mammoth Car Wash and related Car Wash businesses, for other Nail Salons, Restaurants and Hair Salons, this feature will be included for Phase 2.
2. The actual representation of the mocks will vary from the FRS. The wireframes are just a representation of how the application will function, the look and feel of the application to be designed will be in accordance with design standards.