Functional Requirements

1 Review Management

1. **Automated Review Checks**:
   - Each newly submitted review must go through an automated checking process.
   - Admins can configure the rules for the auto-checker (e.g., word filters).
   - The auto-checker should flag reviews that violate community guidelines.

2. **AI-Driven Review Analysis**:

   - An AI-driven tool should analyze each review to ensure it complies with community guidelines.
   - The tool should provide a confidence score or flag potential issues for manual review.

3. **Manual Review Approval/Rejection**:

   - The site owner (and admins, if applicable) should have the ability to manually accept or decline reviews.
   - A dashboard should display all pending reviews with options to approve, reject, or flag them.

4. **Review Statistics**:

   - Display the total number of reviews on the site.
   - Show the number of approved, pending, and rejected reviews.

2 User Management

1. **User Role Requests**:

   - Normal users can request a role upgrade to become admins.
   - Only the site owner can approve or decline these requests.

2. **User Profile Management**:

   - Clicking on a username should display all relevant user data, including:
     - Number of flagged reviews.
     - List of all reviews submitted by the user.
     - Current role and role change requests (if any).
   - The site owner should be able to modify user roles (e.g., promote to admin, demote to normal user).

3. **User Banning and Appeals**:

   - Banned users can appeal their ban.
   - The admins should be able to:
     - View a list of users who have appealed their bans.
     - Review the banned user's posts and activity.
     - Decide to either restore the user's previous role or maintain the ban.

3 Analytics and Reporting

1. **User Statistics**:

   - Display the total number of active users.

- o   Show the number of banned users.
- o   Provide a breakdown of user roles (e.g., normal users, admins).

2. **Weekly Activity Reports**:

   - o   The site owner should receive a weekly email report summarizing:
     - ▪   Number of new reviews submitted.
     - ▪   Number of active users and banned users.
     - ▪   An average of the previous week's ratings.

🞣 Site Owner

- As the site owner, I want to configure the auto-checker rules so that I can ensure reviews meet quality standards.
- As the site owner, I want to manually approve or reject reviews so that I can maintain control over the content.
- As the site owner, I want to view user statistics and review analytics so that I can monitor site activity.
- As the site owner, I want to receive weekly activity reports so that I can stay informed about site performance.
- As the site owner, I want to be able to manage users' roles.

🞣 Admin

- As the admin, I want to be able to access all the functionalities an owner has access to, except managing users' roles.

🞣 Normal Users

- As a normal user, I want to request a role upgrade to admin so that I can help manage the site.
- As a banned user, I want to appeal my ban so that I can regain access to the site.