

# **Functional Specification**

## **Pioneer Finance Landing Page**

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## APPROVAL

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Client Approval	Ben Lewies		

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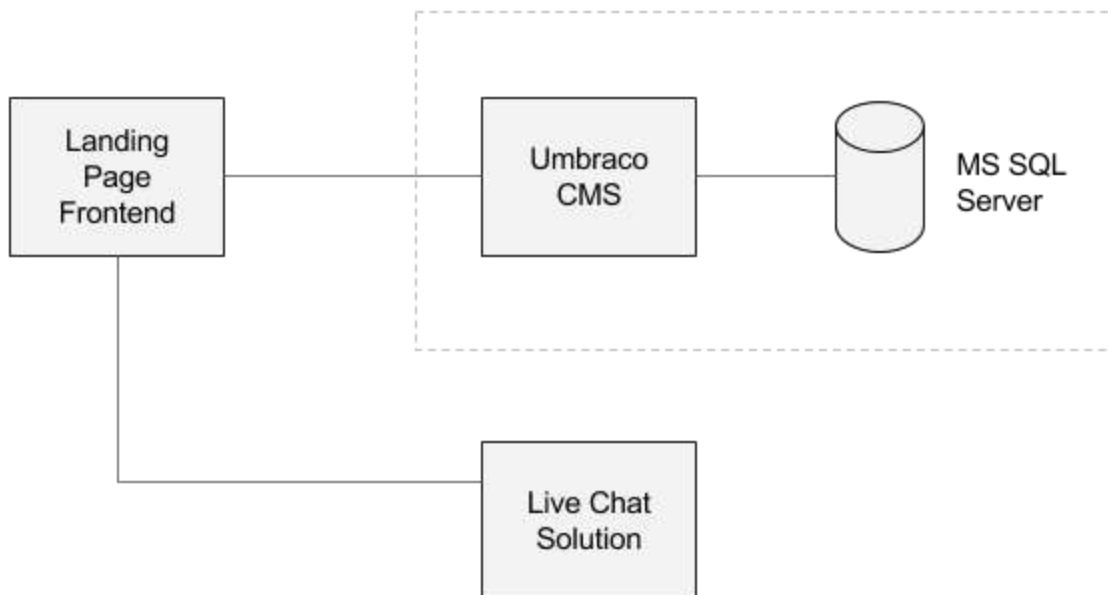
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# 1. Scope

## 1.1. Introduction

This document describes the user requirement and functional specifications of the Pioneer Finance landing page, live chat integration and content management system.

## 1.2. System Overview



## 2. Functional Requirements

### 2.1. Landing Page

#### 2.1.1. General

The landing page will be developed in a single long page format with the exception of the terms and conditions page and the privacy policy page. A live chat solution will be implemented to assist users with information, upload initial documents required and finalize sales.

Below is a list of all the features on the landing page which will be discussed in more detail in the following sections:

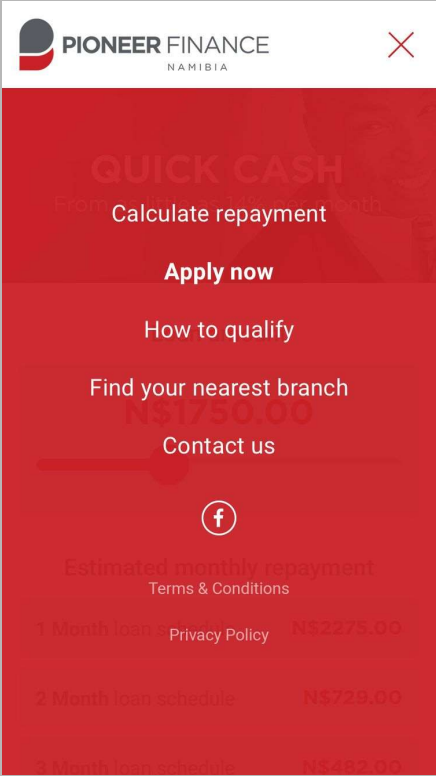
- Navigation
- Loan calculator
- Application form
- Branch locator
- Live chat
- Responsiveness

#### 2.1.2. Header and navigation



When a link/button is clicked in the menu the browser will automatically scroll down to that section of the homepage.

When the page is viewed on a mobile device the menu will change to a full screen layout as shown in the design below. The user will be able to view and hide the menu by clicking the open/close button.



User will be able to edit the menu via the CMS.

### 2.1.3. Loan calculator

The screenshot shows a loan calculator interface. At the top, it says "Loan amount" and displays "N\$1750.00" in large red text. Below this is a horizontal slider with a red dot indicating the selected amount. Underneath the slider, it says "Estimated monthly repayment". There are three rows of data, each in a light gray box:

Loan Schedule	Estimated Monthly Repayment
1 Month loan schedule	N\$2275.00
2 Month loan schedule	N\$729.00
3 Month loan schedule	N\$482.00

At the bottom, there is a small asterisk and text: "\* Please note that these are estimates. Contact us for an accurate quote."

The loan calculator provides different products and their repayment amount according to the amount that the user would like to loan.

Fixed loan amount increments will be available to the user for selection. The user can select different loan amounts by dragging the red dot from left-to-right or back.

As the selected amount changes the estimated monthly repayment for each product will be updated dynamically.

The loan amount increments and products with the monthly repayments for each increment will be set up in the CMS.

## 2.1.4. Application Form

**Apply Now**

Please submit the following information and one of our agents will get in touch with you as soon as possible.

Name

Surname

Nationality  ID / Passport nr

Cellphone

Language preference

Submit

Prefer to chat to one of our helpful agents?  
[Chat now](#)

**Apply Now**

Please submit the following information and one of our agents will get in touch with you as soon as possible.

Jonathan

Smit |

Nationality  ID / Passport nr

! Cellphone required

! Language preference

Submit

Prefer to chat to one of our helpful agents?  
[Chat now](#)

Once the user would like to proceed applying for a loan he/she can fill in the application form next to the loan calculator.

The following fields should be filled in:

- Name - Textbox (Required)
- Surname - Textbox (Required)
- Nationality - Combobox (Required)
- ID/Passport nr - Textbox (Required)
- Cellphone - Textbox (Required)
- Email - Textbox (Optional)
- Language preference - Combobox (Optional - default english)

Textbox fields to be validated as follows:

- Name - alphabetical
- Surname - alphabetical
- ID/Passport nr - alphanumerical
- Cellphone - phone number validation (only if seamless, otherwise numerical)

The nationality combobox will have a list of all countries with Namibia (1) and South Africa (2) as the top two options.



The language preference combobox will contain the following languages:

- English (Default)
- Afrikaans
- ?
- ?
- ?


When a chat agent is online and the application form is submitted the live chat box will open up and a prompt will be sent to the user so to enable the chat agent to finish the sale. The information captured in the application form should be pushed through in the session to the chat user.

When there are no chat agents available the information a thank you message should be shown to the user and the information captured by the user should be pushed through to the chat/ticketing system. The chat box will not pop up automatically.


### 2.1.5. How to qualify

**How to Qualify**


In order to qualify, you will need to supply the following documentation.




3 Months' bank statements



Photocopy of ID or passport



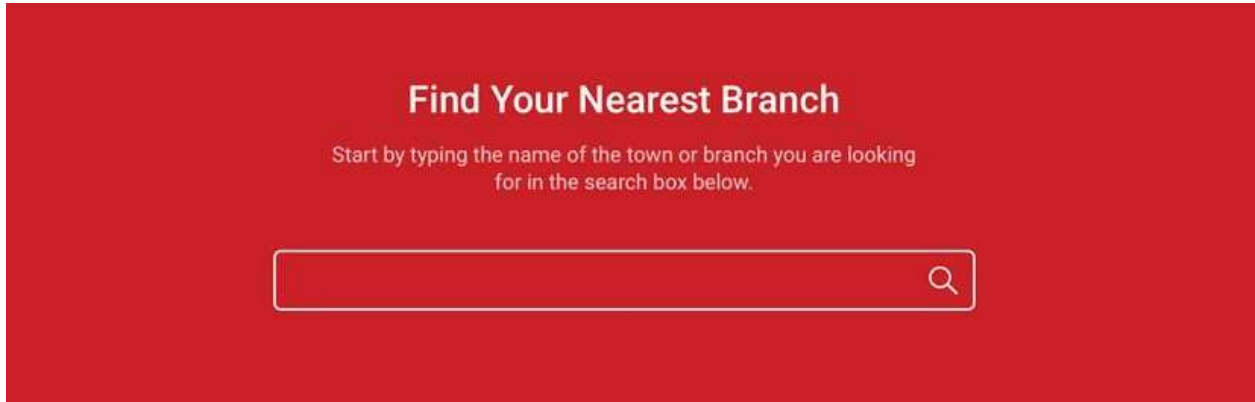
Be at least 21 years or older



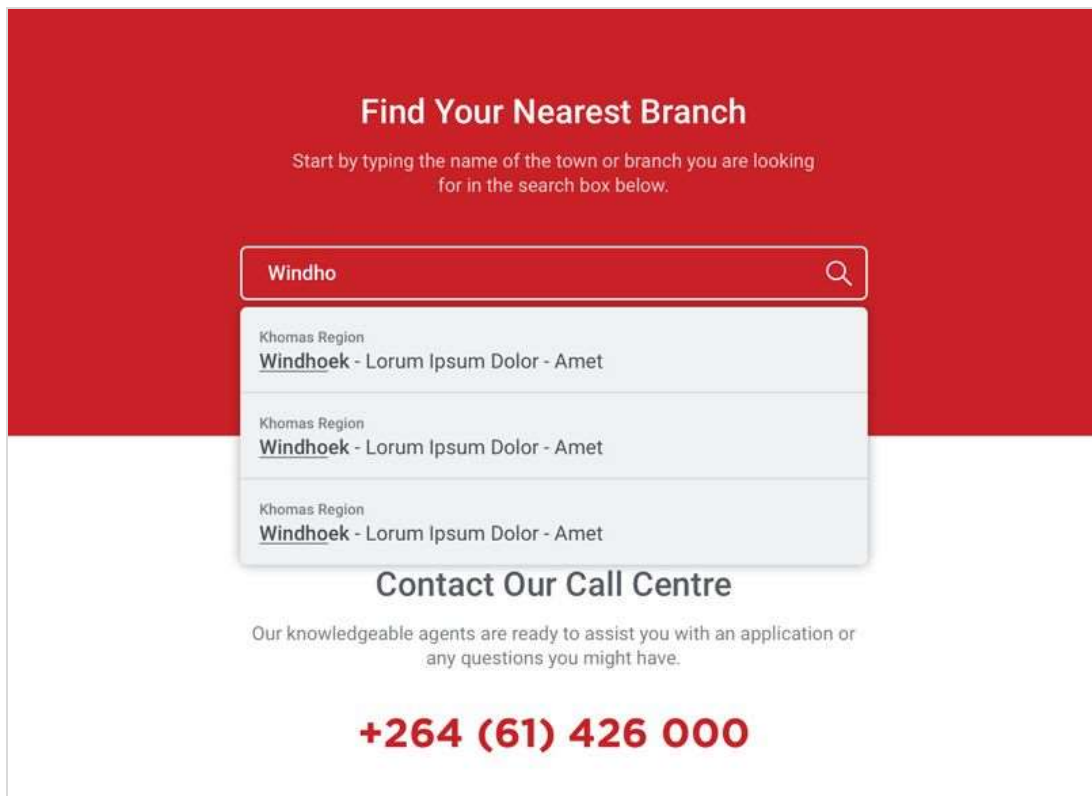
Your two latest payslips

This is a basic static informational section that will be editable via the CMS.

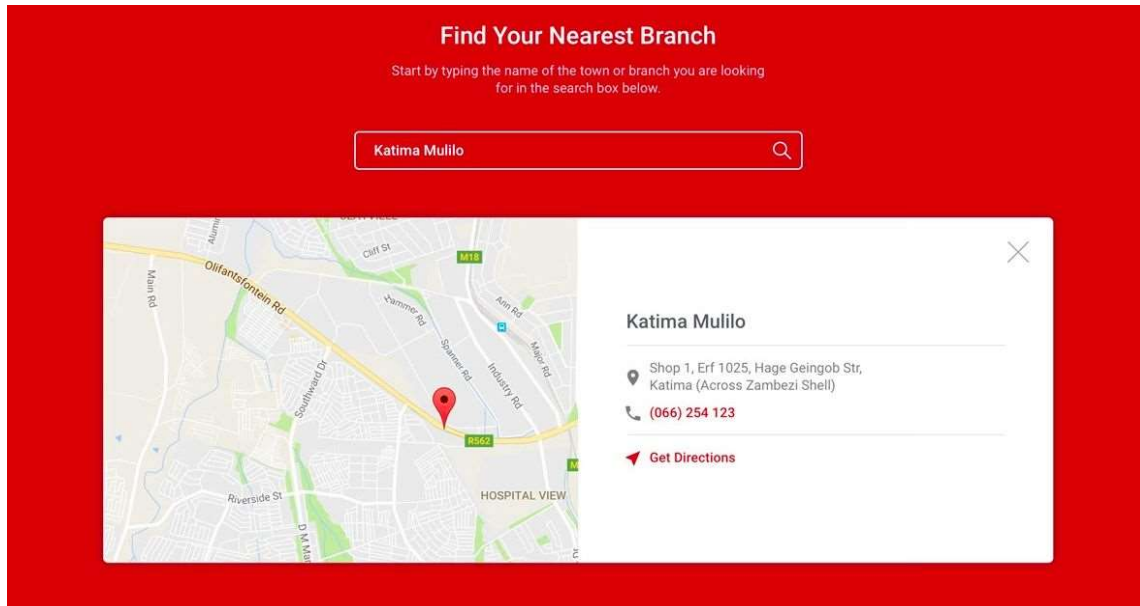
## 2.1.6. Find Branch



Users can find the nearest branch location by typing in the name of the town or branch that they are looking for. The list will appear in a dropdown dynamically when 2 or more characters are typed into the search box.



Once the user selects the branch they were searching for a map, address, telephone number and a link to google maps will be displayed for that branch. The user will be able to get directions to the branch by using the functionality in google maps.



The client will be able to add and edit the information for all branches in the CMS.

## 2.1.7. Contact and Footer



Call centre and call centre sections to be editable in CMS.

## 2.1.8. Terms & Conditions / Privacy Policy pages

**PIONEER FINANCE**  
NAMIBIA

Calculate Repayment   Apply Now   How to Qualify   Branch Locator   Contact Us

### Terms and Conditions

#### Introduction

This website is operated by Pioneer Finance. The terms "we", "us", and "our" refer to Pioneer Finance. The use of our website is subject to the following terms and conditions of use, as amended from time to time (the "Terms"). The Terms are to be read together by you with any terms, conditions or disclaimers provided in the pages of our website. Please review the Terms carefully. The Terms apply to all users of our website, including without limitation, users who are browsers, customers, merchants, vendors and/or contributors of content. If you access and use this website, you accept and agree to be bound by and comply with the Terms and our Privacy Policy. If you do not agree to the Terms or our Privacy Policy, you are not authorized to access our website, use any of our website's services or place an order on our website.

#### Use of our Website.

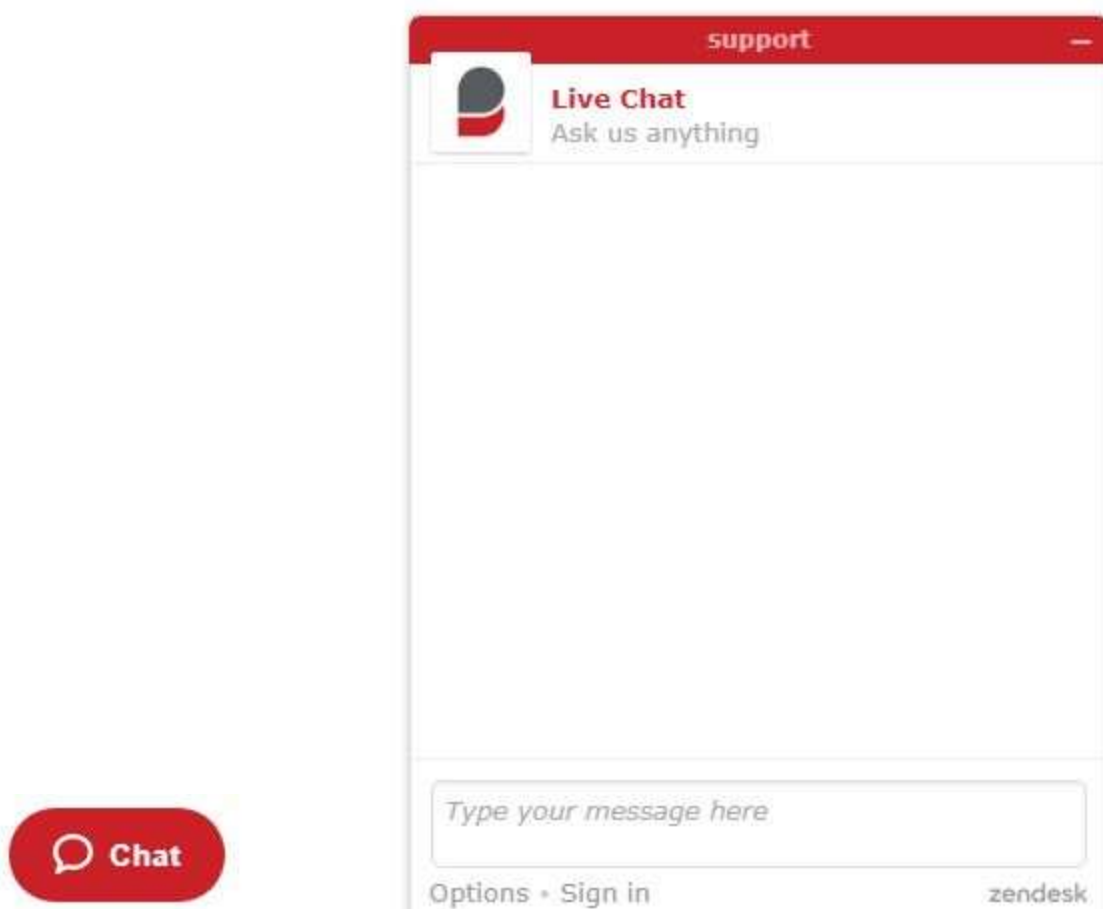
You agree to use our website for legitimate purposes and not for any illegal or unauthorized purpose, including without limitation, in violation of any intellectual property or privacy law. By agreeing to the Terms, you represent and warrant that you are at least the age of majority in your state or province of residence and are legally capable of entering into a binding contract. You agree to not use our website to conduct any activity that would constitute a civil or criminal offence or violate any law. You agree not to attempt to interfere with our website's network or security features or to gain unauthorized access to our systems. You agree to provide us with accurate personal information, such as your

The terms and conditions page and privacy policy page will be based on the design above and consist of basic headings and text that will be editable in the CMS.

## 2.1.9. Responsiveness

The website should adapt according to the device it is viewed on. A specific design has been done for mobile devices and the design will be implemented on the site accordingly.

## 2.2. Live Chat



Users will have the ability to chat live with call centre agents. A live chat button to be visible in the bottom right corner of the page.

When the live chat button is clicked a chat box modal will be shown with a welcome message from the call centre agent.

Users should be able to uploads files/documents using the chat box.

When a chat agent is online and the application form is submitted the live chat box will open up and a prompt will be sent to the user so to enable the chat agent to finish the sale.

One of the following live chat solutions to be used:

- Zendesk Chat (<https://www.zendesk.com/chat/>)
- Jivo Chat (<https://www.jivochat.com/>)
- Live Chat (<https://www.livechatinc.com/>)
- Intercomm (<https://www.intercom.com/>)

## **2.3. CMS**

The landing page will have a content management system where the client can go to add and change content on the site. The Umbraco CMS will be used as a content management system.

Functionality available to the client administrator were mentioned in the sections above where applicable.

# **3. Technical Requirements**

## **3.1. Stack**

- HTML
- CSS
- JQuery (javascript)
- Bootstrap
- ASP.net MVC
- Umbraco CMS
- MS SQL Server

## **3.2. Security**

- SSL certificate
- Cloudflare

## **3.3. Hosting**

- TBA

## 4. Other Requirements

- TBA