

Basic Understanding Document on Mobile Email Management App

Document Name: Document of Understanding

CLIENT INFORMATION

Company/Institution Name : xxxxx

Contact Person giving requirement/signing off

a. Primary Contact : Contact Person

b. Secondary Contacts :

Contact Timings : 10 am – 7 pm (IST)

Contact Information : 91 020 40701000

Preferred mode of communication : E-Mail / Phone call / in Person

Project Type : Mobile App

END USER (User of App) INFORMATION

Nationality : India & US

Age : 30 + (Novice users 25+, Medium Expert 30+, Power user 40+)
Total 5000 Users

Any specific gender : No (males: female's ratio not available)

Language Specifications : English

Mobile Device configuration : All Apple & Android Phones

PURPOSE OF THE MOBILE APP

- To improve overall agent experience
- To inform present agents of product updates and new uses
- To make available product information & price lists to agents
- To improve inner company communications
- Other-

MATERIAL to Be SUPPLIED by Client

- Company logo – not available, to be used from website
- Brand manual - not available
- Related graphics, photos, animation & artwork – not available, to be created

Details of proposed/requested App

The Mobile App for xxxxxx Internal Employees. The mobile App is proposed solution for on go user to connect with other user any point of time when outside the Syntel premise. The system is designed with better user experience for ease of user as compare the other existing App in the Market.

The objective of this phase is to provide following features to the Syntel Mobile App:

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- Login Screen
 - User get logging in App through system User id & Password
- Inbox
 - Screen shows Email & Folder in different view based on user selection on switch
 - Email tab showing all email listing
 - As per user action on email it changes the email icon type to, forward, reply & reply all
- Global Menu
 - Main menu icon on top right include(Create “new email”, new folder”, “new Appointment” and “new meeting request”)
- View Mail
 - View email give Primary function like Delete, Reply, Reply all Forward, Unread Previous & Next mail navigation feature
 - It show switch for view mail & View Email attachment
- Delete Mail Folder
 - Showing all Deleted mails
- Reply Mail
 - View email give Primary function for Reply email
 - It has primary feature for save email as Draft
- Add Mail Attachment
 - Add Attachment.(This will add image or any document from Mobile Gallery or Mail Attachment Folder)
 - It support the file attachment type (e.g; PPT, PDF, XLS, Image ,TXT , DOC)
 - User can search the file name from long list of attachment
- Email Selection
 - Email selection feature support for Cancel, Delete, unread/Read & Move
- Compose Mail
 - Compose mail feature invoke from Tap global menu option
 - It has primary feature for save email as Draft
 - Add user on To& CC/BCC input
 - Importance can be set as (Low, Normal & High)

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- It show Switch for Message and Attachment
- All attachment is listed view with delete option
- Signature can be added in email by set it “True” in Setting
- New Meeting
 - User select the New meeting option from Global menu for Create New Meeting
 - It contain Field for Entry like To, CC, Subject, Location , Reoccurrence, Start Date /Time, End Date
 - In location user choose Location & Meeting Room
 - On setting Reoccurrence True it open the Reoccurrence popup to set “Weekly “ & “Daily”
- New Appointment
 - User select the New meeting option from Global menu for Create New Meeting
 - It contain Field for entry like Subject, Location, Reoccurrence, Start Date /Time, End Date/Time, Location
 - On setting Reoccurrence True it open the Reoccurrence popup to set “Weekly “ & “Daily”
- Setting
 - Setting is to change the email App setting as follows
 - Sync Interval
 - Deleted Message
 - Mail
- Theme

OTHER REQUIREMENTS

- Branding – Need to establish
- Accessibility – Mobile
- Usability – Mobile
- Touch Guideline - Mobile

OTHER INFORMATION

- Color preferences : Shades of green color (from <https://www.syntelinc.com> website)
- Min Preferred resolution (screen size) :640 x 480 pix
- Device Type : Phone & Table/iPad
- Cultural Considerations : None

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INITIAL APPROACH

1. Study of Available (iOS & Android) Mobile app online for feature understanding
2. Creation of wireframe (example available in proposal, which is liked by client),
3. Experience Map for user flow understanding
4. Mockup option(s), followed by clickable prototype
5. Creation for Artwork & Assets for Mobile App Development

SUPPORT REQUIRED

- Timely provision of
 - Requirements
 - Images
 - Content
 - Brand guidelines
- Access to current system
- Timely feedback on or before due date approval

Client Representative : xxxxxxxxxxxxxxxxx

Prepared by : Satyajit Roy

Dated : 17 Feb 2015