## User Classes and Characteristics:

In this Smart Living Community System, user class can be distinguished to meet the specific roles and needs of residents, secretary, manager, security manager.

## User Class: Residents Characteristics:

1. Residents actively use this system to interact with the community services.
2. They are requesting the service when they need it.
3. They can pay the service fee using the online payment system that includes our platform.
4. They have access to view and update their profile information.
5. They can view the emergency alerts and community announcements.
6. They should be notified of upcoming events and also be able to view the past and upcoming event details, including the attendee list.
7. They can submit the complaint and feedback about the community services.
8. They have access to view the dashboard for seeing their service status and monthly update.
9. They have viewed the directory to connect with their neighbors.

## User Class: Secretary Characteristics:

1. The secretary actively monitors the whole system.
2. They have access to view the resident information, create and manage events, and post and update notices.
3. They can send notifications and reminders to residents about events and community news.
4. They have access to the security management system to monitor the security of the system.
5. They have viewed the dashboard to analyze the situation of the entire system and track the status of the community services.
6. They have viewed the directory to connect with their residents and security manager.

**User Class: Manager**

**Characteristics:**

1. Manager overseeing the entire community's operations, focusing on both financial and operational management.
2. They have access to manage the security manager and other staff.
3. They can engage with the residents and respond to their needs.
4. They have viewed the feedback of the residents and replied to them for improving future community services.
5. They have monitored the reservation and booking system, event management system, parking system, and so on, which are including that system.
6. They have viewed the directory to connect with the residents and security manager.
7. They have viewed and edited the notice board to inform the community.
8. They ensure a secure community market place for buying and selling.


**User Class: Security Manager**

**Characteristics:**

1. A security manager can monitor the entire security system.
2. They have access to control the CCTV cameras and visitor logs.
3. They have coordinated with the manager to control and monitor the event management and parking registration.
4. They use the directory to communicate with the residents, secretary, and managers of the community.
5. They have viewed the notice board to be aware of the entire notice and news of the community.
6. They are notified by the secretary of upcoming events to ensure the security of those events.