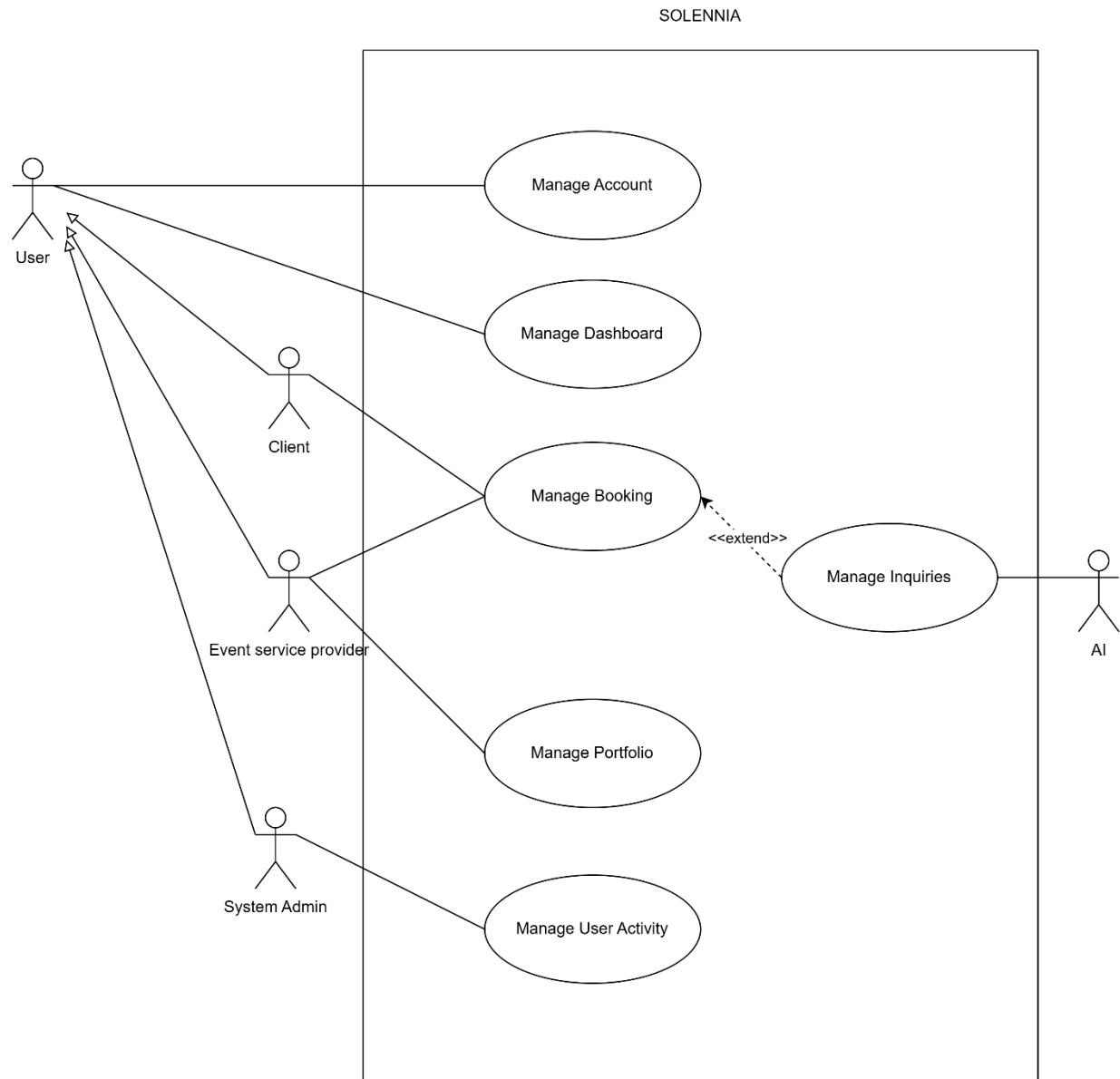


PRODUCT REQUIREMENTS

ID	Requirement
P01	The system shall allow users to create an account by providing basic details such as name, email, and password.
P02	The system shall allow registered users to log in securely using their credentials.
P03	The system shall allow users to modify their account information, including personal details and password.
P04	The system shall allow clients to apply as suppliers through an account upgrade process accessible from their profile section.
P05	The system shall allow clients to book services from available suppliers.
P06	The system shall allow clients to reschedule their bookings before the scheduled date, subject to supplier availability.
P07	The system shall allow clients to cancel bookings and automatically update the supplier's schedule.
P08	The system shall allow clients to provide feedback and optionally report suppliers after a completed booking.
P09	The system shall allow clients to send direct messages to suppliers regarding inquiries, updates, or clarifications about a booking.
P10	The system shall allow suppliers to create a service portfolio that includes descriptions, images, and pricing.
P11	The system shall allow suppliers to edit and update their portfolio information at any time.
P12	The system shall allow users to view supplier portfolios.
P13	The system shall allow the admin to onboard new suppliers by verifying their credentials and approving their applications.
P14	The system shall allow the admin to review and moderate client feedback and supplier reports to ensure platform integrity.
P15	The system shall allow the admin to manage user accounts by issuing warnings, suspensions, or bans based on platform violations.
P16	The system shall generate supplier recommendations for clients using AI analysis of event data and preferences.
P17	The system shall allow the AI to create bookings for clients based on their selected recommendations and confirmed preferences.
P18	The system shall generate a Frequently Asked Questions (FAQ) section to assist users with common inquiries and platform guidance.
P19	The system shall allow users to view a personalized dashboard summary displaying key information such as bookings, messages, portfolio status, and feedback.

USE CASE DIAGRAM



Use Case Name: Create Account

Use Case ID	UC01
Author	Jeross Reilan Perez
Purpose	To allow new users to create an account on the platform by entering their basic information such as name, email, and password.
Requirement Traceability	P01 – The system shall allow users to create an account by providing basic details such as name, email, and password.
Priority	High
Preconditions	<ul style="list-style-type: none">- The user is not yet registered in the system.- The user has access to the registration page.
Postconditions	<ul style="list-style-type: none">- The system stores the new user's account information in the database.- The user can now log in using their registered credentials.
Actors	Client, Event Service Provider, System Admin
Flow of Actions	<p>Main Flow:</p> <ol style="list-style-type: none">1. The user navigates to the "Sign Up" or "Create Account" page.2. The system displays the registration form with required fields (name, email, password).3. The user fills in the necessary information.4. The system validates the input for completeness and format.5. The system checks if the email is already associated with an existing account.6. If valid, the system creates the account and stores it in the database.

	<p>7. The system displays a confirmation message or email verification prompt.</p> <p>Alternate Flow (A1):</p> <ul style="list-style-type: none"> If the email is already registered, the system notifies the user and prevents duplicate account creation. <p>Alternate Flow (A2):</p> <ul style="list-style-type: none"> If any required fields are missing or invalid, the system prompts the user to correct the errors.
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Use Case Name: Login to Account

Use Case ID	UC02
Author	Jeross Reilan Perez
Purpose	To allow registered users to securely access their account by providing valid login credentials.
Requirement Traceability	P02 – The system shall allow registered users to log in securely using their credentials.
Priority	High
Preconditions	<ul style="list-style-type: none"> The user must already have a registered account. The user is on the login page.
Postconditions	<ul style="list-style-type: none"> The user gains access to their dashboard or homepage. The system records the login session for authentication purposes.
Actors	Client, Event Service Provider, System Admin
Flow of Actions	<p>Main Flow:</p> <ol style="list-style-type: none"> The user navigates to the “Login” page. The system displays the login form with email/username and password fields. The user enters their credentials and clicks “Login.”

	<p>4. The system verifies the credentials against the stored data in the database.</p> <p>5. If valid, the system grants access and redirects the user to their respective dashboard (Client, Supplier, or Admin).</p> <p>6. The system logs the time and date of the successful login.</p> <p>Alternate Flow (A1):</p> <ul style="list-style-type: none"> If the credentials are invalid, the system displays an error message indicating incorrect email or password. <p>Alternate Flow (A2):</p> <ul style="list-style-type: none"> If the user forgets their password, they can select “Forgot Password,” and the system will guide them through a password recovery process.
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Use Case Name: Modify Account

Use Case ID	UC03
Author	Jeross Reilan Perez
Purpose	To allow users to update their account details, such as personal information and password, ensuring that their profile remains accurate and secure.
Requirement Traceability	P03 – The system shall allow users to modify their account information, including personal details and password.
Priority	Medium
Preconditions	<ul style="list-style-type: none"> The user must be logged into their account. The user is on the “Profile” or “Account Settings” page.
Postconditions	<ul style="list-style-type: none"> The system updates the user’s account details in the database. A confirmation message is displayed to the user indicating that the update was successful.
Actors	Client, Event Service Provider

Flow of Actions	<p>Main Flow:</p> <ol style="list-style-type: none"> 1. The user navigates to their profile or account settings page. 2. The system displays editable fields such as name, contact information, and password. 3. The user updates the desired information. 4. The system validates the input for completeness and format. 5. The user clicks “Save” or “Update.” 6. The system updates the account details in the database. 7. The system displays a confirmation message indicating successful modification. <p>Alternate Flow (A1):</p> <ul style="list-style-type: none"> • If any required fields are left blank or contain invalid data, the system prompts the user to correct the errors. <p>Alternate Flow (A2):</p> <ul style="list-style-type: none"> • If the password update is included, the system requires the user to confirm their current password before applying changes.
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Use Case Name: Create Supplier Account

Use Case ID	UC04
Author	Jeross Reilan Perez
Purpose	To allow clients to apply as suppliers through an account upgrade process, enabling them to offer services on the platform.
Requirement Traceability	P04 – The system shall allow clients to apply as suppliers through an account upgrade process accessible from their profile section.
Priority	High
Preconditions	<ul style="list-style-type: none"> - The client must be logged into their account. - The client has a verified profile.

Postconditions	<ul style="list-style-type: none"> - The system updates the user's role to supplier once approved. - The supplier gains access to portfolio management and booking response features.
Actors	Event Service Provider, System Admin
Flow of Actions	<p>Main Flow:</p> <ol style="list-style-type: none"> 1. The client navigates to their profile and selects the "Apply as Supplier" option. 2. The system displays a supplier application form requesting business details, category, and sample work (if applicable). 3. The client fills out the form and submits the application. 4. The system validates the input and saves the application for review. 5. The admin reviews the supplier application. 6. If approved, the system upgrades the client's account to supplier status. 7. The system notifies the user of their successful upgrade. <p>Alternate Flow (A1):</p> <ul style="list-style-type: none"> • If the application lacks required information, the system prompts the client to complete the missing fields before submission. <p>Alternate Flow (A2):</p> <ul style="list-style-type: none"> • If the admin rejects the application, the system notifies the user and provides feedback or next steps for reapplication.

Use Case Name: Book a Service

Use Case ID	UC05
Author	Ishmael Neal Pablo

Purpose	To allow clients to book services offered by suppliers, confirming event details such as date, time, and package selection.
Requirement Traceability	P05 – The system shall allow clients to book services from available suppliers.
Priority	High
Preconditions	<ul style="list-style-type: none"> - The client must be logged into their account. - The client has selected a supplier's portfolio or service listing. - The supplier and service details are available in the system.
Postconditions	<ul style="list-style-type: none"> - The booking details are recorded in the system. - Both client and supplier are notified of the booking request.
Actors	Client, Event Service Provider
Flow of Actions	<p>Main Flow:</p> <ol style="list-style-type: none"> 1. The client views a supplier's portfolio or service listing. 2. The client clicks "Book Service." 3. The system displays a booking form with event details (e.g., date, time, location, package). 4. The client fills in the required information and submits the booking request. 5. The system validates availability and stores the booking in the database. 6. The supplier receives a notification of the booking request. 7. The client receives a confirmation that the booking request has been sent. <p>Alternate Flow (A1):</p> <ul style="list-style-type: none"> • If the selected date or time is unavailable, the system prompts the client to choose a different schedule. <p>Alternate Flow (A2):</p>

	<ul style="list-style-type: none"> If the client exits before submission, the booking request is discarded and not saved.
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Use Case Name: Reschedule Booking

Use Case ID	UC06
Author	Ishmael Neal Pablo
Purpose	To allow clients to modify the date and time of a confirmed booking, provided the supplier is available for the new schedule.
Requirement Traceability	P06 – The system shall allow clients to reschedule their bookings before the scheduled date, subject to supplier availability.
Priority	Medium
Preconditions	<ul style="list-style-type: none"> - The client must be logged into their account. - The client has an existing confirmed booking. - The new date and time requested are before the event date.
Postconditions	<ul style="list-style-type: none"> - The booking record is updated with the new schedule. - The supplier is notified of the change.
Actors	Client, Event Service Provider
Flow of Actions	<p>Main Flow:</p> <ol style="list-style-type: none"> 1. The client navigates to “My Bookings” and selects an active booking. 2. The client clicks the “Reschedule” option. 3. The system displays a reschedule form with date and time fields. 4. The client selects a new date and time and submits the request. 5. The system checks supplier availability for the requested schedule.

	<p>6. If available, the system updates the booking details.</p> <p>7. The supplier is notified of the reschedule request.</p> <p>8. The client receives confirmation of the successful reschedule.</p> <p>Alternate Flow (A1):</p> <ul style="list-style-type: none"> If the supplier is unavailable on the selected date, the system prompts the client to choose another schedule. <p>Alternate Flow (A2):</p> <ul style="list-style-type: none"> If the client attempts to reschedule after the event date, the system denies the request and displays an error message.
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Use Case Name: Cancel Booking

Use Case ID	UC07
Author	Ishmael Neal Pablo
Purpose	To allow clients to cancel their confirmed bookings and automatically update the supplier's schedule.
Requirement Traceability	P07 – The system shall allow clients to cancel bookings and automatically update the supplier's schedule.
Priority	Medium
Preconditions	<ul style="list-style-type: none"> The client must be logged into their account. The client has an active booking that has not yet occurred.
Postconditions	<ul style="list-style-type: none"> The booking status is updated to "Cancelled." The supplier's schedule is freed for the cancelled date and time. Both client and supplier are notified of the cancellation.
Actors	Client, Event Service Provider
Flow of Actions	<p>Main Flow:</p> <ol style="list-style-type: none"> The client navigates to "My Bookings" and selects an active booking.

	<ol style="list-style-type: none"> 2. The client clicks the “Cancel Booking” option. 3. The system displays a confirmation prompt to ensure the client wants to cancel. 4. The client confirms the cancellation. 5. The system updates the booking status to “Cancelled.” 6. The supplier’s availability for that date and time is restored. 7. The system sends notifications to both parties confirming the cancellation. <p>Alternate Flow (A1):</p> <ul style="list-style-type: none"> • If the client cancels after the allowable cancellation period, the system displays a warning message or applies a cancellation fee (if applicable). <p>Alternate Flow (A2):</p> <ul style="list-style-type: none"> • If the client exits before confirming, the booking remains active.
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Use Case Name: Send Feedback After Booking

Use Case ID	UC08
Author	Ryan Elijah Luar
Purpose	To allow clients to provide feedback after a completed booking and report suppliers who violated agreements, failed to respond, or provided poor service. The Admin will review and take appropriate action based on the report.
Requirement Traceability	P08 – The system shall allow clients to provide feedback and optionally report suppliers after a completed booking. P10 – The system must notify the admin when a report is filed.
Priority	Medium

Preconditions	<ul style="list-style-type: none"> - The client must be logged into their account. - The client has a completed booking stored in the system.
Postconditions	<ul style="list-style-type: none"> - The system stores the client's feedback and rating in the database. - The supplier's overall rating is updated accordingly. - If a report is submitted, the system flags it for review.
Actors	Client, Event Service Provider
Flow of Actions	<p>Main Flow:</p> <ol style="list-style-type: none"> 1. The client navigates to "My Bookings" and views completed bookings. 2. The client selects a booking and clicks "Leave Feedback." 3. The system displays a feedback form with rating and comment fields. 4. The client fills in the feedback and submits it. 5. The system validates and stores the feedback in the database. 6. The supplier's rating is automatically updated. 7. The system displays a confirmation message. <p>Alternate Flow (A1):</p> <ul style="list-style-type: none"> • If the client chooses to "Report Supplier," the system displays a report form for describing the issue. • The system records the report and flags it for admin review. <p>Alternate Flow (A2):</p> <ul style="list-style-type: none"> • If the client exits before submitting, the system discards any unsaved feedback.

Use Case Name: Message Supplier

Use Case ID	UC09
Author	Ryan Elijah Luar
Purpose	To allow clients to send direct messages to suppliers regarding inquiries, updates, or clarifications related to bookings or services.
Requirement Traceability	P09 – The system shall allow clients to send direct messages to suppliers regarding inquiries, updates, or clarifications about a booking.
Priority	High
Preconditions	<ul style="list-style-type: none"> - The client must be logged into their account. - A booking or inquiry must exist between the client and the supplier.
Postconditions	<ul style="list-style-type: none"> - The message is stored in the system's database. - The supplier receives a notification of the new message. - The client can view message history in their inbox.
Actors	Client, Event Service Provider
Flow of Actions	<p>Main Flow:</p> <ol style="list-style-type: none"> 1. The client navigates to the “Messages” or “Booking Details” section. 2. The system displays existing conversations or allows the client to start a new one. 3. The client selects a supplier or booking and types a message. 4. The client clicks “Send.” 5. The system validates and stores the message in the database. 6. The supplier receives a notification of the new message. 7. The conversation appears in both the client's and supplier's message lists. <p>Alternate Flow (A1):</p>

	<ul style="list-style-type: none"> If the message fails to send due to network or system error, the system displays an error message and retries delivery. <p>Alternate Flow (A2):</p> <ul style="list-style-type: none"> If the supplier is inactive or unavailable, the system notifies the client and suggests contacting another supplier.
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Use Case Name: Create Portfolio

Use Case ID	UC10
Author	Ryan Elijah Luar
Purpose	To allow suppliers to create a professional portfolio that showcases their services, pricing, and media to attract potential clients.
Requirement Traceability	P10 – The system shall allow suppliers to create a service portfolio that includes descriptions, images, and pricing.
Priority	High
Preconditions	<ul style="list-style-type: none"> The supplier must be logged into their account. The supplier’s account must be verified and approved.
Postconditions	<ul style="list-style-type: none"> The system stores the portfolio details in the database. The portfolio becomes visible to users browsing supplier listings.
Actors	Event Service Provider
Flow of Actions	<p>Main Flow:</p> <ol style="list-style-type: none"> The supplier navigates to the “My Portfolio” section. The system displays an empty portfolio form. The supplier enters service details, including title, description, category, pricing, and sample media. The supplier clicks “Create” or “Save Portfolio.” The system validates the provided information.

	<p>6. If valid, the system stores the portfolio data in the database.</p> <p>7. The system displays a confirmation message and publishes the portfolio.</p> <p>Alternate Flow (A1):</p> <ul style="list-style-type: none"> If required fields are missing or invalid, the system prompts the supplier to correct the input before saving. <p>Alternate Flow (A2):</p> <ul style="list-style-type: none"> If the supplier exits before saving, the system discards any unsaved data.
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Use Case Name: Edit Portfolio

Use Case ID	UC11
Author	Ryan Elijah Luar
Purpose	To allow suppliers to edit or update the content of their existing portfolio, ensuring that service details, images, and pricing remain accurate and up to date.
Requirement Traceability	P11 – The system shall allow suppliers to edit and update their portfolio information at any time.
Priority	Medium
Preconditions	<ul style="list-style-type: none"> The supplier must be logged into their account. The supplier must have an existing portfolio.
Postconditions	<ul style="list-style-type: none"> The updated portfolio information is saved in the database. The changes are immediately reflected on the supplier’s public portfolio page.
Actors	Event Service Provider
Flow of Actions	<p>Main Flow:</p> <ol style="list-style-type: none"> The supplier navigates to the “My Portfolio” section.

	<ol style="list-style-type: none"> 2. The system displays the existing portfolio details. 3. The supplier clicks the “Edit” option. 4. The supplier modifies details such as service description, pricing, or media. 5. The supplier clicks “Save Changes.” 6. The system validates the new input. 7. The system updates the database with the revised information. 8. The system displays a confirmation message indicating that updates were successful. <p>Alternate Flow (A1):</p> <ul style="list-style-type: none"> • If any required fields are incomplete or invalid, the system prompts the supplier to correct them before saving. <p>Alternate Flow (A2):</p> <ul style="list-style-type: none"> • If the supplier cancels the edit before saving, the system retains the previous portfolio data without changes.
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Use Case Name: View Portfolio

Use Case ID	UC12
Author	Isaac Angelo Estabillio
Purpose	To allow users to view supplier portfolios that display detailed information about services, pricing, and media content.
Requirement Traceability	P12 – The system shall allow users to view supplier portfolios.
Priority	High
Preconditions	<ul style="list-style-type: none"> - The supplier must have a published portfolio. - The user must be logged into the system or browsing the supplier listings.

Postconditions	<ul style="list-style-type: none"> - The system displays the selected supplier's portfolio details. - The user can proceed to make a booking or send an inquiry.
Actors	Client
Flow of Actions	<p>Main Flow:</p> <ol style="list-style-type: none"> 1. The user navigates to the "Suppliers" or "Browse Services" section. 2. The system displays a list of suppliers with portfolio previews. 3. The user selects a supplier to view their portfolio. 4. The system retrieves and displays portfolio details including descriptions, pricing, ratings, and media. 5. The user views the portfolio and can choose to book a service or send a message. <p>Alternate Flow (A1):</p> <ul style="list-style-type: none"> • If the supplier has no active portfolio, the system displays a message indicating that no information is available. <p>Alternate Flow (A2):</p> <ul style="list-style-type: none"> • If the user is not logged in, the system allows viewing but restricts actions such as booking or messaging until login.

Use Case Name: Onboard Supplier

Use Case ID	UC13
Author	Isaac Angelo Estabillio
Purpose	To allow the admin to onboard new suppliers by verifying their credentials and approving their applications, granting them access to supplier-specific features.

Requirement Traceability	P13 – The system shall allow the admin to onboard new suppliers by verifying their credentials and approving their applications.
Priority	High
Preconditions	<ul style="list-style-type: none"> - The supplier has submitted an application to become a verified service provider. - The admin is logged into the system.
Postconditions	<ul style="list-style-type: none"> - The supplier’s account status is updated to “Approved.” - The supplier gains access to portfolio creation and booking management features.
Actors	Event Service Provider, System Admin
Flow of Actions	<p>Main Flow:</p> <ol style="list-style-type: none"> 1. The admin navigates to the “Supplier Applications” section. 2. The system displays a list of pending supplier applications. 3. The admin selects an application to review. 4. The system displays the supplier’s submitted credentials and business information. 5. The admin verifies the details and supporting documents. 6. The admin selects “Approve” or “Reject.” 7. If approved, the system updates the supplier’s status to “Verified.” 8. The system notifies the supplier of the decision. <p>Alternate Flow (A1):</p> <ul style="list-style-type: none"> • If the application is incomplete, the system marks it as “Pending Information” and prompts the supplier to submit missing details. <p>Alternate Flow (A2):</p> <ul style="list-style-type: none"> • If the admin rejects the application, the system stores the reason for rejection and notifies the supplier accordingly.

Use Case Name: Moderate Feedback

Use Case ID	UC14
Author	Isaac Angelo Estabillo
Purpose	To allow the admin to review and moderate client feedback and supplier reports, ensuring that all posted content maintains platform integrity and professionalism.
Requirement Traceability	P14 – The system shall allow the admin to review and moderate client feedback and supplier reports to ensure platform integrity.
Priority	Medium
Preconditions	<ul style="list-style-type: none">- Feedback or reports from clients exist in the system.- The admin is logged into their account.
Postconditions	<ul style="list-style-type: none">- The system updates the moderation status of each feedback entry (e.g., approved, edited, or removed).- The platform displays only approved feedback to users.
Actors	Client, Event Service Provider, System Admin
Flow of Actions	<p>Main Flow:</p> <ol style="list-style-type: none">1. The admin navigates to the “Feedback Moderation” section.2. The system displays a list of newly submitted feedback and supplier reports.3. The admin selects a feedback entry to review.4. The system displays the full feedback content and related booking details.5. The admin evaluates the feedback for relevance, tone, and policy compliance.6. The admin selects an action: “Approve,” “Edit,” or “Remove.”7. The system updates the feedback’s status accordingly in the database.8. If removed or edited, the system logs the reason for the moderation action.

	<p>Alternate Flow (A1):</p> <ul style="list-style-type: none"> If a report indicates a serious supplier violation, the system forwards the case to the user moderation section for further review. <p>Alternate Flow (A2):</p> <ul style="list-style-type: none"> If no new feedback entries are available, the system displays a message indicating that there are no pending items for review.
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Use Case Name: Moderate User

Use Case ID	UC15
Author	Jeross Reilan Perez
Purpose	To allow the admin to manage user accounts by issuing warnings, suspensions, or bans when clients or suppliers violate platform policies.
Requirement Traceability	P15 – The system shall allow the admin to manage user accounts by issuing warnings, suspensions, or bans based on platform violations.
Priority	High
Preconditions	<ul style="list-style-type: none"> The admin is logged into the system. A violation report or flagged user activity exists in the system.
Postconditions	<ul style="list-style-type: none"> The user’s account status is updated (e.g., active, warned, suspended, or banned). The system records the action and sends a notification to the affected user.
Actors	Client, Event Service Provider, System Admin
Flow of Actions	<p>Main Flow:</p> <ol style="list-style-type: none"> The admin navigates to the “User Management” or “Moderation” section. The system displays a list of users with reported or flagged activities.

	<ol style="list-style-type: none"> 3. The admin selects a user account to review. 4. The system displays relevant reports, feedback, or behavior logs. 5. The admin assesses the violation and determines the appropriate action. 6. The admin selects an action: “Warn,” “Suspend,” or “Ban.” 7. The system updates the user’s status in the database. 8. The system notifies the user of the action taken, including the reason and duration (if applicable). <p>Alternate Flow (A1):</p> <ul style="list-style-type: none"> • If the report is invalid or unsubstantiated, the admin marks the case as “Dismissed,” and the user’s account remains active. <p>Alternate Flow (A2):</p> <ul style="list-style-type: none"> • If the user submits an appeal, the system logs the request for admin review and potential reinstatement.
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Use Case Name: Generate Supplier Recommendations

Use Case ID	UC16
Author	Ishmael Neal Pablo
Purpose	To allow the AI system to generate supplier recommendations for clients based on their event preferences, budget, and service requirements.
Requirement Traceability	P16 – The system shall generate supplier recommendations for clients using AI analysis of event data and preferences.
Priority	High
Preconditions	<ul style="list-style-type: none"> - The client must be logged into their account. - The client has provided event details such as type, date, budget, and location. - Supplier data must exist in the database.

Postconditions	<ul style="list-style-type: none"> - The AI generates a list of ranked supplier recommendations. - The client can view, compare, and select from the recommended suppliers.
Actors	Client, AI
Flow of Actions	<p>Main Flow:</p> <ol style="list-style-type: none"> 1. The client accesses the “AI Recommendations” or “Smart Booking” section. 2. The system prompts the client to input event details and preferences. 3. The client provides information such as event type, location, date, and budget. 4. The AI system analyzes supplier availability, service types, and ratings. 5. The system generates a ranked list of supplier recommendations that best match the client’s input. 6. The client views the results and can select a supplier to view their portfolio or initiate a booking. <p>Alternate Flow (A1):</p> <ul style="list-style-type: none"> • If insufficient event data is provided, the system prompts the client to complete the required fields before generating recommendations. <p>Alternate Flow (A2):</p> <ul style="list-style-type: none"> • If no suitable suppliers are found, the system displays a message suggesting the client adjust their search criteria.

Use Case Name: Create Booking for Client (AI-Assisted)

Use Case ID	UC17
Author	Ryan Elijah Luar
Purpose	To allow the AI system to automatically create a booking on behalf of the client based on selected supplier recommendations and confirmed event preferences.
Requirement Traceability	P17 – The system shall allow the AI to create bookings for clients based on their selected recommendations and confirmed preferences.
Priority	Medium
Preconditions	<ul style="list-style-type: none"> - The client must be logged into their account. - The client has selected a supplier from the AI-generated recommendations. - The supplier's availability is confirmed.
Postconditions	<ul style="list-style-type: none"> - A booking is successfully created and stored in the system. - Both the client and the supplier receive booking confirmation notifications.
Actors	Client, Event Service Provider, AI
Flow of Actions	<p>Main Flow:</p> <ol style="list-style-type: none"> 1. The client selects a supplier from the AI-generated recommendations. 2. The AI system retrieves the client's event details and preferences. 3. The AI automatically fills in booking details (date, time, location, and package). 4. The system displays a draft booking summary for the client's review. 5. The client confirms the booking details. 6. The system validates supplier availability and finalizes the booking. 7. The booking is saved in the database.

	<p>8. The system sends confirmation notifications to both the client and the supplier.</p> <p>Alternate Flow (A1):</p> <ul style="list-style-type: none"> If the supplier is no longer available, the AI system suggests alternate suppliers from the recommendation list. <p>Alternate Flow (A2):</p> <ul style="list-style-type: none"> If the client cancels before confirmation, the system discards the draft booking and returns to the recommendations page.
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Use Case Name: Generate FAQs

Use Case ID	UC18
Author	Isaac Angelo Estabillio
Purpose	To allow the AI system to automatically generate Frequently Asked Questions (FAQs) based on common client inquiries, booking patterns, and system interactions, helping users quickly find answers to recurring questions.
Requirement Traceability	P18 – The system shall generate a Frequently Asked Questions (FAQ) section to assist users with common inquiries and platform guidance.
Priority	Medium
Preconditions	<ul style="list-style-type: none"> The AI system has access to stored user inquiries and booking data. The admin has the option to review and approve AI-generated FAQs before publishing.
Postconditions	<ul style="list-style-type: none"> The system generates and stores FAQs in the knowledge base. Approved FAQs are displayed in the Help or Support section for all users.
Actors	AI, System Admin
Flow of Actions	Main Flow:

	<ol style="list-style-type: none"> 1. The AI system analyzes user inquiries, chat messages, and booking-related questions. 2. The AI identifies frequently asked topics and categorizes them by theme (e.g., Booking, Account, Payments). 3. The AI generates potential question-and-answer pairs. 4. The system stores these generated FAQs in a draft knowledge base. 5. The admin (optional) reviews and approves the generated FAQs. 6. The system publishes approved FAQs to the Help or Support section. 7. Users can access the FAQ section to find relevant answers. <p>Alternate Flow (A1):</p> <ul style="list-style-type: none"> • If insufficient data is available, the AI postpones FAQ generation until more inquiries are collected. <p>Alternate Flow (A2):</p> <ul style="list-style-type: none"> • If the admin edits or removes an FAQ, the system updates the published list accordingly.
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Use Case Name: View Dashboard Summary

Use Case ID	UC19
Author	Isaac Angelo Estabillio
Purpose	To allow users (clients, suppliers, and administrators) to view a personalized dashboard summary displaying essential information such as bookings, messages, portfolio stats, and user feedback in one centralized interface.
Requirement Traceability	P19 – The system shall allow users to view a personalized dashboard summary displaying key information such as bookings, messages, portfolio status, and feedback.

Priority	Medium
Preconditions	<ul style="list-style-type: none"> - The user must be logged into the system. - Relevant data (bookings, feedback, messages, portfolios) exists in the database.
Postconditions	<ul style="list-style-type: none"> - The dashboard summary is displayed with accurate, up-to-date information based on the user's role. - The user can navigate to related sections (e.g., Bookings, Messages, Portfolio).
Actors	Client, Event Service Provider, System Admin
Flow of Actions	<p>Main Flow:</p> <ol style="list-style-type: none"> 1. The user logs into the system. 2. The system identifies the user role (Client, Supplier, or Admin). 3. The system retrieves relevant data (bookings, feedback, portfolio, and message summaries). 4. The system compiles and displays the dashboard summary. 5. The user views their personalized dashboard with key statistics and shortcuts to detailed sections. <p>Alternate Flow (A1):</p> <ul style="list-style-type: none"> • If no data exists (e.g., no bookings yet), the system displays a placeholder message such as "No records found." <p>Alternate Flow (A2):</p> <ul style="list-style-type: none"> • If data retrieval fails due to system error, an error message is displayed, and the user may retry loading the dashboard.

Use Case Name: Generate Analytics and Insights

Use Case ID	UC20
Author	Ishmael Neal Pablo

Purpose	To allow the system to generate and display analytical insights such as booking trends, supplier performance, client engagement, and overall platform activity for better decision-making and monitoring.
Requirement Traceability	P20 – The system shall generate analytics and insights on user activity, bookings, and performance metrics for suppliers and administrators.
Priority	Medium
Preconditions	<ul style="list-style-type: none"> - The user must be logged into the system. - Historical data (bookings, feedback, and user activity) must exist in the database.
Postconditions	<ul style="list-style-type: none"> - The system generates and displays analytics visualizations such as charts, percentages, and performance summaries. - The user can interpret platform performance metrics for insights and decision-making.
Actors	Event Service Provider, System Admin
Flow of Actions	<p>Main Flow:</p> <ol style="list-style-type: none"> 1. The user accesses the “Analytics” or “Insights” section from their dashboard. 2. The system retrieves booking, feedback, and user data from relevant databases. 3. The system analyzes data patterns (e.g., total bookings, client satisfaction rates, monthly trends). 4. The system generates visual summaries such as graphs or percentage metrics. 5. The user views the analytics dashboard and interprets insights. <p>Alternate Flow (A1):</p> <ul style="list-style-type: none"> • If insufficient data is available, the system displays a message such as “Analytics unavailable — not enough data.”

	Alternate Flow (A2): <ul style="list-style-type: none"> • If the data retrieval process fails, the system prompts the user to reload or try again later.
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TEST CASE TABLE

TC ID	UC ID	Test Case Name	Test Case Description
TC01	UC01	Create Account	Verify that a user can successfully register by providing valid name, email, and password, and that the system stores the new account.
TC02	UC02	Login to Account	Verify that registered users can log in using correct credentials and that invalid credentials are properly rejected.
TC03	UC03	Modify Account	Verify that users can update their personal information and password, and that changes are saved correctly in the system.
TC04	UC04	Create Supplier Account	Verify that clients can apply as suppliers through their profile, and that the system submits the application for admin review.
TC05	UC05	Book a Service	Verify that clients can select a supplier and successfully book a service with valid event details.
TC06	UC06	Reschedule Booking	Verify that clients can change the schedule of a confirmed booking and that supplier availability updates accordingly.
TC07	UC07	Cancel Booking	Verify that clients can cancel an existing booking and that the system updates the supplier's schedule.
TC08	UC08	Send Feedback After Booking	Verify that clients can leave feedback after a completed booking and optionally report a supplier.

TC09	UC09	Message Supplier	Verify that clients can send and receive messages from suppliers, and that the system stores message threads correctly.
TC10	UC10	Create Portfolio	Verify that suppliers can create a portfolio with descriptions, media, and pricing, and that it becomes visible to users.
TC11	UC11	Edit Portfolio	Verify that suppliers can edit portfolio details and that the updated information is reflected in real-time.
TC12	UC12	View Portfolio	Verify that users can view supplier portfolios and access complete service details.
TC13	UC13	Onboard Supplier	Verify that the admin can review supplier applications, approve or reject them, and that supplier status updates accordingly.
TC14	UC14	Moderate Feedback	Verify that the admin can review, edit, or remove client feedback and supplier reports to maintain platform integrity.
TC15	UC15	Moderate User	Verify that the admin can issue warnings, suspend, or ban users based on reports or platform violations.
TC16	UC16	Generate Supplier Recommendations	Verify that the AI system analyzes client inputs and generates relevant supplier recommendations ranked by suitability.
TC17	UC17	Create Booking for Client (AI-Assisted)	Verify that the AI can create a booking automatically for the client using confirmed preferences and supplier availability.
TC18	UC18	Generate FAQs	Verify that the AI system generates FAQs based on common inquiries and that the admin can approve and publish them.
TC19	UC19	View Dashboard Summary	Verify that users can access a personalized dashboard summary that displays their bookings, feedback, and other relevant data.

RTM (Requirements Tracability Matrix)

Product ID	Use Case ID	Test Case ID
P01	UC01	TC01
P02	UC02	TC02
P03	UC03	TC03
P04	UC04	TC04
P05	UC05	TC05
P06	UC06	TC06
P07	UC07	TC07

P08	UC08	TC08
P09	UC09	TC09
P10	UC10	TC10
P11	UC11	TC11
P12	UC12	TC12
P13	UC13	TC13
P14	UC14	TC14
P15	UC15	TC15
P16	UC16	TC16
P17	UC17	TC17
P18	UC18	TC18
P19	UC19	TC19