

# Privat Unmei Requirement

The following document is a guide and main instructions for conducting the web development. Each feature that is listed must be developed and researched further by looking at similar projects. Critical thinking is crucial in analyzing and developing the features mentioned in this document.

## Descriptions

### Actors

#### User

A person who becomes a customer of Privat Unmei platform

#### Admin

A person who manages the Privat Unmei platform

#### Mentor

A person who provide courses on Privat Unmei platform

### Feature List

#### Main Feature

A digital platform that facilitates students that need help in their education and mentors that need a platform to share their courses . This platform enables students to conveniently choose their courses and mentor. The platform's primary goal is to increase access to education, and to streamline the process of obtaining education material.

#### Request Statuses

Below are some of the request statuses in the platform. It is possible to adjust the status of each application.

##### *Pending Mentor*

Status will appear after the user chooses the course. At this stage the mentor must accept or reject user requests to proceed to the next status. If the mentor does not accept or reject the request after 48 hours, the system will automatically cancel the transaction.

##### *Pending Payment*

Status when the mentor accepts a user request for the course. From here, the user can proceed to pay the bill. If the user does not pay or cancel the transaction 48 hours after status change, then the system will automatically cancel the transaction.

##### *In Progress*

This status will automatically appear after the user pays. The mentor needs to report to the system regularly about teaching material they give on that day for the duration of the course. After the course duration ends, the user will be given 48 hours to confirm if the mentor really did their task or not. If after 48 hours the user does not confirm the transaction, the system will automatically confirm the transaction. If the user gives complaints to the mentor during this 48 hour duration, the admin must confirm the complaint is valid or not, if the complaint proves to be valid, the admin must refund the user money. If during this duration admin fails to accept the user complaint, the complaint will be automatically rejected by the system.

##### *Confirmed*

This status will appear after the user confirms the transaction.

##### *Canceled*

This status will appear the system, the admin, the mentor or the user cancel the transaction as mentioned before

# Stories and Requirements

## All Stories

### User

| EPIC                             | STORIES   |
|----------------------------------|---|
| Homepage                         | As a user, I want to see the homepage of this web                               |
| Authorization and Authentication | As a non-registered user, I want to be able to register as a user               |
|                                  | As a non-verified registered user, I want to be able to verify my email address |
|                                  | As a user, I want to be able to login   |
|                                  | As a user, I want to be able to reset my password                               |
|                                  | As a non-registered or non-verified user, I cannot do any sort of transaction   |
| Profile                          | As a user, I want to see my personal data                                       |
|                                  | As a user, I want to update my personal data                                    |
| Courses                          | As a user, I want to see a detailed information of a course                     |
|                                  | As a user, I want to give a review to the course                                |

|        |   |
|--------|---|
| Orders | As a user, I want to add a course to my cart                                |
|        | As a user, I want to communicate with mentor to discuss about course detail |
|        | As a user, I want to continue the process of creating a new transaction     |
|        | As a user, I want to cancel my transaction                                  |
|        | As a user, I want to see my transaction list                                |
|        | As a user, I want to confirm my transaction                                 |

Admin

| EPIC                                   | STORIES  |
|--|--|
| User, Authorization and Authentication | As an admin, I want to be able to login to the admin dashboard |
|  | As an admin, I want to see the list of users data              |
|  | As an admin, I want to create mentor                           |
|  | As an admin, I want to update mentor                           |
|  | As an admin, I want to delete mentor                           |

|                |  |
|----------------|--|
|                | As an admin, I want to see the list of mentor  |
| <b>Courses</b> | As an admin, I want to create a course category  |
|                | As an admin, I want to update the course category  |
|                | As an admin, I want to delete the course category  |
|                | As an admin, I want to see the list of all created course category                                       |
| <b>Orders</b>  | As an admin, I want to see all transactions from all mentors   |
|                | As an admin, I want to cancel and refund order if user give a valid complaint to mentor about the course |

Mentor

| EPIC  | STORIES   |
|---|---|
| <b>User, Authorization and Authentication</b> | As a mentor, I want to be able to login to the mentor dashboard |
|   | As a mentor, I want to be able to get credential through email  |
| <b>Course Management</b>                      | As a mentor, I want to create a course                          |

|       |   |
|-------|---|
|       | As a mentor, I want to update a course  |
|       | As a mentor, I want to delete a course  |
|       | As a mentor, I want to see the list of all my courses                           |
|       | As a mentor, I want to fill lecture material reports during course duration     |
| Order | As a mentor, I want to see all user requests                                    |
|       | As a mentor, I want to accept user requests                                     |
|       | As a mentor, I want to cancel user requests                                     |
|       | As a mentor, I want to communicate with the user to discuss about course detail |

User

Homepage

1. As a user, I want to see the homepage of this web

- Requirements:
- There will be a section that shows all courses sorted by bought count
  - User can search course by course name and mentor
  - User can also filter courses by course categories and course method (online, offline or hybrid)
  - User can only add course to the cart if user signed-in and verified

Authorization & Authentication

1. As a non-registered user, I want to be able to register as a user

Requirements:

Users can register on the application  
The registration process can use email and password or use social login (Google) as an additional option  
Users cannot use already registered emails  
Passwords must be encrypted in the database  
After the registration process, the system will send a verification link to the registered email address.

2. As a non-verified registered user, I want to be able to verify my email address

Requirements:

The verification link can be used only once.  
If a user has already been verified, they cannot trigger the verification process again.  
The verification link will take the user to the verification page, and the verification process starts when the user opens the page.

3. As a user, I want to be able to login

Requirements:

All registered users, including non-verified ones, can log in.  
Users can log into the application using email and password or social login (Google) as an additional option.  
After logging in, the user will be redirected to the last page before logging in.

4. As a user, I want to be able to reset my password

Requirements:

Users can reset their password via the reset password feature.  
When submitted, an email will be sent to process the password reset if only the email is registered before. If not, it will display the same message but not send an email.  
Password reset link can be used only once  
There are two pages:  
    Reset Password → to fill in the email data to be reset and the process of sending a password reset link to the appropriate email  
    Confirm Reset Password → to confirm the reset password and enter a new password  
This feature can only be used by users who register using email and password (not social login)

5. As a non-registered or non-verified user, I cannot do any sort of transaction

Requirements:

Users who have not been registered and verified will be redirected to the homepage when accessing pages that should not be allowed to be accessed  
For certain features that cannot be used (for example **add to cart**), they will be disabled  
A statement or notification appears that the user is not registered or has not been verified  
For non-verified user, in the homepage and also in the profile page, they will see something that tells them to verify their account

## Profile

1. As a user, I want to update my personal data

Requirements:

Users can update their personal data, including passwords and profile photos

## Course

1. As a user, I want to see a course detail

Requirements:

Users can view detailed information about a course like

- Course name
- Mentor name
- Location
- Method (Offline, Online, Hybrid)
- Course price
- Course duration (in days)
- Course categories

- Course description
- Course reviews
- Course covered topics
- Course availability (days of week and active hours)

On this page, the user can choose schedule based on course availability

On this page, the user can choose course end date or course duration (up to implementation)

On this page, the user can add course to cart

## 2. As a user, I want to see give course a review

### Requirements:

User can give feedback and rating (from 1 to 5) to a course

User can only give review if user bought and completed the course

User can only give one review per course

## Order

### 1. As a user, I want to communicate with mentor to discuss about course detail

#### Requirements:

User can create a chatroom via course detail page and send message to mentor to discuss about course detail

User can see list of chatrooms, sorted by last sent message time

### 2. As a user, I want to add a course to my cart

#### Requirements:

Users can input the desired course into the cart

If there are already the same items in the cart, user cannot add the same course again

Users who have not been registered or verified are not allowed to add course to the cart

In the navbar, it is mandatory to display the number of courses that have been placed in the cart.

### 3. As a user, I want to update course data in my cart

#### Requirements:

Users can delete course from the cart

### 4. As a user, I want to continue the process of creating a new order

#### Requirements:

During checkout, the user selects the desired course.

After an order is created, the user cannot update order data like course schedule or course end date.

After an order is created, the user must wait for the mentor to accept or reject the order. If the mentor does not accept the order 48 hours after order has been created, the transaction will be canceled automatically by the system

After an order is accepted by the mentor, the user must pay the bill. If the user does not pay 48 hours after the order is accepted by the mentor, the transaction will be automatically canceled by the system

### 5. As a user, I want to cancel my order

#### Requirements:

Can only cancel the order when status is before *In Progress* or after course is complete, in 48 hours user can submit a complaint by sending cancel reason and proof, proof can be sent as pdf/jpg/png with max size of 1 MB, the complaint will be reviewed by admin, if admin fail to review the complaint during this duration, the complaint will automatically rejected by system and the order will be completed

### 6. As a user, I want to see my order list

#### Requirements:

Users can view a list of ongoing and completed orders (based on the available order statuses).

Users can access the order history through the "Order History" or "My Orders" feature on the app or website where they made the purchase.

Order statuses typically include

"Pending Mentor" for orders awaiting mentor agreement

"Pending Payment" for orders awaiting to be paid

"In progress" for orders that have been paid

"Completed" for orders that have been completed

"Cancelled" for orders that are cancelled

Users can select a specific order to view more details such as the order date, course details and payment amount

7. As a user, I want to confirm the course is complete

Requirements:

Users can confirm receipt of orders.

## Admin

### User, Authorization & Authentication

1. As an admin, I want to be able to login to the admin dashboard

Requirements:

Only users with the admin / mentor role can enter the dashboard

2. As an admin, I want to manage user data

Requirements:

Admin can see all registered user data

3. As an admin, I want to create mentor user

Requirements:

Every mentor will have its own property which include:

Name\*

Resume\*

Whatsapp number\*

Years of experience\*

Degree\*

Major

Campus\*

Email\*

Password\*

Whatsapp number, email must be unique

There must be a mechanism to check the uniqueness before submitting

Password must be randomly generated and automatically filled when opening the form

The password will have show or hide mechanism

Once submitted, it will send the details of the mentor account to the email written before which can be used to log in.

4. As an admin, I want to update mentor user

Requirements:

Admin can only update whatsapp number and years of experience

5. As an admin, I want to delete mentor user

Requirements:

Admin can only delete the pharmacist user only if the pharmacist are not assigned to a pharmacy

8. As an admin, I want to see the list of mentor

Requirements:

The list will be sorted by the newest mentor

Each row of product will show Name, email, Whatsapp Number, Years of experience

Admin can search mentor by their name or email

Admin can sort mentor list by years of experience

## Course

1. As an admin, I want to manage course category data



#### Requirements:

- Can view, create, update and delete product category data
- Can search category by name
- Category list sorted by created time
- Validate category data, there should not be a category with the same name
- Category can be something like “Numeric”, “Topology”, “Measure Theory” etc

#### Order

1. As an admin, I want to see all user orders from all mentors

#### Requirements:

- Can view all user orders from all mentors and can filter orders based on the mentor.

2. As an admin, I want to cancel and refund order if user give a valid complaint to mentor about the course

#### Requirements:

- Can cancel and refund orders if a user gives a valid complaint during 48 hours after the user completed the course. If admin fail to cancel user order during this duration, the system will automatically reject the complaint and completing the order.

#### Mentor

#### User, Authorization & Authentication

1. As a mentor, I want to be able to login to the mentor dashboard

#### Requirements:

- Only users with the admin / mentor role can enter the dashboard

2. As a mentor, I want to be able to get credential through email

#### Requirements:

- New mentor account will get the credentials sent by email

#### Course management

1. As a mentor, I want to create a course

#### Requirements:

Can create course with details like:

- Course name
- Location
- Method (Offline, Online, Hybrid)
- Course price
- Course duration (in days)
- Course categories
- Course description
- Course covered topics
- Course availability (days of week and active hours)

2. As a mentor, I want to update course

#### Requirements:

- Will follow create course requirement
- Course duration and available schedule can be only updated when there is no order for that course that has “Payment Pending” or “In Progress” status

3. As a mentor, I want to delete course

#### Requirements:

- Course can be deleted only if the course has not been bought by the user (no order related to the course)

4. As a mentor, I want to see list of my courses

Requirements:

- Course list is sorted by bought count
- Course can be searched by course name
- Course can filtered by course category
- Can see each course detail

5. As a mentor, I want to fill lecture material reports during course duration

Requirements:

Mentor can only fill reports when course is ongoing, the detail consist of

- Topic Covered\*
- Lecture Material

Mentor can upload lecture material in form of png/pdf/jpg

Max file size for lecture material is 2MB

Order

1. As a mentor, I want to see all user orders

Requirements:

Can view all user orders from his courses.

2. As a mentor, I want to accept user orders

Requirements:

Can change the order status to Pending Payment.  
Order status cannot move backward

3. As a mentor, I want to cancel user orders

Requirements:

Can only cancel the order until its status is before Pending Payment status.

3. As a mentor, I want to communicate with the user to discuss about course detail

Requirements:

Mentor can send message to user to discuss about course detail  
Mentor can see list of chatrooms, sorted by last sent message time

# Proposed Entity Diagram Relationship (ERD)

