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| **SWT301 - Project** |
| Timeshare project sale system |

| **Group 2** | |
| --- | --- |
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* HCM, March/2024 -

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# 

# **1.** **Business Requirements**

<The business requirements provide the foundation and reference for all detailed requirements development. You may gather business requirements from the customer or development organization’s senior management, an executive sponsor, a project visionary, product management, the marketing department, or other individuals who have a clear sense of why the project is being undertaken and the ultimate value it will provide, both to the business and to customers.>

## 

## **1.1.** **Background**

<This section summarizes the rationale for the new product. Provide a general description of the history or situation that leads to the recognition that this product should be built.>

## 

## **1.2.** **Business Opportunity**

<Describe the market opportunity that exists or the business problem that is being solved. Describe the market in which a commercial product will be competing or the environment in which an information system will be used. This may include a brief comparative evaluation of existing products and potential solutions, indicating why the proposed product is attractive. Identify the problems that cannot currently be solved without the product, and how the product fits in with market trends or corporate strategic directions.>

## 

## **1.3.** **Business Objectives**

<Describe the important business objectives of the product in a way that is quantitative and measurable. This section should focus on the value provided to the business. This could include estimates of revenue or cost savings, return on investment analysis, or target release dates.>

## 

## **1.4.** **Success Metrics**

< Determine how success will be defined and measured on this project, and describe the factors that are likely to have the greatest impact on achieving that success. Include things within the direct control of the organization, as well as external factors. Establish measurable criteria to assess whether the business objectives have been met.>

## 

## **1.5.** **Vision Statement**

<Write a concise vision statement that summarizes the purpose and intent of the new product and describes what the world will be like when it includes the product. The vision statement should reflect a balanced view that will satisfy the needs of diverse customers as well as those of the developing organization. It may be somewhat idealistic, but it should be grounded in the realities of existing or anticipated customer markets, enterprise architectures, organizational strategic directions, and cost and resource limitations.>

## 

## **1.6.** **Business Risks**

<Summarize the major business risks associated with developing this product, such as marketplace competition, timing issues, user acceptance, implementation issues, or possible negative impacts on the business. Estimate the severity of the risks and identify any risk mitigation actions that could be taken.>

## 

## **1.7.** **Business Assumptions and Dependencies**

<Record any assumptions that were made when conceiving the project and writing this vision and scope document. Note any major dependencies the project must rely upon for success, such as specific technologies, third-party vendors, development partners, or other business relationships.>

# **2.** **Scope and Limitations**

<The project scope defines the concept and range of the proposed solution. It’s also important to define what will not be included in the product. Clarifying the scope and limitations helps to establish realistic expectations of the many stakeholders. It also provides a reference frame against which proposed features and requirements changes can be evaluated. Proposed requirements that are out of scope for the envisioned product must be rejected, unless they are so beneficial that the scope should be enlarged to accommodate them (with accompanying changes in budget, schedule, and/or resources).>

## 

## 

## **2.1.** **Major Features**

<Include a numbered list of the major features of the new product, emphasizing those features that distinguish it from previous or competing products. Specific user requirements and functional requirements may be traced back to these features.>

1. Project Management :

"Timeshare real estate project sales management system for an investor:  
+ Information page introducing timeshare real estate projects of investors (upcoming, ongoing, and already deployed)   
+ Customers can search for properties for sale   
+ Manage the process from the moment the customer places a reservation, opens the sale, successfully closes the purchase, and makes payment according to the progress in the contract.  
 + When conducting an open sale, allow the investor to set how customers are given priority to buy based on reservation information (by time, random number drawing, ...) + Dashboard & report with revenue statistics, projects,...""

1. Customer Manager :

* Store detailed information about customers, Information user , Booking history
* Allows customers to view and rent timeshares

1. Agent Management :

* Management agent: Record information about agents, including tracking and managing the sales process from booking to closing a successful purchase
* Provides dashboards and reports to track performance

1. Customer Care :

* We are currently developing our website and will soon add a Customer Care section to ensure that every customer has the best possible support. We are committed to providing professional and friendly customer service to help answer all your questions and complaints. Please note that this feature will be updated in the near future.

1. Sale Management :

* Monitor the sales process from customer contact to deposit and transaction completion.
* Manage contracts and documents related to real estate transactions.

1. Reporting and statistics :

* Create automatic reports on sales performance, sales, and project progress.

1. Financial Management Features:

* Assist in managing and tracking contracts with owner and customer, as well as managing the payment and collection process.

1. Access Control Features :

* User authentication: Allows users to have their identity verified before accessing project systems or data.
* Access permissions: Allows you to set different access permissions for users or groups of users in your project.

**2.2.** **Scope of Initial Release**

<Describe the intended major features that will be included in the initial release of the product. Consider the benefits the product is intended to bring to the various customer communities, and generally describe the product features and quality characteristics that will enable it to provide those benefits. Avoid the temptation to include every possible feature that any potential customer category might conceivably want some day. Focus on those features and product characteristics that will provide the most value, at the most acceptable development cost, to the broadest community.>

1. Real Estate Project Management :

* Design and implement detailed management features of real estate projects including location, types of homestays, buying, selling and booking.

1. Agent management :

* Contract and Transaction Management : Assists in managing contracts between the organization and its agents, as well as tracking and recording transactions related to real estate sales and rentals.
* Create and Track Records and Orders: Allows you to create and track records and orders from dealers, including approvals and confirmations.
* Reporting and Statistics: Create and publish reports and charts on dealership performance, including sales, profits, and other metrics to provide an overview of operations their.

1. Sale management:

* Develop the sales management process from the stage of approaching customers, negotiating, depositing to completing the transaction.

1. Interaction with customer :

* Interactive Online Support: Provide an interactive online support system such as live chat or inbox so customers can submit questions and receive support from your staff immediately. ( Will update in the future )

1. Reporting and statistics :

* Determine the scope, goals and implementation schedule of the Reporting and Statistics section.
* Determine required resources, including human resources, technology, and budget.

1. [Basic Financial Management Features:](https://docs.google.com/document/d/1OtFvQfs_vXgE1ruQgA1EIqg1V6hh6qgCejTJCR4yP9A/edit#heading=h.23ckvvd)

* Ensure basic tracking of costs and revenue from each transaction.

1. [Security and Access Management:](https://docs.google.com/document/d/1OtFvQfs_vXgE1ruQgA1EIqg1V6hh6qgCejTJCR4yP9A/edit#heading=h.ihv636)

* Build access management features to ensure information is protected.

[8. User Interface:](https://docs.google.com/document/d/1OtFvQfs_vXgE1ruQgA1EIqg1V6hh6qgCejTJCR4yP9A/edit#heading=h.32hioqz)

* The User Interface (UI) in my project is the interface that users will interact with and use to access and manage the project's features and functions.

## 

## **2.3.** **Scope of Subsequent Releases**

<If a staged evolution of the product is envisioned over time, indicate which major features will be deferred to later releases.>

[1.Advanced Project Management Features:](https://docs.google.com/document/d/1OtFvQfs_vXgE1ruQgA1EIqg1V6hh6qgCejTJCR4yP9A/edit#heading=h.41mghml)

* Deploy additional project details such as information about homestays and room details
* Introducing the information page so investors can access and post their rental projects

2. [Agent Management Enhancements:](https://docs.google.com/document/d/1OtFvQfs_vXgE1ruQgA1EIqg1V6hh6qgCejTJCR4yP9A/edit#heading=h.2grqrue)

* Upgraded interface and functionality to provide more detailed information about timeshares, including information about past activity, contracts, and transaction history.
* Improve customer ordering and order tracking, including order progress tracking and update notifications.
* Flexible Contract Management: Integrates features to create and manage flexible contracts with agencies, including adjusting terms and conditions based on specific requirements.

3. [Sales Process Refinement:](https://docs.google.com/document/d/1OtFvQfs_vXgE1ruQgA1EIqg1V6hh6qgCejTJCR4yP9A/edit#heading=h.vx1227)

* Incorporate feedback mechanisms to gather insights on customer satisfaction and areas for improvement.
* Enhance negotiation and contract management features for a smoother transaction process.

4. [Customer Relationship Management (CRM) Upgrade:](https://docs.google.com/document/d/1OtFvQfs_vXgE1ruQgA1EIqg1V6hh6qgCejTJCR4yP9A/edit#heading=h.3fwokq0)

* Integrate AI-powered features for personalized customer interactions.
* Implement automated reminders and notifications for important milestones in the buying process.

[5.Advanced Reporting and Analytics:](https://docs.google.com/document/d/1OtFvQfs_vXgE1ruQgA1EIqg1V6hh6qgCejTJCR4yP9A/edit#heading=h.1v1yuxt)

* Introduce predictive analytics on market trends and project performance.
* Improve reporting tools to have more information about customers' rental and booking speeds

[6.Financial Management Features:](https://docs.google.com/document/d/1OtFvQfs_vXgE1ruQgA1EIqg1V6hh6qgCejTJCR4yP9A/edit#heading=h.4f1mdlm)

* Contract and Payment Management: Assists in managing contracts with partners, including creating and tracking sales, rental and service contracts, as well as managing payments and settlements relate to.

[7.Expanded Security and Access Management:](https://docs.google.com/document/d/1OtFvQfs_vXgE1ruQgA1EIqg1V6hh6qgCejTJCR4yP9A/edit#heading=h.2u6wntf)

* Access Management and Permissions: Provides the ability to manage and regulate access rights for users and user groups in the project. Including defining access to specific features and data.
* User Account Management: Provides user account management tools such as creating, modifying, and disabling user accounts, as well as managing their access lists and logins.
* Data Security: Protect project data with security measures such as encryption, access controls, and data monitoring to ensure that information is not accessed or modified without authorization.

[8.User Interface (UI) and User Experience (UX) Improvements:](https://docs.google.com/document/d/1OtFvQfs_vXgE1ruQgA1EIqg1V6hh6qgCejTJCR4yP9A/edit#heading=h.19c6y18)

* User Interface (UI) Optimization:

Improved user interface design to create a user-friendly, intuitive, and easy-to-use experience.

Fine-tune your website or mobile app structure to optimize ease of use and convenience.

* Optimize User Experience (UX):

Optimized search and browsing of information about timeshare projects, including advanced search and filter features.

Improve your booking and shopping experience by simplifying the process and increasing interactivity.

* Interactive Interface (UI) and User Response (UX):

Enhance the interactive interface, including elements such as buttons, icons, and sliders to create a fast and convenient user experience.

Ensure that user operations such as booking, shopping and payment are performed smoothly and without hindrance.

* Responsive Optimization and Browser Compatibility:

Ensure that the user interface is optimized for different devices and screen sizes, including desktops, laptops, and mobile devices.

Test and ensure interface compatibility with popular web browsers such as Google Chrome, Firefox, Safari and Microsoft Edge.

## **2.4.** **Limitations and Exclusions**

<Identify any product features or characteristics that a stakeholder might anticipate, but which are not planned to be included in the new product.>

[1.Limitations:](https://docs.google.com/document/d/1OtFvQfs_vXgE1ruQgA1EIqg1V6hh6qgCejTJCR4yP9A/edit#heading=h.nmf14n)

* Project Scope Limits: Clearly define the scope of the project by defining the specific features, functions, and requirements the project will focus on. Features and functionality that are out of scope will be considered limited and not included in the project.
* Resource Constraints: Identify available resources, including budget, human resources and time, and clearly define constraints on these resources. A lack of resources can affect a project's ability to deploy and grow.
* Technology and Engineering Constraints: Provides technological and engineering constraints, including limitations on integration with existing systems, scalability limitations, and requirements on performance and security.
* Time and Schedule Constraints: Identify time and schedule constraints, including implementation time constraints, delivery deadline requirements, and risks associated with not Complete the project on time.

2. Exclusions :

* The system does not guarantee the availability of financing options for customers.
* Legal and regulatory changes affecting real estate transactions are outside the scope of the system.

# **3.** **Business Context**

<This section summarizes some of the business issues around the project, including profiles of major customer categories, assumptions that went into the project concept, and the management priorities for the project.>

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## **3.1.** **Stakeholder Profiles**

<Stakeholders are individuals, groups, or organizations that are actively involved in a project, are affected by its outcome, or can influence its outcome. The stakeholder profiles identify the customers for this product and other stakeholders, and states their major interests in the product. Characterize business-level customers, target market segments, and different user classes, to reduce the likelihood of unexpected requirements surfacing later that cannot be accommodated because of schedule or scope constraints. For each stakeholder category, the profile includes the major value or benefits they will receive from the product, their likely attitudes toward the product, major features and characteristics of interest, and any known constraints that must be accommodated. Examples of stakeholder value include:

· improved productivity

· reduced rework

· cost savings

· streamlined business processes

· automation of previously manual tasks

· ability to perform entirely new tasks or functions

· conformance to current standards or regulations

· improved usability or reduced frustration level compared to current applications

Example:>

| **Stakeholder** | **Major Value** | **Attitudes** | **Major Interests** | **Constraints** |
| --- | --- | --- | --- | --- |
| executives | increased revenue | see product as avenue to 25% increase in market share | richer feature set than competitors; time to market | maximum budget = $1.4M |
| editors | fewer errors in work | highly receptive, but expect high usability | automatic error correction; ease of use; high reliability | must run on low-end workstations |
| legal aides | quick access to data | resistant unless product is keystroke-compatible with current system | ability to handle much larger database than current system; easy to learn | no budget for retraining |

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## **3.2.** **Project Priorities**

<Describe the priorities among the project’s requirements, schedule, and budget. The table below may be helpful in identifying the parameters around the project’s key drivers (top priority objectives), constraints to work within, and dimensions that can be balanced against each other to achieve the drivers within the known constraints. For more information, see chapter 2 of Creating a Software Engineering Culture by Karl E. Wiegers (Dorset House, 1996). Examples:>

| **Dimension** | **Driver  (state objective)** | **Constraint  (state limits)** | **Degree of Freedom  (state allowable range)** |
| --- | --- | --- | --- |
| Schedule | release 1.0 to be available by 10/1, release 1.1 by 12/1 |  |  |
| Features |  |  | 70-80% of high priority features must be included in release 1.0 |
| Quality |  |  | 90-95% of user acceptance tests must pass for release 1.0, 95-98% for release 1.1 |
| Staff |  | maximum team size is 1 PM, 1 BA, 6 developers + 3 testers |  |
| Cost |  |  | budget overrun up to 15% acceptable without sponsor review |

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## **3.3.** **Deployment Considerations**

<Summarize the information and activities that are needed to ensure an effective deployment of the solution into its operating environment. Describe the access that users will require to be able to use the system, such as whether the users are distributed over multiple time zones or located close to each other. State when the users in various locations need to access the system. If infrastructure changes are needed to support the software’s need for capacity, network access, data storage, or data migration, describe those changes. Record any information that will be needed by people who will be preparing training or modifying business processes in conjunction with deployment of the new solution.>

## **4.2. Use Case List**

| ID | UseCase | Actor |
| --- | --- | --- |
| UC-01 | Login | Customer |
| UC-02 | Register | Guest |
| UC-03 | Logout | Customer, Admin , Staff , Owner |
| UC-04 | View profile | Customer |
| UC-05 | View Timeshare | Customer, Admin , Staff , Owner |
| UC-06 | Search Timeshare | Customer, Owner |
| UC-07 | View timeshare detail | Customer |
| UC-08 | Booking timeshare | Customer |
| UC-9 | View contract | Customer, Owner |
| UC-10 | Post timeshare | Owner |
| UC-11 | Approved Timeshare | Admin , Staff |
| UC-12 | Decline Timeshare | Admin , Staff |
| UC-13 | List Booking Empty | Owner |
| UC-14 | User Management | Admin |
| UC-15 | Delete account | Admin |
| UC-16 | Accept request booking | Owner |
| UC-17 | Decline request booking | Owner |
| UC-18 | View Booking History | Customer |

Phong 2-5, Đức Anh: 7-9, Tiến: 10-12, Vinh: 13-16, Mạnh: 1, 6, 17, 18

## **4.3. Use Case Detail**

### **UC-01: Sign in**

| **ID and Name:** | **UC-01: Sign in** | | |
| --- | --- | --- | --- |
| Created By: |  | Date Created: | 12/02/2024 |
| Primary Actor: | Customer | Secondary Actors: | Owner |
| Priority: | High | Frequency of Use: | Always |
| Trigger: | Customers, owners want to login to the web. | | |
| Description: | This feature allows users to login to the system. | | |
| Preconditions: | Customers, owners have registered accounts. | | |
| Post-conditions: | Success: Redirect to home page.  Fail: The system shows an error message corresponding to error code. | | |
| Normal Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | In login page, actor inputs account and password |  | | 2 | Click login button | Redirect to homepage | | | |
| Alternative Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | In login page, actor click login by google button |  | | 2 | Click an account to login | Redirect to homepage | | | |
| Exceptions: | | No | Cause | System response | | --- | --- | --- | | 1 | The input account or password is wrong | System send an error message | | 2 | The input account or password in a wrong format | System send an error message | | | |
| Business Rules: | Username and password are not empty. | | |
| Assumptions: | User’s internet connection is available. | | |

### **UC-02: Register**

| **ID and Name:** | **UC-2: Register** | | |
| --- | --- | --- | --- |
| Created By: |  | Date Created: | 12/01/2024 |
| Primary Actor: | Guest | Secondary Actors: | Owner |
| Priority: | High | Frequency of Use: | Always |
| Trigger: | Customers, owners want to create an account on the web | | |
| Description: | This feature allows users to create an account in system | | |
| Preconditions: | Guests don’t have an account | | |
| Post-conditions: | Success: Redirect to sign in page.  Fail: The system shows an error message corresponding to error code. | | |
| Normal Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | In the sign up page, Guest inputs required information. |  | | 2 | Guest clicks “sign up: button | System redirects to the sign in page | | | |
| Alternative Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | In sign in page, Guest can click on the Facebook icon | System redirects to the Facebook interface and shows a confirmation message | | 2 | Guest clicks “yes” button | System redirects to the home page |  | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | In sign in page, Guest can click on the Google icon | System show a list of account of users | | 2 | Guest choose the account which they want to use to sign in | System redirects to the home page | | | |
| Exceptions: | | No | Cause | System response | | --- | --- | --- | | 1 | The email or password is not correct format | System alerts error message to remind user inputs correct format | | 2 | The email or password is not correct | System alerts “email or password is incorrect” | | | |
| Business Rules: | User passwords must contain at least 8 characters, including both letters and numbers. | | |
| Assumptions: | * Agency’s and customer’s internet connection is available * Agency and customer has signed up by phone number before or has Facebook Account or has Google Account | | |

### 

### **UC-03: Logout**

| **ID and Name:** | **UC-03: Logout** | | |
| --- | --- | --- | --- |
| Created By: |  | Date Created: | 12/01/2024 |
| Primary Actor: | Customer, Owner | Secondary Actors: | Admin, Staff |
| Priority: | High | Frequency of Use: | Always |
| Trigger: | Customers, owners want to log out from the web. | | |
| Description: | This feature allows users to log out from the system. | | |
| Preconditions: | Customers, owners are logged in | | |
| Post-conditions: | Success: Redirect to sign in page.  Fail: The system shows an error message corresponding to error code. | | |
| Normal Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | In any page, customers and owners click on their profile icon. |  | | 2 | Click “log out” button | Redirect to homepage | | | |
| Alternative Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | If the user's session is expired or unauthorised, the system prompts the user to log in again to perform the log-out action. | The system may provide a message indicating the reason for the failed log-out attempt. | | 2 | If there is a technical issue or failure in terminating the session, the system displays an error message to the user. | The system may provide guidance on potential actions the user can take, such as contacting support. | | | |
| Exceptions: | | No | Cause | System response | | --- | --- | --- | | 1 | If there are technical issues preventing the log-out process, such as server errors or network issues | the system should provide an appropriate error message and suggest retrying the action later | | 2 | In the event of a suspected security breach or suspicious activity | system may forcibly log out the user and prompt them to verify their identity through additional security measures, such as two-factor authentication. | | | |
| Business Rules: | * Session Management: The system must ensure that user sessions are securely managed and terminated upon log-out to prevent unauthorized access. * User Confirmation: The log-out action should require confirmation from the user to prevent accidental log-outs | | |
| Assumptions: | * User Authentication: It is assumed that users are required to authenticate themselves before accessing the log-out function, typically through a username and password combination or other authentication methods. * Session Persistence: The system assumes that user sessions are maintained securely, and session data is reliably stored until the user logs out or the session expires. * User Interface: The design of the log-out function assumes a user-friendly interface with clear navigation options and feedback messages to guide the user through the process. | | |

### **UC-04: View Timeshare**

| **ID and Name:** | **UC-04: View Profile** | | |
| --- | --- | --- | --- |
| Created By: |  | Date Created: | 20/01/2024 |
| Primary Actor: | Customer | Secondary Actors: | Owner |
| Priority: | High | Frequency of Use: | Always |
| Trigger: | Customers, owners want to view their profile so they can order or post timeshare. | | |
| Description: | This feature allows users to view their profiles | | |
| Preconditions: | Actor has a Account that has registered before | | |
| Post-conditions: | Success: Redirect to user’s profile page.  Fail: The system shows an error message corresponding to error code. | | |
| Normal Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | Users logged in the system |  | | 2 | User navigates to the "Profile" or "Account" section of the application | The system displays the user's profile details, such as name, email, profile picture, and any other relevant information | | | |
| Alternative Flow: | N/A | | |
| Exceptions: | | No | Cause | System response | | --- | --- | --- | | 1 | If the user's profile information is incomplete or missing essential details | the system may prompt the user to provide the necessary information before displaying the profile. | | 2 | In case of technical issues or database errors preventing the retrieval of the user's profile information | the system should display an appropriate error message and suggest retrying later or contacting support. | | | |
| Business Rules: | * Data Privacy: The system must adhere to data privacy regulations and ensure that only authorised users can view and edit their own profile information. * Profile Security: Access to the profile function should be protected through proper authentication and authorization mechanisms to prevent unauthorised access or tampering with profile data. | | |
| Assumptions: | * Profile Completeness: It is assumed that users provide necessary information during registration or profile setup, and incomplete profiles are handled as an exceptional case. * User Interface: The design of the profile view function assumes a user-friendly interface with clear presentation of profile details and options for editing. * Data Validation: The system assumes that user inputs are properly validated to prevent malicious or erroneous data from being stored in the database. | | |

## 

### **UC-05: View timeshare**

| **ID and Name:** | **UC-05: View Timeshare** | | |
| --- | --- | --- | --- |
| Created By: |  | Date Created: | 20/01/2024 |
| Primary Actor: | Customer, Owner | Secondary Actors: | Admin, Staff |
| Priority: | High | Frequency of Use: | Always |
| Trigger: | Customers and owners want to view timeshare projects that the system has | | |
| Description: | This feature allows users to view timeshare projects | | |
| Preconditions: | User always view timeshare projects when they log in the website | | |
| Post-conditions: | Success: The system lists available timeshare projects or timeshares on trending.  Fail: The system shows an error message corresponding to error code. | | |
| Normal Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | User logged in the website |  | | 2 | Scroll down website | The system lists available timeshare projects or timeshares on trending. | | 3 | If user clicks timeshare to see more details | The system will display timeshare’s information | | | |
| Alternative Flow: | N/A | | |
| Exceptions: | | No | Cause | System response | | --- | --- | --- | | 1 | If the user attempts to view a timeshare that does not exist or is not associated with their account | the system should display an appropriate error message and suggest contacting support for assistance. | | 2 | In case of technical issues or data errors preventing the retrieval of timeshare information | the system should display an error message and suggest retrying later or contacting support. | | | |
| Business Rules: | * **Data Accuracy**: The system must ensure that timeshare information displayed to users is accurate and up-to-date, reflecting any changes in ownership, availability, or property details. | | |
| Assumptions: | * Timeshare Database: It is assumed that the application maintains a database of timeshare properties with relevant details such as location, amenities, ownership information, and availability. * User Authentication: Users are required to authenticate themselves before accessing timeshare information, ensuring that only authorised individuals can view sensitive details. * User Interface: The design of the timeshare view function assumes a user-friendly interface with clear presentation of property details and options for further exploration. | | |

### 

### **UC-06: Search timeshare**

| **ID and Name:** | **UC-06: Search timeshare** | | |
| --- | --- | --- | --- |
| Created By: |  | Date Created: | 12/02/2024 |
| Primary Actor: | Customer | Secondary Actors: | Owner |
| Priority: | High | Frequency of Use: | Always |
| Trigger: | Customers, owners want to search timeshares. | | |
| Description: | This feature shows timeshare according to what is input in the search bar. | | |
| Preconditions: | Users have already logged in.  Users input the name of timeshare into the search bar and click search. | | |
| Post-conditions: | Success: show timeshares.  Fail: The system shows a message timeshare not found. | | |
| Normal Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | On the home page, the actor inputs the name of the timeshare into the search bar and chooses the max price and date. |  | | 2 | Click the “search” button | Show timeshares that match all the input data | | | |
| Alternative Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | On the home page, the actor only inputs the name of the timeshare |  | | 2 | Click the “search” button | Show timeshares that match the input name | | | |
| Exceptions: | | No | Cause | System response | | --- | --- | --- | | 1 | The input max price equal to 0 | Show all timeshares without a search | | 2 | The input timeshares’ name is null and the max price > 0 | Show no timeshare | | | |
| Business Rules: |  | | |
| Assumptions: |  | | |

### **UC-07: View timeshare detail**

| **ID and Name:** | **UC-07: View timeshare detail** | | |
| --- | --- | --- | --- |
| Created By: |  | Date Created: | 12/02/2024 |
| Primary Actor: | Customer | Secondary Actors: | Owner |
| Priority: | High | Frequency of Use: | Always |
| Trigger: | Customers want to view timeshare details on the web. | | |
| Description: | This feature allows users to view timeshare on the system | | |
| Preconditions: | Customers have already signed up on the website | | |
| Post-conditions: | Success: Redirect to the timeshare detail page.  Fail: The system shows an error message corresponding to error code. | | |
| Normal Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | Click login button | Redirect to homepage | | 2 | In the home page, the actor click detail at the timeshare list | Redirect to detailed timeshare | | | |
| Alternative Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | On the login page, the actor click the login by Google button |  | | 2 | Click an account to log in | Redirect to homepage | | | |
| Exceptions: | | No | Cause | System response | | --- | --- | --- | | 1 | The input account or password is wrong | The system send an error message | | 2 | The input account or password in the wrong format | The system send an error message | | | |
| Business Rules: | Timeshare details should only be accessible to registered customers.  The timeshare detail page should display accurate and up-to-date information about the timeshare.  Any updates or changes to timeshare details should be reflected promptly in the system. | | |
| Assumptions: | Customers have access to a stable internet connection to view timeshare details on the web.  The timeshare detail page is designed to be compatible with commonly used web browsers and devices. | | |

### **UC-08: Booking timeshare**

| **ID and Name:** | **UC-08: Booking timeshare** | | |
| --- | --- | --- | --- |
| Created By: |  | Date Created: | 12/02/2024 |
| Primary Actor: | Customer | Secondary Actors: | Owner |
| Priority: | High | Frequency of Use: | Always |
| Trigger: | Customer wants to book a timeshare on the website. | | |
| Description: | This feature allows users to book timeshares on the system | | |
| Preconditions: | Customer has registered and logged in to the website | | |
| Post-conditions: | Success: Redirect to the booking confirmation page.  Failure: The system displays an error message corresponding to the error code. | | |
| Normal Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | Click login button | Redirect to homepage | | 2 | On the home page, the actor clicks the book button on the timeshare listing | Redirects to the timeshare booking page | | 3 | Clicks the book button | The system checks availability and processes the booking | | 4 | The system displays the booking confirmation page |  | | | |
| Alternative Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | Clicks the login button | Redirects to the login page | | 2 | Enters incorrect login information and clicks the login button | The system displays an error message indicating invalid credentials. | | | |
| Exceptions: | | No | Cause | System response | | --- | --- | --- | | 1 | The input account or password is wrong | System send an error message | | 2 | The input account or password in a wrong format | System send an error message | | | |
| Business Rules: | Timeshares can only be booked by registered customers who have logged into the website.  The availability of timeshares for booking should be accurately reflected in the system. | | |
| Assumptions: | Customers have access to a secure payment method to complete the booking process if payment is required.  Timeshare availability is subject to change based on factors such as maintenance, reservations, and cancellations. | | |

### **UC-09: View contract**

| **ID and Name:** | **UC-09: View contract** | | |
| --- | --- | --- | --- |
| Created By: |  | Date Created: | 12/02/2024 |
| Primary Actor: | Customer, Owner | Secondary Actors: | Admin, Staff |
| Priority: | High | Frequency of Use: | Always |
| Trigger: | The customer wants to view the contract for a booked timeshare. | | |
| Description: | This feature allows users to view the contract for a booked timeshare on the system | | |
| Preconditions: | The customer has booked a timeshare and is logged in to the website | | |
| Post-conditions: | Success: The system displays the contract for the booked timeshare. Failure: The system displays an error message. | | |
| Normal Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | Click login button | Redirect to homepage | | 2 | Clicks on the "View Contract" button in the booking confirmation page | Redirects to the contract page | | 3 | Clicks on the "View Contract" button again | Redirects to the contract page | | | |
| Alternative Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | Clicks on the "View Contract" button in the booking confirmation page | Redirects to the login page | | 2 | Enters login information and clicks the login button | The system displays an error message indicating invalid credentials. | | | |
| Exceptions: | | No | Cause | System response | | --- | --- | --- | | 1 | The input account or password is wrong | The system send an error message | | 2 | The input account or password in the wrong format | The system send an error message | | | |
| Business Rules: | Customers and owners can only view contracts for timeshares that have been booked and are associated with their respective accounts.  Contracts should be accessible to authorized users only and should not be shared or accessed by unauthorized individuals. | | |
| Assumptions: | Customers and owners have agreed to the terms and conditions outlined in the contract before booking the timeshare.  Contracts are generated automatically by the system upon successful booking and are made available for viewing immediately. | | |

### **UC-10: Post timeshare**

| **ID and Name:** | **UC-10: Post timeshare** | | |
| --- | --- | --- | --- |
| Created By: |  | Date Created: | 12/02/2024 |
| Primary Actor: | Owner | Secondary Actors: | Admin, staff |
| Priority: | High | Frequency of Use: | Always |
| Trigger: | Owners want to post timeshare to the web. | | |
| Description: | This feature allows users to post timeshare to the system. | | |
| Preconditions: | Owners have registered accounts. | | |
| Post-conditions: | Success: Redirect to home page.  Fail: The system shows an error message corresponding to error code. | | |
| Normal Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | User logged in the website | Redirect to homepage | | 2 | Clicks on the "Post Timeshare" button in the booking confirmation page | Redirects to the timeshare page | | | |
| Alternative Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | Clicks on the "Post Timeshare" button in the booking confirmation page | Redirects to the login page | | 2 | Enters login information and clicks the login button | The system displays an error message indicating invalid credentials. | | | |
| Exceptions: | | No | Cause | System response | | --- | --- | --- | | 1 | The input account or password is wrong | System send an error message | | 2 | The input account or password in a wrong format | System send an error message | | | |
| Business Rules: |  | | |
| Assumptions: |  | | |

### 

### **UC-11: Approved timeshare**

| **ID and Name:** | **UC-11: Approved timeshare** | | |
| --- | --- | --- | --- |
| Created By: |  | Date Created: | 12/02/2024 |
| Primary Actor: | Admin | Secondary Actors: | Staff |
| Priority: | High | Frequency of Use: | Always |
| Trigger: | Admin wants to approve timeshare. | | |
| Description: | This feature allows admins to approve timeshare to the system. | | |
| Preconditions: | Admins have registered accounts. | | |
| Post-conditions: | Success: Redirect to home page.  Fail: The system shows an error message corresponding to error code. | | |
| Normal Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | User logged in the website | Redirect to homepage | | 2 | Clicks on the "Approve Timeshare" button in the booking confirmation page | Redirects to the timeshare page | | | |
| Alternative Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | Clicks on the "Approved Timeshare" button in the booking confirmation page | Redirects to the login page | | 2 | Enters login information and clicks the login button | The system displays an error message indicating invalid credentials. | | | |
| Exceptions: | | No | Cause | System response | | --- | --- | --- | | 1 | The input account or password is wrong | The system send an error message | | 2 | The input account or password in the wrong format | The system send an error message | | | |
| Business Rules: |  | | |
| Assumptions: |  | | |

### **UC-12: Decline timeshare**

| **ID and Name:** | **UC-12: Decline timeshare** | | |
| --- | --- | --- | --- |
| Created By: |  | Date Created: | 12/02/2024 |
| Primary Actor: | Admin | Secondary Actors: | Staff |
| Priority: | High | Frequency of Use: | Always |
| Trigger: | Admins want to decline timeshare. | | |
| Description: | This feature allows admins to decline timeshare to the system. | | |
| Preconditions: | Admins have registered accounts. | | |
| Post-conditions: | Success: Redirect to the home page.  Fail: The system shows an error message corresponding to error code. | | |
| Normal Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | User logged in the website | Redirect to homepage | | 2 | Clicks on the "Decline Timeshare" button in the booking confirmation page | Redirects to the timeshare page | | | |
| Alternative Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | Clicks on the "Decline Timeshare" button in the booking confirmation page | Redirects to the login page | | 2 | Enters login information and clicks the login button | The system displays an error message indicating invalid credentials. | | | |
| Exceptions: | | No | Cause | System response | | --- | --- | --- | | 1 | The input account or password is wrong | System send an error message | | 2 | The input account or password in a wrong format | System send an error message | | | |
| Business Rules: |  | | |
| Assumptions: |  | | |

### **UC-13: List Booking Empty**

| **ID and Name:** | **UC-13:**List Booking Empty | | |
| --- | --- | --- | --- |
| Created By: |  | Date Created: | 18/03/2024 |
| Primary Actor: | Customer | Secondary Actors: | Owner |
| Priority: | High | Frequency of Use: | Always |
| Trigger: | Customers, owners wants to see the list of available reservations | | |
| Description: | This feature that allows users to book rooms | | |
| Preconditions: | Customers, owners have registered accounts. | | |
| Post-conditions: | Success: Redirect to booking page.  Fail: The system shows an error message corresponding to error code. | | |
| Normal Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | In booking page, customer and owner chooses the room to sell. Customer and owner |  | | 2 | Click booking button | redirects to the successful registration page | | | |
| Alternative Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | In home page, actor click booking by home button | System redirects to the booking interface and shows a confirmation message | | | |
| Exceptions: | | No | Cause | System response | | --- | --- | --- | | 1 | Information has not been filled in completely | System send an error message | | 2 | Not log in | System send an error message | | | |
| Business Rules: | All purchase information must be filled out completely | | |
| Assumptions: |  | | |

### **UC-14: User Management**

| **ID and Name:** | **UC-14:User Management** | | |
| --- | --- | --- | --- |
| **Created By:** |  | **Date Created:** | **18/03/2024** |
| **Primary Actor:** | **Admin** | **Secondary Actors:** | **Staff** |
| **Priority:** | **High** | **Frequency of Use:** | **Always** |
| **Trigger:** | **Admin and staff need to log in to their accounts** | | |
| **Description:** | **This feature allows admins,staff to manage users on the web** | | |
| **Preconditions:** | **Admin,staff have an account** | | |
| **Post-conditions:** | **Success: Redirect to customer management page**  **Fail: The system shows an error message corresponding to error code.** | | |
| **Normal Flow:** | | **Step** | **Actor behaviour** | **System response** | | --- | --- | --- | | **1** | **In admin and staff page** |  | | **2** | **Click the manage button** | **The system will redirect to the management pagee** | | | |
| **Alternative Flow:** | | **Step** | **Actor behaviour** | **System response** | | --- | --- | --- | | **1.** | **In login page, admin click login by google button** |  | | **2.** | **Click an account to login** | **Redirect to homepage** | | | |
| **Exceptions:** | | **No** | **Cause** | **System response** | | --- | --- | --- | | **1** | **Information has not been filled in completely** | **System send an error message** | | **2** | **Not log in** | **System send an** | | | |
| **Business Rules:** | **must log in to the correct admin and staff accounts** | | |
| **Assumptions:** |  | | |

### **UC-15:Delete account**

| **ID and Name:** | **UC-15:Delete account** | | |
| --- | --- | --- | --- |
| **Created By:** |  | **Date Created:** | **18/03/2024** |
| **Primary Actor:** | **Admin** | **Secondary Actors:** | **Staff** |
| **Priority:** | **High** | **Frequency of Use:** | **Always** |
| **Trigger:** | **Admin and staff need to log in to their accounts** | | |
| **Description:** | **This feature allows admins to delete user accounts** | | |
| **Preconditions:** | **Admin have an account** | | |
| **Post-conditions:** | **Success: Redirect to customer management page**  **Fail: The system shows an error message corresponding to error code.** | | |
| **Normal Flow:** | | **Step** | **Actor behaviour** | **System response** | | --- | --- | --- | | **1** | **In admin page** |  | | **2** | **Click the manage button** | **The system will redirect to the user management page** | | | |
| **Alternative Flow:** | | **Step** | **Actor behaviour** | **System response** | | --- | --- | --- | | **1.** | **Click login button** | **Redirect to homepage** | | **2.** | **In home page, actor click detail at timeshare list** | **Redirect to detail timeshare** | | | |
| **Exceptions:** | | **No** | **Cause** | **System response** | | --- | --- | --- | | **1** | **Information has not been filled in completely** | **System send an error message** | | **2** | **Not log in** | **System send an** | | | |
| **Business Rules:** | **must log in to the correct admin and staff accounts** | | |
| **Assumptions:** |  | | |

### **UC-16:Accept request booking**

| **ID and Name:** | **UC-16:Accept request booking** | | |
| --- | --- | --- | --- |
| **Created By:** |  | **Date Created:** | **18/03/2024** |
| **Primary Actor:** | **Customer** | **Secondary Actors:** | **Owner** |
| **Priority:** | **High** | **Frequency of Use:** | **Always** |
| **Trigger:** | **Customers and owners want to make bookings on the web** | | |
| **Description:** | **This feature allows users to accept booking requests** | | |
| **Preconditions:** | **Customer,Owner have an account** | | |
| **Post-conditions:** | **Success: Redirect to home page**  **Fail: The system shows an error message corresponding to error code.** | | |
| **Normal Flow:** | | **Step** | **Actor behaviour** | **System response** | | --- | --- | --- | | **1** | **In booking page, customer inputs required information** |  | | **2** | **Click the accept button** | **The system will redirect to the home page** | | | |
| **Alternative Flow:** | | **Step** | **Actor behaviour** | **System response** | | --- | --- | --- | | **1** | **In login page, actor click login by google button** |  | | **2** | **Click an account to login** | **Redirect to homepage** | | | |
| **Exceptions:** | | **No** | **Cause** | **System response** | | --- | --- | --- | | **1** | **Information has not been filled in completely** | **System send an error message** | | **2** | **The input account or password in a wrong format** | **System send an** | | | |
| **Business Rules:** |  | | |
| **Assumptions:** |  | | |

### **UC-17: Decline request booking**

| **ID and Name:** | **UC-17: Decline request booking** | | |
| --- | --- | --- | --- |
| Created By: |  | Date Created: | 12/02/2024 |
| Primary Actor: | Owner | Secondary Actors: |  |
| Priority: | High | Frequency of Use: | Always |
| Trigger: | Owner wants to decline request booking from customers. | | |
| Description: | This feature allows the owner to decline request booking. | | |
| Preconditions: | Owner has logged in the platform.  Customers have already sent a request booking to the owner’s timeshare. | | |
| Post-conditions: | Success: Reload timeshare’s booking requests page.  Fail: The system shows an error message corresponding to error code. | | |
| Normal Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | In the booking requests page, the actor clicks decline to a request. | Reload timeshare’s booking requests page | | | |
| Alternative Flow: | N/A | | |
| Exceptions: | N/A | | |
| Business Rules: | N/A | | |
| Assumptions: | User’s internet connection is available | | |

### **UC-18: View booking history**

| **ID and Name:** | **UC-18: View booking history** | | |
| --- | --- | --- | --- |
| Created By: |  | Date Created: | 12/02/2024 |
| Primary Actor: | Customer | Secondary Actors: |  |
| Priority: | High | Frequency of Use: | Always |
| Trigger: | Customers want to check the booking request that has been sent. | | |
| Description: | This feature allows users to view the booking history, all the requests they sent. | | |
| Preconditions: | Customers have logged in. | | |
| Post-conditions: | Success: redirect to booking history page and show list of requests.  Fail: The system shows an error message corresponding to error code. | | |
| Normal Flow: | | Step | Actor behaviour | System response | | --- | --- | --- | | 1 | In home page, customers click “booking history” | Redirect to booking history page | | | |
| Alternative  Flow: | N/A | | |
| Exceptions: | | No | Cause | System response | | --- | --- | --- | | 1 | Has not requested a timeshare. | System send “no data” message. | | | |
| Business Rules: | N/A | | |
| Assumptions: | User’s internet connection is available | | |