

**Real Estate Exchange Management System**

**Software Requirement Specification**

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**<Ho Chi Minh, 12 - 03 - 2024>**

**Record of change**

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# Introduction

## Purpose

## Scope

## Definitions, Acronyms, and Abbreviations

| **TERMS** | **DEFINITION** |
| --- | --- |
| Admin | Administrators hold the reins, overseeing the system's functionalities, managing user permissions, and monitoring overall performance. Their role is pivotal in ensuring the system operates smoothly and efficiently. |
| Customer | This category is for customers who book real estate viewings. Customers utilize the platform to view and book properties for sale and make real estate purchases |
| Agency | This category is the person who will take customers to see real estate, and is mainly responsible for communicating directly with customers and updating real estate transaction status into the system. |
| Investor | This category is for real estate owners who want to sell. They will be able to post and view information and sales progress of their property |

## Acronyms:

## Real Estate Exchange Management: REEM

## Software Requirement Specification: SRS

## References

This web application has been prepared on the basis of discussions with team members, faculty members, and by gathering information from the following sources:

Websites:

1.4.1.1.[www.google.com](http://www.google.com)

1.4.1.2.[www.wikipedia.org](http://www.wikipedia.org)

1.4.1.3.[www.stackoverflow.com](http://www.stackoverflow.com)

1.4.1.4.[www.chat.openai.com](http://www.chat.openai.com)

Books:

1.4.2.1. Mall, Rajiv. "Fundamentals of Software Engineering."

1.4.2.2. Pressman, Roger. "Software Engineering: A Practitioner’s Approach."

1.4.2.3. Sommerville, Ian. "Software Engineering, Seventh Edition."

1.4.2.4. Jalota & Pankaj. "Software Engineering, 2nd Edition."

1.4.2.5. Schaum’s Series, "Software Engineering."

Additionally, relevant to the project's technology stack:

* Java Spring Boot documentation.
* Microsoft SQL Server documentation.
* Postman API documentation.

## Overview

- REEM project is a management system that allows users to post and book viewings of real estate. The project aims to optimize real estate sales and promote sustainable consumption models.

- The system provides an online platform for users to register, post real estate for sale and manage their real estate.

- Other users can search, view product information and reserve seats during available times.

- REEM system provides account management, product management, and transaction management functions.

- The goal of the REEM project is to create a collaborative community where people can view real estate and buy them, creating a sustainable consumption environment and optimizing asset usage.

- Detailed requirements and specifications for the REEM project will be presented in the following sections of the SRS document to ensure clarity and understanding of the system requirements.

# Overall Description

**2.1 Product Perspective**

The "Timeshare Management System" is an autonomous web application designed to serve as a centralized platform for sharing idle products and facilitating short-term rentals. It operates independently without integration with external systems, ensuring self-sufficiency in its functionality. While it stands alone, the system complements the timeshare industry by providing a secure online space for owners to share their assets and users to access them for temporary use.

**2.2 Product Functions**

The core functions of the system include:

* User Registration and Authentication
* Product Posting and Management
* Booking and Rental Management
* User Profile Management
* Product Categorization and Tagging
* Search and Discovery of Available Products
* Privacy and Security Controls
* Notifications and Updates

These functions collectively support the primary objective of optimizing asset utilization and promoting collaborative consumption within the timeshare community.

**2.3 User Characteristics**

The primary user groups for the "Timeshare Management System" are product owners and users seeking short-term access to those products. Users are expected to have basic internet navigation skills and familiarity with online marketplace platforms. The system is designed to be user-friendly, catering to individuals with varying levels of technical proficiency.

**2.4 Constraints**

The development and operation of this system are constrained by the following factors:

* Compliance with data protection regulations to ensure the privacy and security of user data.
* Compatibility with modern web browsers and devices to accommodate a wide range of users.
* Access restricted to registered members to maintain the integrity and security of the platform.

**2.5 Assumptions and Dependencies**

This project assumes that:

* Adequate server resources and hosting infrastructure will be available to support the application's operation.
* Users will have access to standard internet connectivity and basic web browsing capabilities.
* Ongoing technical support and maintenance will be provided to ensure the system's reliability and security.

**2.6 Requirements Subsets**

Specific requirements for the "Timeshare Management System" are categorized into functional and non-functional requirements, detailed in Section 3 of this document. These requirements serve as guidelines for the development and evaluation of the system's performance, features, and functionalities.

A diagram of a company

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A diagram of a company structure

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A diagram of a flowchart

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A diagram of a website

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# FUNCTIONAL Requirements

## Use Cases Diagram

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A screenshot of a computer

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## 3.2. Use Case List

| ID | UseCase | Primary Actor | Secondary Actor |
| --- | --- | --- | --- |
| UC-01 | Sign In | Guest, Investor, Customer, Agency |  |
| UC-02 | Sign Up | Guest, Investor, Customer |  |
| UC-03 | Create Payment | Investor |  |
| UC-04 | View Transaction | Investor |  |
| UC-05 | Post Real Estate | Investor |  |
| UC-06 | View Post History | Investor |  |
| UC-07 | View Information | Investor, Customer |  |
| UC-08 | View Real Estate | Customer |  |
| UC-09 | Booking Real Estate | Customer |  |
| UC-10 | View BookingHistory | Customer |  |
| UC-11 | View Booking’s Status | Customer |  |
| UC-12 | Cancel Booking | Customer |  |
| UC-13 | View Order’s Booking | Customer |  |
| UC-14 | Contact via Built-in Chat System | Customer |  |
| UC-15 | View Customer’s Booking History | Agency | Customer |
| UC-16 | View Completed Booking History | Agency | Customer |
| UC-17 | Select Deposit Real Estate’s Image | Agency | Customer |
| UC-18 | Select Sold Real Estate’s Image | Agency | Customer |
| UC-19 | Create Account for Agency | Admin | Agency |
| UC-20 | View All Accounts | Admin | Customer, Investor, Agency |
| UC-21 | Command Agency | Admin | Agency |
| UC-22 | Set meeting time for Agency and Customer | Admin | Customer, Agency |
| UC-23 | View all Booking | Admin | Customer, Agency |
| UC-24 | View all Agency’s Completed booking | Admin | Agency |
| UC-25 | Verify Deposit Real Estate’s Image | Admin | Agency |
| UC-26 | Verify faulted Real Estate | Admin | Investor |
| UC-27 | Delete faulted Real Estate | Admin | Investor |

## 

## Use Case Name 1: View All Account

| **USE CASE 1 SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | UC001 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Sign In | | | |
| **Author** | Nguyen Hung | | | |
| **Date** | 18/03/2024 | **Priority** | High | |
| **Actor:**  Staff Admin  **Summary:**  View all information of users logged into FMS  **Goal:**  Staff and Admin can manage users  **Triggers:**  The admin or staff user wants to see a list of all accounts.  **Preconditions:**  The user logs into the system with admin or staff rights.  **Post Conditions:**  Displays a list of all accounts in the system.  **Main Success Scenario:**   * Admin or staff users access the account list view function. * The system displays a list of all accounts, including basic information such as name, email, avatar, and account status.   **Exceptions:**  Users other than the admin and staff roles do not have access to the account list view function.  **Relationships:**   * This Use Case is related to the account management function in the system. * It can also involve other Use Cases such as creating a new account, editing account information, or deactivating an account.   **Business Rules:**   * Only admins and staff have access and view the account list. * Account information must be kept confidential and not disclosed to users who do not have access rights. | | | | |

## Use Case Name 2:

| **USE CASE 2 SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | UC002 | **Use-case Version** | | <1.0> |
| **Use-case Name** | Sign Up | | | |
| **Author** | Nguyen Hung | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Staff  **Summary:**  This Use Case allows staff to view the entire reservation list in the system.  **Goal:**  The goal of this Use Case is to provide employees with the ability to see an overview of the list of reservations in the system.  **Triggers:**  The employee user wants to see a list of reservations in the system.  **Preconditions:**  The user logs into the system with employee rights.  **Post Conditions:**  Displays a list of reservations in the system.  **Main Success Scenario:**   * Employee users access the reservation list view function. * The system displays a list of reservations, including basic information about each reservation, such as booking date, customer information, reservation product, etc.   **Exceptions:**  Users who do not have staff permission cannot access the function to view the reservation list.  **Relationships:**   * This Use Case involves the function of managing and viewing detailed information about reservations in the system. * It can be related to other Use Cases such as creating a new reservation, editing reservation information, or canceling a reservation.   **Business Rules:**   * Only employees have access and view the list of reservations in the system. * Details of bookings must be kept confidential and must not be disclosed to unauthorized users. | | | | |

## Use Case Name 3:

| **USE CASE 3 SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | UC003 | **Use-case Version** | | <1.0> |
| **Use-case Name** | Create Payment | | | |
| **Author** | Nguyen Hung | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Staff  **Summary:**  This Use Case allows staff to view detailed information about a specific booking using BookingID in the system.  **Goal:**  The goal of this Use Case is to provide employees with the ability to view detailed information about a specific booking using BookingID.  **Triggers:**  An employee user wants to view details about a specific booking using BookingID.  **Preconditions:**  The user logs into the system with employee rights.  **Post Conditions:**  Displays detailed information about bookings by BookingID  **Main Success Scenario:**   * Staff users access the function to view booking information using BookingID. * The employee enters the BookingID of the reservation that needs to see the details. * The system searches and displays detailed booking information, including information about the customer, booking product, booking date, status, etc.   **Alternative Scenario:**   * If a booking with the corresponding BookingID is not found, a message not found is displayed.   **Exceptions:**  Users do not have access to the functionality to view booking information.  **Relationships:**   * This UC is related to the function of managing and viewing detailed information about reservations in the system. * It can be related to other UC such as creating a new reservation, editing reservation information, or canceling a reservation.   **Business Rules:**   * Only employees have access and view booking details. * Booking details must be kept confidential and must not be disclosed to unauthorized users. | | | | |

## Use Case Name 4:

| **USE CASE 4 SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | UC004 | **Use-case Version** | | <1.0> |
| **Use-case Name** | View Transaction | | | |
| **Author** | Nguyen Hung | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Staff Customer  **Summary:**  - This UC allows staff to view the list of reservations related to accounts in the system.  - Customers can see which products they have booked.  **Goal:**  Give staff and customers the ability to see an overview of bookings related to the account.  **Triggers:**  A staff or customer user wants to see a list of reservations related to the account.  **Preconditions:**   * The user is logged in to the system with employee or customer rights. * Users need to have an account in the system.   **Post Conditions:**  Displays a list of reservations related to the account.  **Main Success Scenario:**   * Staff accesses the function to view the list of reservations related to the account.   - The system identifies the customer's account and displays a list of reservations related to that account.  - Booking list includes basic information about each booking, such as booking date, booking product information, status,...  **Alternative Scenario:**  If there are no reservations associated with the account, a message showing that there are no reservations is displayed.  **Exceptions:**  Users who do not have staff and customer rights do not have access to the function of viewing the reservation list.  **Relationships:**   * This UC is related to the function of managing and viewing reservation information in the system. * It can be related to other UCs such as creating a new reservation, editing reservation information, or canceling a reservation.   **Business Rules:**   * Staff has the right to access and view the reservation list related to any account. * Customers have the right to see which product they are booking. * Reservation details must be kept confidential and must not be disclosed to users without access rights. | | | | |

## Use Case Name 5:

| **USE CASE 5 SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | UC005 | **Use-case Version** | | <1.0> |
| **Use-case Name** | Post Real Estate | | | |
| **Author** | Nguyen Hung | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:** Customer  **Summary:**  Allows customers to view the status of bookings based on their AccountID.  **Goal:**  The goal of this UC is to provide customers with the ability to view the status of bookings based on their AccountID.  **Triggers:**  The customer user wants to see the status of the reservations he has made or is making.  **Preconditions:**   * The user is logged in to the system with customer rights. * The user needs to have access to the function to view the status of the booking.   **Post Conditions:**  Shows the status of reservations based on AccountID.  **Main Success Scenario:**  Customer users access the function to view booking status based on their AccountID.  **Alternative Scenario:**  If no bookings associated with AccountID are found, nothing will be displayed.  **Exceptions:**  Users who do not have customer rights do not have access to the function to view the status of the reservation.  **Relationships:**   * This UC is related to the functionality of managing and viewing booking details in the system. * It can be related to other Use Cases such as creating a new reservation, editing reservation information, or canceling a reservation.   **Business Rules:**   * Only the customer has access and views the status of the booking. * Booking details must be kept confidential and must not be disclosed to unauthorized users. | | | | |

## Use Case Name 6:

| **USE CASE 6 SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | UC006 | **Use-case Version** | | <1.0> |
| **Use-case Name** | View Post History | | | |
| **Author** | Nguyen Hung | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Customer  **Summary:**  This use case allows authorized users to delete bookings based on BookingID in the system (they will rely on View Booking's Account to view the entire booking including BookingID. From there, use that BookingID to delete the booking) .  **Target:**  The goal of this use case is to provide users with the ability to delete bookings by specifying a BookingID.  **Cause:**  The user wants to delete a booking based on BookingID.  **Prerequisites:**   * The user logs into the system with customer rights. * Users have access to the delete booking function. * Reservations are identified by the BookingID that exists in the system.   **Posting conditions:**  The booking associated with the specified BookingID will be successfully deleted from the system.  **Key success scenarios:**  (User View Booking's Account to find the BookingID and then use that BookingID to delete)   * Customer accesses the booking deletion function. * Customer provides the BookingID of the booking to be deleted. * The system verifies the validity of the BookingID. * The system prompts the user to confirm the deletion. * The user confirms the deletion request. * The system deletes the booking associated with BookingID and displays a success message.   **Alternative scenario:**  If the specified BookingID does not exist or is invalid, the system displays an error message stating that the booking cannot be deleted.  **Exception:**   * Users who do not have customer rights cannot access the booking deletion function. * Only customers with that BookingID can delete the booking   **Relationships:**   * This UC is related to the reservation management functionality in the system. * It can be related to other use cases such as creating a new booking, modifying booking information or viewing booking details.   **Business rules:**   * Only customer users have permission to access and delete bookings. * Reservation details must be kept confidential and must not be disclosed to users without appropriate access. | | | | |

## Use Case Name 7:

| **USE CASE 7 SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | UC007 | **Use-case Version** | | <1.0> |
| **Use-case Name** | View Information | | | |
| **Author** | Nguyen Hung | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Staff  **Summary:**  This UC gives employees the authority to change the status of a booking in the system.  **Goal:**  The goal of this UC is to provide employees with the ability to change the status of a booking.  **Triggers:**  The employee wants to change the status of a booking.  **Preconditions:**   * The employee has logged in to the system with employee rights. * Employees need to have access to the function to change the status of a booking. * Reservations need to exist in the system.   **Post Conditions:**  The status of the booking is successfully changed in the system.  **Main Success Scenario:**   * Staff accesses the function to change booking status. * Staff selects the reservation whose status needs to be changed. * The system displays a list of statuses that need to be changed. * Staff selects the new status for the booking. * The system changes the status of the reservation and displays a success message. (saveto the database and update the status on the customer's page)   **Alternative Scenario:**  If no reservations are found in the system, a message not found is displayed.  **Exceptions:**  Customer and admin do not have access to the function to change the status of a booking.  **Relationships:**   * This UC is related to the function of managing and viewing detailed information about the booking status in the system. * It may be related to other UCs such as creating new reservations, editing reservation information,...   **Business Rules:**   * Only staff have the right to access and change the status of the booking. * Booking details must be kept confidential and must not be disclosed to unauthorized users. | | | | |

## Use Case Name 8:

| **USE CASE 8 SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | UC008 | **Use-case Version** | | <1.0> |
| **Use-case Name** | View Real Estate | | | |
| **Author** | Nguyen Hung | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Customer  **Summary:**   * This use case asks customers to provide feedback about their experience with a specific booking they completed in the system   **Goal:**   * The main goal is to collect detailed feedback from customers about a specific booking, helping to improve the overall booking process and customer satisfaction. * Show customers feedback from other customers who have booked that product so customers can choose the right place for them   **Triggers**  The trigger for this use case is the customer completing a booking.  **Preconditions:**   * User must be a registered customer. * Customers must complete the booking.   **Post Conditions:**   * The response was successfully recorded and linked to the specific booking. * The system can generate notifications for administrators to review feedback on booking   **Main Success Scenario:**   * Customer access to Booking has been completed * Customers access the "Feedback" button. * Customers provide detailed feedback about their experience with the selected booking. * Customers evaluate specific aspects of a booking, such as accommodations, service and rating. * The customer clicks send booking feedback.   **Alternative Scenario:**   * If a customer attempts to submit feedback without completing all required fields, the system will prompt them to provide all required information. * Customers are not required to send   **Exceptions:**  Customers who do not complete that booking will not be allowed to send feedback  **Relationships:**  This UC is closely related to the specific booking experience within the system.  **Business Rules:**   * Feedback is voluntary, allowing customers to share their thoughts about a specific booking. * Detailed feedback can be used to enhance the booking process and overall customer satisfaction. | | | | |

## Use Case Name 9:

| **USE CASE 9 SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | UC009 | **Use-case Version** | | <1.0> |
| **Use-case Name** | Booking Real Estate | | | |
| **Author** | Nguyen Hung | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Customer  **Summary:**  This UC involves customers modifying or updating responses they previously submitted to a product.  **Goal:**  The main goal is to allow customers to make adjustments or additions to their existing feedback, creating an opportunity to update their review of that product.  **Triggers**  The trigger for this use case is the customer's desire to review or edit feedback they previously submitted.  **Preconditions:**   * User must be a registered customer. * Customers must have previous feedback   **Post Conditions:**   * The edited response was successfully recorded and associated with the same booking. * The system updates response details to the database.   **Main Success Scenario:**   * Customers access the "Edit feedback" section. * Customers review their existing feedback. * The customer makes any necessary corrections or additions to the response. * The customer submits an edited response.   **Exceptions:**   * Must be a customer role * That feedback must be true to the person placing the order and the product * That customer has already given feedback before they can edit   **Relationships:**  This UC is closely related to the specific booking experience within the system.  **Business Rules:**  Submitting edited feedback requires detailed information to ensure transparency and product credibility | | | | |

## Use Case Name 10:

| **USE CASE 10 SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | UC010 | **Use-case Version** | | <1.0> |
| **Use-case Name** | View BookingHistory | | | |
| **Author** | Nguyen Hung | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Customer  **Summary:**  This UC involves customers deleting feedback they previously submitted for a specific booking in the system.  **Goal:**  The main goal is to allow customers to delete their existing feedback, giving them the option to withdraw their review.  **Triggers**  The trigger for this use case is the customer's desire to discard or delete feedback they previously submitted.  **Preconditions:**   * User must be a registered customer. * Customers must have previously submitted feedback for a specific booking.   **Post Conditions:**   * The response was successfully deleted from the system. * The system updates the database to reflect the removal of the response.   **Main Success Scenario:**   * The customer selects the booking they want to delete feedback from. * Customers access the "Delete feedback" section. * The system will discard responses related to the selected booking.   **Exceptions:**   * Must be a customer role * Must be the customer who posted that feedback   **Relationships:**  This UC is closely related to the specific booking experience within the system.  **Business Rules:**   * Deleting feedback is a reversible action, allowing customers to withdraw their review if needed. * Deletion confirmation is required to prevent accidental deletion of responses. | | | | |

## Use Case Name 11:

| **USE CASE 11 SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | UC011 | **Use-case Version** | | <1.0> |
| **Use-case Name** | View Booking’s Status | | | |
| **Author** | Nguyen Hung | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Staff  **Summary:**  In this case, staff can see all rating scores for a specific product based on customer reviews in the system.  **Goal:**  The main goal is to provide detailed score ratings for a specific product, helping them to control and manage the overall customer satisfaction level for that product.  **Triggers:**  The trigger for this use case is an employee searching for rating information for a specific product in the system.  **Prerequisites:**   * The user must be a staff member with appropriate permissions. * Staff have access to the "View feedback ratings by ProductID" section.   **Posting conditions:**  The employee successfully retrieved and viewed the rating for the specified product.  **Key success scenarios:**   * Staff access the "View feedback rating by ProductID" section. * Staff enter ProductID for the product they want to receive rating information for * The system retrieves and displays all ratings for the specified product. * Staff can see additional details such as comments   **Alternative scenario:**  If the entered ProductID does not exist, the system will notify the employee about the non-existent product.  **Exception:**  Must be the staff  **Relationships:**  This use case is closely related to product management and customer satisfaction assessment in the system.  **Business rules:**   * Employees may access this information solely for the purpose of monitoring and improving customer satisfaction. * Access to this feature is restricted to specific permissions. | | | | |

## Use Case Name 12:

| **USE CASE 12 SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | UC012 | **Use-case Version** | | <1.0> |
| **Use-case Name** | Cancel Booking | | | |
| **Author** | Nguyen Hung | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Customer, Staff  **Summary:**  This use case involves both staff and customers viewing the average rating for a specific product based on customer reviews in the system.  **Goal:**   * The main objective is to provide an average staff rating for a specific product, facilitating understanding of overall performance and customer satisfaction. * Let customers see the average rating of that product so they can consider whether to order or not   **Cause:**  The trigger for this use case is that staff wants to see the average rating for a specific product in the system. And customers rely on high or low scores to make the right choice about where to place their timeshare  **Prerequisites:**  The user must be an employee or customer with appropriate permissions**.**  **Posting conditions:**  Staff or customers view the average review score for the specified product.  **Key success scenarios:**  Every time a product appears on the Page, the average feedback rating of customers who have previously experienced it will be displayed.  **Alternative scenario:**   * If that product does not have any rating, the default is 0 * Customers who have booked that product do not need to send rating feedback   **Exception:**  In case the user does not have the necessary permissions, they will not be able to view it  **Relationships:**  This use case is closely related to product management and customer satisfaction assessment in the system.  **Business rules:**   * Access to this feature is restricted based on the user's role (employee or customer) and specific permissions. * This feature is designed to promote transparency and engagement by allowing both staff to view and customers to rate product ratings. | | | | |

## Use Case Name 13:

| **USE CASE 13 SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | UC013 | **Use-case Version** | | <1.0> |
| **Use-case Name** | View Order’s Booking | | | |
| **Author** | Nguyen Hung | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Customer  **Summary:**  This UC involves a customer initiating the process of creating a payment for a specific service in the system.  **Goal:**  The main goal is to allow customers to submit their payment information, facilitating the transaction process.  **Triggers:**   * The trigger for this use case is that the customer must pay before booking a certain product. * And the owner needs Payments so the staff can transfer money back to them   **Prerequisites:**   * User must be a registered customer with appropriate login credentials. * QR Code images cannot overlap   **Posting conditions:**   * The user successfully provides payment information details. * The system uses that payment information to make a reservation, the staff returns the money to the owner, the staff returns it when canceling the booking and confirms the successful transaction.   **Key success scenarios:**   * Users access the "Create payment" section. * User enters required payment details, including payment method, card number, card name, QR Code image,... * If the QR image is duplicated, it will not be created. * After uploading all information and images, the user clicks on create Payment and it will be created.   **Alternative scenario:**  If the image is duplicate, Payment cannot be created  **Exception:**  Must be the Customer role  **Relationships:**  This use case is closely related to managing customer accounts and processing financial transactions in the system.  **Business rules:**  Payment methods and details comply with security standards and protocols that are only visible to staff. | | | | |

## Use Case Name 14:

| **USE CASE 14 SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | UC014 | **Use-case Version** | | <1.0> |
| **Use-case Name** | Contact via Built-in Chat System | | | |
| **Author** | Nguyen Hung | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Customer  **Summary:**  This UC involves customers modifying or updating payment information for a particular service within the system.  **Goal:**  The primary goal is to provide customers with the ability to edit their payment details associated with a specific service, ensuring accuracy and relevance.  **Triggers:**  The trigger for this use case is customers who wish to update or correct their existing payment information for a service they have availed within the system.  **Preconditions:**   * The user must be a registered customer with appropriate login credentials. * Users must have access to the "Edit Payment" section. * There should be existing payment information associated with the user account.   **Post Conditions:**   * Users successfully modify their payment details for the specified service. * The system processes the updated payment information and confirms the successful modification. * Confirmation details are provided to the user, and the updated payment status is reflected in the system.   **Main Success Scenario:**   * Users access the "Edit Payment" section. * Users view their existing payment details for a specific service. * Users make necessary edits or updates to the payment information (e.g., change of card details, image,..). * Upon successful validation, users confirm the edited payment details.   **Alternative Scenario:**   * If there is an issue with the updated payment information (e.g., invalid card details), the system prompts users to correct the information. * Users have the option to review and re-edit the payment details before final confirmation**.**   **Exception:**  Only when the user has created an account can he edit and edit based on the account he created previously  **Relationships:**  This UC is closely related to managing customer accounts and processing financial transactions in the system.  **Business rules:**   * Edit Payment must be correct and cannot overlap with other images to create transparency | | | | |

## Use Case Name 15:

| **USE CASE 15 SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | UC015 | **Use-case Version** | | <1.0> |
| **Use-case Name** | View Customer’s Booking History | | | |
| **Author** | Nguyen Hung | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Customer  **Summary:**  This use case involves customers submitting reports related to their experiences or problems with products in the system.  **Target:**  The main goal is to allow customers to communicate their reports, concerns or problems by submitting reports to the system.  **Cause:**  The cause of this use case is that the customer encounters problems or unexpected problems with the product in the system.  **Prerequisites:**   * Customer must be a registered customer with valid login credentials. * You must complete a certain Booking before you can report * The Customer must have access to the "Send report" section. * Customer should have specific details or information to include in the report.   **Posting conditions:**   * The submitted report is successfully stored in the database. * Staff received the report.   **Key success scenarios:**   * Customer enters the booking and it has been completed * Customer accesses the "Send report" section. * Customer provide the details of the report and describe the problem so they can write this report * After successful authentication, the Customer confirms the report submission. * The system stores the report in the database with a timestamp. * Staff receives notification of new reports.   **Alternative scenario:**  If there are issues with report formatting or missing information, the user will be prompted to provide the necessary details before final submission.  **Exception**:  Only when that user completes that Booking will it be reported.  **Relationships:**  This use case is closely related to customer support and feedback management in the system.  **Business rules:**  The report sending feature is only available to customers who have completed Booking. | | | | |

## Use Case Name 16:

| **USE CASE 16 SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | UC016 | **Use-case Version** | | <1.0> |
| **Use-case Name** | View Completed Booking History | | | |
| **Author** | Nguyen Hung | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Customer, Staff  **Summary:**  This use case involves both staff and customers viewing the average rating for a specific product based on customer reviews in the system.  **Target:**   * The main objective is to provide an average staff rating for a specific product, facilitating understanding of overall performance and customer satisfaction. * Let customers see the average rating of that product so they can consider whether to order or not   **Cause:**  The trigger for this use case is that staff wants to see the average rating for a specific product in the system. And customers rely on high or low scores to make the right choice about where to place their timeshare  **Prerequisites:**  The user must be an employee or customer with appropriate permissions**.**  **Posting conditions:**  Staff or customers view the average review score for the specified product.  **Key success scenarios:**  Every time a product appears on the Page, the average feedback rating of customers who have previously experienced it will be displayed.  **Alternative scenario:**  If that product does not have any rating, the default is 0  Customers who have booked that product do not need to send rating feedback  **Exception:**  In case the user does not have the necessary permissions, they will not be able to view it  **Relationships:**  This use case is closely related to product management and customer satisfaction assessment in the system.  **Business rules:**   * Access to this feature is restricted based on the user's role (employee or customer) and specific permissions. * This feature is designed to promote transparency and engagement by allowing both staff to view and customers to rate product ratings. | | | | |

## 

| **USE CASE-n SPECIFICATION** | | | | |
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| **Use-case No.** | <UC017> | **Use-case Version** | | <1.0> |
| **Use-case Name** | Select Deposit Real Estate’s Image | | | |
| **Author** | Nguyen Hung | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Customer, Admin  **Summary:**  The "Create Account" use case involves the process of a guest registering for an account on the Timeshare Management System platform.  **Goal:**   * The goal of this use case is to allow guests to create an account on the platform, enabling them to access additional features and functionalities.   **Triggers**   * The trigger for using this use case is when a guest decides to register for an account on the platform to avail of the services offered.   **Preconditions:**   * The guest has access to the Timeshare Management System platform. * The guest has internet connectivity. * The guest has not yet registered for an account.   **Post Conditions:**   * The guest successfully creates an account on the platform. * The guest receives a confirmation email for their new account.   **Main Success Scenario:**   * The guest navigates to the registration page. * The guest fills out the registration form with required information such as username, email address, and password. * The guest submits the registration form. * The system validates the information provided by the guest. * If the validation is successful, the system creates a new account for the guest. * The system sends a confirmation email to the guest's provided email address. * The guest receives the confirmation email and verifies their account by clicking on the confirmation link.   **Alternative Scenario:**   * If the provided username or email address is already in use, the system prompts the guest to choose a different one. * If the password does not meet the system's security requirements, the system prompts the guest to choose a stronger password. * If there are any errors in the registration form, the system displays error messages and prompts the guest to correct them before submitting again.   **Exceptions:**   * The guest encounters technical issues during the registration process, such as server errors or network connectivity problems. * The guest fails to receive the confirmation email or encounters difficulties with the verification process.   **Relationships:**  This use case relates to the following use cases:   * UC002: User Login * UC003: Reset Password * UC004: User Profile Management   **Business Rules:**   * The Email must be unique. * The password must meet certain complexity requirements for security reasons. * An email address can only be associated with one account. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | <UC018> | **Use-case Version** | | <1.0> |
| **Use-case Name** | Select Sold Real Estate’s Image | | | |
| **Author** | Nguyen Hung | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Customer  **Summary:**   * The "Edit Account" use case involves the process of a customer modifying their account information on the Timeshare Management System platform.   **Goal:**   * The goal of this use case is to allow customers to update their account details as needed, such as changing their password or updating contact information.   **Triggers**   * The trigger for using this use case is when a customer wishes to modify their account information, either due to personal preference or changes in circumstances.   **Preconditions:**   * The customer is logged into their account on the Timeshare Management System platform. * The customer has access to the account settings or profile editing functionality. * The customer has the necessary permissions to edit their account information.   **Post Conditions:**   * The customer successfully updates their account information. * The changes made by the customer are reflected in their account settings.   **Main Success Scenario:**   * The customer navigates to the account settings or profile editing page. * The customer selects the option to edit their account information. * The customer makes the desired changes to their account details, such as updating their password, email address, or contact information. * The customer submits the updated information. * The system validates the changes made by the customer. * If the validation is successful, the system updates the customer's account information accordingly. * The system notifies the customer of the successful update.   **Alternative Scenario:**   * If the customer enters incorrect information or does not meet certain validation criteria, the system prompts the customer to correct the errors before submitting the changes. * If the customer encounters technical issues during the editing process, such as server errors or network connectivity problems, the system may prompt the customer to try again later.   **Exceptions:**   * The customer forgets their password and cannot proceed with the editing process. * The customer's account has been temporarily suspended or restricted, preventing them from editing their account information. * The customer's session expires during the editing process, requiring them to log in again to continue.   **Relationships:**   * This use case relates to the following use cases: * UC002: User Login * UC003: Reset Password   **Business Rules:**   * Certain account information, such as the username, may be immutable and cannot be edited by the customer. * The customer may be required to verify certain changes, such as updating their email address, to ensure the security of their account. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | <UC019> | **Use-case Version** | | <1.0> |
| **Use-case Name** | Create Account for Agency | | | |
| **Author** | Trinh Phuoc Duy | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**   * Staff, Admin   **Summary:**   * The "View Account By Role" use case involves allowing staff and admin users to view account information based on their respective roles.   **Goal:**   * The goal of this use case is to provide staff and admin users with the ability to view account details of customers (for staff) and staff and customers (for admin) on the Timeshare Management System platform.   **Triggers**   * The trigger for using this use case is when a staff or admin user needs to access account information based on their role requirements, such as reviewing customer details for staff or managing staff and customer accounts for admin.   **Preconditions:**   * The staff or admin user is logged into their account on the Timeshare Management System platform. * The staff or admin user has appropriate permissions to access account information based on their role.   **Post Conditions:**   * The staff or admin user successfully views the account information based on their role.   **Main Success Scenario:**   * The staff or admin user navigates to the account management section of the platform. * The user selects the option to view account information based on their role (e.g., "View Customer Accounts" for staff, "View Staff and Customer Accounts" for admin). * The system retrieves and displays the relevant account information based on the user's role. * The user can view details such as username, email address, contact information, and account status for customers (for staff) or staff and customers (for admin).   **Alternative Scenario:**   * If there are no accounts available based on the user's role criteria, the system displays a message indicating no accounts found.   **Exceptions:**   * The staff or admin user encounters technical issues accessing account information, such as server errors or network connectivity problems. * The staff or admin user does not have the necessary permissions to view account information based on their role.   **Relationships:**   * This use case relates to the following use cases: * UC002: User Login * UC003: Reset Password * UC004: User Profile Management   **Business Rules:**   * Staff users can only view customer accounts. * Admin users can view both staff and customer accounts. * The displayed account information may vary based on the user's role and permissions. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | <UC020> | **Use-case Version** | | <1.0> |
| **Use-case Name** | View All Accounts | | | |
| **Author** | Trinh Phuoc Duy | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Staff  **Summary:**   * The "View Account By Status" use case involves allowing staff users to view account information based on the account status, including active and blocked accounts, on the Timeshare Management System platform.   **Goal:**   * The goal of this use case is to provide staff users with the ability to view account details of customers based on their status (active or blocked) to facilitate account management and user support.   **Triggers**   * The trigger for using this use case is when a staff user needs to access account information based on the account status, such as reviewing active or blocked accounts for user support or management purposes.   **Preconditions:**   * The staff user is logged into their account on the Timeshare Management System platform. * The staff user has appropriate permissions to access account information based on the account status.   **Post Conditions:**   * The staff user successfully views the account information based on the account status.   **Main Success Scenario:**   * The staff user navigates to the account management section of the platform. * The user selects the option to view account information based on the account status (e.g., "View Active Accounts" or "View Blocked Accounts"). * The system retrieves and displays the relevant account information based on the selected status. * The staff user can view details such as username, email address, contact information, and account status for accounts with the selected status.   **Alternative Scenario:**   * If there are no accounts available based on the selected status, the system displays a message indicating no accounts found.   **Exceptions:**   * The staff user encounters technical issues accessing account information, such as server errors or network connectivity problems. * The staff user does not have the necessary permissions to view account information based on the account status.   **Relationships:**   * This use case relates to the following use cases: * UC002: User Login * UC003: Reset Password * UC004: User Profile Management     **Business Rules:**   * Staff users can view both active and blocked accounts. * The displayed account information may vary based on the selected account status. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | <UC021> | **Use-case Version** | | <1.0> |
| **Use-case Name** | Command Agency | | | |
| **Author** | Trinh Phuoc Duy | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Staff  **Summary:**   * The "View List Product by Status" use case involves allowing staff users to view a list of products based on their status, including pending, active, rejected, and closed statuses, on the Timeshare Management System platform.   **Goal:**   * The goal of this use case is to provide staff users with the ability to view product details based on their status to facilitate product management and decision-making processes.   **Triggers**   * The trigger for using this use case is when a staff user needs to access product information based on the product status, such as reviewing pending products for approval or monitoring closed products.   **Preconditions:**   * The staff user is logged into their account on the Timeshare Management System platform. * The staff user has appropriate permissions to access product information based on the product status.   **Post Conditions:**   * The staff user successfully views the list of products based on the selected status.   **Main Success Scenario:**   * The staff user navigates to the product management section of the platform. * The user selects the option to view products based on the product status (e.g., "View Pending Products", "View Active Products", "View Rejected Products", "View Closed Products"). * The system retrieves and displays the relevant list of products based on the selected status. * The staff user can view details such as product name, description, owner information, and product status for products with the selected status.   **Alternative Scenario:**   * If there are no products available based on the selected status, the system displays a message indicating no products found.   **Exceptions:**   * The staff user encounters technical issues accessing product information, such as server errors or network connectivity problems. * The staff user does not have the necessary permissions to view product information based on the product status.   **Relationships:**   * This use case relates to the following use cases: * UC002: User Login * UC003: Review Product for Approval * UC004: Close Product * UC005: Reject Product   **Business Rules:**   * Staff users can view products with pending, active, rejected, and closed statuses. * The displayed product information may vary based on the selected product status. * Products in the pending status require staff review and approval before becoming active. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | <UC022> | **Use-case Version** | | <1.0> |
| **Use-case Name** | Set meeting time for Agency and Customer | | | |
| **Author** | Trinh Phuoc Duy | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Staff, customer  **Summary:**   * The "Change Status product" use case involves allowing staff and customer users to change the status of a product on the Timeshare Management System platform. Staff can change the status from pending to active, reject, or closed, while customers can only change the status from active to closed.   **Goal:**   * The goal of this use case is to provide staff and customer users with the ability to change the status of products based on the requirements of the Timeshare Management System platform.   **Triggers**   * The trigger for using this use case is when a staff or customer user needs to change the status of a product, such as approving pending products, rejecting products, closing products, or marking active products as closed.   **Preconditions:**   * The user is logged into their account on the Timeshare Management System platform. * The user has appropriate permissions to change the status of products.   **Post Conditions:**   * The status of the product is successfully changed as per the user's action.   **Main Success Scenario:**   * The user navigates to the product management section of the platform. * The user selects the specific product they want to change the status of. * The user selects the option to change the status of the product. * If the user is staff:   a. If the product is pending, staff can approve it to change the status to active.  b. If the product is active, staff can reject it or mark it as closed based on the situation.  c. If the product is rejected, staff can choose to mark it as closed.  d. If the product is closed, staff can reopen it if needed.   * If the user is a customer: * a. If the product is active, the customer can mark it as closed. * The system updates the status of the product accordingly. * The user receives confirmation of the status change.   **Alternative Scenario:**   * If the user encounters technical issues while changing the status of the product, such as server errors or network connectivity problems, the system prompts the user to try again later. * If the user does not have the necessary permissions to change the status of the product, the system denies the action and notifies the user.   **Exceptions:**   * The user attempts to change the status of a product that does not exist. * The user does not have the necessary permissions to change the status of the product. * The user encounters technical issues while changing the status of the product.   **Relationships:**   * This use case relates to the following use cases: * UC002: User Login * UC003: View List Product by Status   **Business Rules:**   * Staff users can change the status of products from pending to active, reject, or closed, and from active to closed. * Customer users can only change the status of products from active to closed. * The system maintains the integrity and consistency of product status changes. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | <UC023> | **Use-case Version** | | <1.0> |
| **Use-case Name** | View all Booking | | | |
| **Author** | Trinh Phuoc Duy | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Staff  **Summary:**   * The "View Report By Product ID" use case involves allowing staff users to view reports related to a specific product on the Timeshare Management System platform.   **Goal:**   * The goal of this use case is to provide staff users with the ability to view reports associated with a particular product, facilitating the management and resolution of reported issues or concerns.   **Triggers**   * The trigger for using this use case is when a staff user needs to access reports related to a specific product to address any reported issues or concerns.   **Preconditions:**   * The staff user is logged into their account on the Timeshare Management System platform. * The staff user has appropriate permissions to view reports associated with products.   **Post Conditions:**   * The staff user successfully views reports related to the specified product.   **Main Success Scenario:**   * The staff user navigates to the product management section of the platform. * The user selects the specific product they want to view reports for. * The user clicks on the option to view reports for the selected product. * The system retrieves and displays the list of reports associated with the selected product. * The staff user can view details of each report, including the reporter's information, report description, and date/time of submission.   **Alternative Scenario:**   * If there are no reports available for the selected product, the system displays a message indicating no reports found.   **Exceptions:**   * The staff user encounters technical issues accessing reports related to the product, such as server errors or network connectivity problems. * The staff user does not have the necessary permissions to view reports associated with products.   **Relationships:**   * This use case relates to the following use cases: * UC002: User Login * UC003: View List Product by Status   **Business Rules:**   * Staff users can view reports related to products. * Only staff users have access to view reports associated with products. * The system ensures the confidentiality and integrity of reported information. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | <UC024> | **Use-case Version** | | <1.0> |
| **Use-case Name** | View all Agency’s Completed booking | | | |
| **Author** | Trinh Phuoc Duy | | | |
| **Date** | 12/02/2024 | **Priority** | Normal | |
| **Actor:**  Staff  **Summary:**   * The "Delete Report" use case involves allowing staff users to delete reports related to a specific product on the Timeshare Management System platform.   **Goal:**   * The goal of this use case is to provide staff users with the ability to delete reports associated with a particular product, facilitating the management and resolution of reported issues or concerns.   **Triggers**   * The trigger for using this use case is when a staff user needs to delete reports related to a specific product to address any reported issues or concerns.   **Preconditions:**   * The staff user is logged into their account on the Timeshare Management System platform. * The staff user has appropriate permissions to delete reports associated with products.   **Post Conditions:**   * The staff user successfully deletes reports related to the specified product.   **Main Success Scenario:**   * The staff user navigates to the product management section of the platform. * The user selects the specific product they want to view reports for. * The user clicks on the option to view reports for the selected product. * The system retrieves and displays the list of reports associated with the selected product. * The staff user identifies the report they want to delete. * The staff user selects the option to delete the report. * The system prompts the staff user to confirm the deletion. * The staff user confirms the deletion. * The system deletes the selected report from the database. * The staff user receives confirmation of the successful deletion   **Alternative Scenario:**   * If there are no reports available for the selected product, the system displays a message indicating no reports found.   **Exceptions:**   * The staff user encounters technical issues while deleting reports related to the product, such as server errors or network connectivity problems. * The staff user does not have the necessary permissions to delete reports associated with products.   **Relationships:**   * This use case relates to the following use cases: * UC002: User Login * UC003: View List Product by Status * UC004: View Report By Product ID     **Business Rules:**   * Staff users can delete reports related to products. * Only staff users have access to delete reports associated with products. * The system ensures the integrity of data and proper handling of deleted reports. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | <UC025> | **Use-case Version** | | <1.0> |
| **Use-case Name** | Verify Deposit Real Estate’s Image | | | |
| **Author** | Trinh Phuoc Duy | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Staff  **Summary:**   * The "Create News" use case involves allowing staff users to create news posts for the Timeshare Management System platform. Staff users will provide the title and description for the news post and then create it.   **Goal:**   * The goal of this use case is to provide staff users with the ability to create news posts, facilitating communication and updates for users of the Timeshare Management System platform.   **Triggers**   * The trigger for using this use case is when a staff user needs to create a news post for the Timeshare Management System platform to communicate updates or information to users.   **Preconditions:**   * The staff user is logged into their account on the Timeshare Management System platform. * The staff user has appropriate permissions to create news posts.   **Post Conditions:**   * The staff user successfully creates a news post on the platform.   **Main Success Scenario:**   * The staff user navigates to the news creation section of the platform. * The staff user enters the title and description for the news post. * The staff user clicks on the "Create" button to submit the news post. * The system validates the input provided by the staff user. * If the input is valid: * The system creates the news post with the provided title and description. * The news post is displayed on the platform for users to view. * The staff user receives confirmation of the successful creation of the news post.   **Alternative Scenario:**   * If the staff user encounters technical issues while creating the news post, such as server errors or network connectivity problems, the system prompts the user to try again later.   **Exceptions:**   * The staff user does not provide the required title or description for the news post. * The staff user does not have the necessary permissions to create news posts.   **Relationships:**   * This use case relates to the following use cases: * UC002: User Login     **Business Rules:**   * Staff users can create news posts for the Timeshare Management System platform. * The system ensures the integrity and accuracy of news posts created by staff users. | | | | |
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| **USE CASE-n SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | <UC026> | **Use-case Version** | | <1.0> |
| **Use-case Name** | Verify faulted Real Estate | | | |
| **Author** | Trinh Phuoc Duy | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Staff, Customer,Guest  **Summary:**   * The "View List News" use case involves allowing both staff and customers to view the list of news posts on the Timeshare Management System platform. Staff users will access the list of news posts from the staff page, while customers will access it from the homepage.   **Goal:**   * The goal of this use case is to provide both staff and customers with access to the list of news posts on the platform, enabling them to stay informed about updates and announcements.   **Triggers**   * The trigger for using this use case is when either a staff user or a customer needs to view the list of news posts on the Timeshare Management System platform.   **Preconditions:**   * The user (staff or customer) is logged into their account on the Timeshare Management System platform. * For staff users, they access the list of news posts from the staff page. For customers, they access it from the homepage.   **Post Conditions:**   * The user successfully views the list of news posts on the platform.   **Main Success Scenario:**   * The user navigates to the appropriate page (staff page for staff users, homepage for customers) where the list of news posts is accessible. * The system retrieves and displays the list of news posts. * The user can scroll through the list to view the titles and brief descriptions of the news posts.   **Alternative Scenario:**   * If there are no news posts available, the system displays a message indicating that there are no news updates at the moment.   **Exceptions:**   * The user encounters technical issues while accessing the list of news posts, such as server errors or network connectivity problems. * The user does not have the necessary permissions to access the list of news posts.   **Relationships:**   * This use case relates to the following use cases: * UC002: User Login   **Business Rules:**   * Staff, customers, and guests have access to view the list of news posts. * Staff users access the list from the staff page, customers access it from the homepage, and guests can access it from any accessible page. * The system ensures the accuracy and relevance of the news posts displayed to users. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | <UC027> | **Use-case Version** | | <1.0> |
| **Use-case Name** | Delete faulted Real Estate | | | |
| **Author** | Dinh Quoc Tuan Dat | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Staff, Customer, Guest  **Summary:**   * The "View News Detail" use case involves allowing staff, customers, and guests to view the detailed information of a news post on the Timeshare Management System platform.   **Goal:**   * The goal of this use case is to provide staff, customers, and guests with access to detailed information about a specific news post, enabling them to read the full content and any additional details associated with it.   **Triggers**   * The trigger for using this use case is when a user, whether staff, customer, or guest, selects a specific news post to view its details.   **Preconditions:**   * The user is on the page displaying the list of news posts. * The user selects a specific news post to view its details.   **Post Conditions:**   * The user successfully views the detailed information of the selected news post.   **Main Success Scenario:**   * The user navigates to the page displaying the list of news posts. * The user selects a specific news post from the list. * The system retrieves and displays the detailed information of the selected news post, including its title, content, author, publication date, and any additional details. * The user reads the full content of the news post and any associated details.   **Alternative Scenario:**   * If the selected news post does not contain additional details, the system displays only the title, content, author, and publication date of the news post.   **Exceptions:**   * The user encounters technical issues while accessing the detailed information of the news post, such as server errors or network connectivity problems. * The selected news post is no longer available or has been removed from the platform.   **Relationships:**   * This use case relates to the "View List News" use case, as users need to navigate from the list of news posts to view the details of a specific news post.   **Business Rules:**   * Staff, customers, and guests have access to view the detailed information of news posts. * The system ensures the accuracy and completeness of the detailed information displayed for each news post. * News posts may contain additional details such as author information, publication date, and related links or resources. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
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| **Use-case No.** | <UC028> | **Use-case Version** | | <1.0> |
| **Use-case Name** | Update news | | | |
| **Author** | Dinh Quoc Tuan Dat | | | |
| **Date** | 12/02/2024 | **Priority** | <High/Normal/Low> | |
| **Actor:**  Staff  **Summary:**   * The "Update News" use case involves allowing staff members to modify and update existing news posts on the Timeshare Management System platform.   **Goal:**   * The goal of this use case is to enable staff members to make necessary changes to news posts, such as editing the content, title, or associated details, to ensure accuracy and relevance.   **Triggers**   * The trigger for using this use case is when a staff member decides to update a news post due to changes in information, corrections, or improvements.   **Preconditions:**   * The staff member is logged into the system with appropriate permissions to update news posts. * There exists at least one news post that requires modification or updating.   **Post Conditions:**   * The staff member successfully updates the selected news post with the desired changes. * The updated news post is reflected accurately on the platform for users to view.   **Main Success Scenario:**   * The staff member navigates to the page displaying the list of news posts. * The staff member selects the specific news post that requires updating. * The system presents the selected news post along with options to edit its content, title, or associated details. * The staff member makes the necessary modifications to the news post. * The staff member saves the changes, and the system updates the news post accordingly. * The updated news post is now displayed on the platform with the applied changes.   **Alternative Scenario:**   * If the staff member encounters errors or issues while updating the news post, the system provides appropriate error messages and prompts for corrective action.   **Exceptions:**   * The staff member does not have sufficient permissions to update news posts. * Technical issues occur during the update process, such as server errors or network connectivity problems.   **Relationships:**   * This use case relates to the "View News Detail" use case, as staff members need to access the details of a specific news post before updating it.   **Business Rules:**   * Only staff members with appropriate permissions can update news posts. * The system ensures data integrity and accuracy when applying changes to news posts. * Updated news posts are immediately reflected on the platform for users to view. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | <UC029> | **Use-case Version** | | <1.0> |
| **Use-case Name** | Delete News | | | |
| **Author** | Dinh Quoc Tuan Dat | | | |
| **Date** | 12/02/2024 | **Priority** | Normal | |
| **Actor:**  Staff  **Summary:**   * The "Delete News" use case involves allowing staff members to remove existing news posts from the Timeshare Management System platform.   **Goal:**   * The goal of this use case is to enable staff members to delete news posts that are no longer relevant, outdated, or inaccurate.   **Triggers**   * The trigger for using this use case is when a staff member decides to remove a news post from the platform due to various reasons, such as misinformation, redundancy, or irrelevance.   **Preconditions:**   * The staff member is logged into the system with appropriate permissions to delete news posts. * There exists at least one news post that requires deletion.   **Post Conditions:**   * The staff member successfully deletes the selected news post from the platform. * The deleted news post is removed from the platform and no longer visible to users.   **Main Success Scenario:**   * The staff member navigates to the page displaying the list of news posts. * The staff member selects the specific news post that needs to be deleted. * The system prompts the staff member to confirm the deletion action. * The staff member confirms the deletion. * The system removes the selected news post from the platform.   **Alternative Scenario:**   * If the staff member accidentally selects the wrong news post for deletion, they have the option to cancel the deletion action before confirming it.   **Exceptions:**   * The staff member does not have sufficient permissions to delete news posts. * Technical issues occur during the deletion process, such as server errors or network connectivity problems.   **Relationships:**   * This use case relates to the "View News Detail" use case, as staff members may need to access the details of a specific news post before deciding to delete it.   **Business Rules:**   * Only staff members with appropriate permissions can delete news posts. * The system ensures data integrity and accuracy when removing news posts from the platform. * Deleted news posts are permanently removed from the platform and cannot be restored. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | <UC030> | **Use-case Version** | | <1.0> |
| **Use-case Name** | Total Price For Done Bookings | | | |
| **Author** | Dinh Quoc Tuan Dat | | | |
| **Date** | 12/02/2025 | **Priority** | High | |
| **Actor:**  Admin  **Summary:**   * The "Total Price For Done Bookings" use case involves allowing the admin to view the total amount of commission earned from completed bookings on the platform.   **Goal:**   * The goal of this use case is to provide the admin with an overview of the total revenue generated from completed bookings, which is calculated based on the commission fee applied to each successful transaction.   **Triggers**   * This use case is triggered when the admin needs to access information about the total commission earned from completed bookings.   **Preconditions:**   * The admin is logged into the system. * There exist completed bookings on the platform.   **Post Conditions:**   * The admin successfully views the total amount earned from completed bookings. * The system displays the total commission amount for done bookings.   **Main Success Scenario:**   * The admin navigates to the section for viewing financial information or commissions. * The system provides an option to filter bookings by status, and the admin selects the "Done" status. * The system calculates the total commission earned from all completed bookings, applying the 10% commission fee. * The system displays the total amount of commission earned to the admin.   **Alternative Scenario:**   * If there are no completed bookings on the platform, the system notifies the admin that there is no data available for the selected timeframe.   **Exceptions:**   * Technical issues occur during the calculation process, such as server errors or database connectivity problems. * The admin does not have sufficient permissions to access financial information or commission data.   **Relationships:**   * This use case relates to the "View Bookings" use case, as the admin needs to filter bookings by status to calculate the total commission for completed bookings.   **Business Rules:**   * The commission fee applied to each successful transaction is 10% of the booking amount. * Only completed bookings with the "Done" status are included in the calculation. * The total commission earned is displayed to the admin for financial tracking and analysis. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | <UC031> | **Use-case Version** | | <1.0> |
| **Use-case Name** | Monthly Total Price Booking | | | |
| **Author** | Dinh Quoc Tuan Dat | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Staff  **Summary:**   * The "Monthly Total Price Booking" use case allows the admin to view the total commission earned by the platform from bookings made within each month of a year.   **Goal:**   * The goal of this use case is to provide the admin with a comprehensive overview of the total revenue generated from bookings on a monthly basis, allowing for financial analysis and tracking.   **Triggers**   * This use case is triggered when the admin needs to access information about the total commission earned from bookings for each month within a year.   **Preconditions:**   * The admin is logged into the system. * There exist completed bookings on the platform.   **Post Conditions:**   * The admin successfully views the total amount earned from bookings for each month. * The system displays the monthly total commission amount to the admin.   **Main Success Scenario:**   * The admin navigates to the section for financial reports or statistics. * The system provides an option to view monthly statistics, and the admin selects the desired year. * The system generates a list showing the total commission earned from bookings for each month within the selected year. * The admin reviews the list and analyzes the monthly revenue data.   **Alternative Scenario:**   * If there are no completed bookings on the platform, the system notifies the admin that there is no data available for the selected timeframe.   **Exceptions:**   * Technical issues occur during the data generation process, such as server errors or database connectivity problems. * The admin does not have sufficient permissions to access financial information or statistical data.   **Relationships:**   * This use case relates to the "Total Price For Done Bookings" use case, as it provides a higher-level overview of the total commission earned on a monthly basis.   **Business Rules:**   * The commission fee applied to each successful transaction is 10% of the booking amount. * Only completed bookings are included in the calculation. * The total commission earned for each month is displayed to the admin for financial analysis and tracking purposes. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | <UC032> | **Use-case Version** | | <1.0> |
| **Use-case Name** | Total Price Book Year | | | |
| **Author** | Dinh Quoc Tuan Dat | | | |
| **Date** | 12/02/2024 | **Priority** | Normal | |
| **Actor:**  Admin  **Summary:**   * The "Total Price Book Year" use case enables the admin to view the total commission earned by the platform from bookings made throughout a specific year.   **Goal:**   * The goal of this use case is to provide the admin with a comprehensive overview of the total revenue generated from bookings for a particular year, facilitating financial analysis and tracking.   **Triggers**  - This use case is triggered when the admin needs to access information about the total commission earned from bookings for a specific year.  **Preconditions:**   * The admin is logged into the system. * There exist completed bookings on the platform for the specified year.   **Post Conditions:**   * The admin successfully views the total amount earned from bookings for the specified year. * The system displays the total commission amount earned throughout the year to the admin.   **Main Success Scenario:**   * The admin navigates to the financial reports or statistics section of the system. * The system provides an option to view annual statistics, and the admin selects the desired year. * The system calculates and displays the total commission earned from bookings made throughout the selected year. * The admin reviews the total commission amount and performs further analysis or tracking as needed.   **Alternative Scenario:**   * If there are no completed bookings on the platform for the specified year, the system notifies the admin that there is no data available for the selected timeframe.   **Exceptions:**   * Technical issues occur during the data retrieval process, such as server errors or database connectivity problems. * The admin does not have sufficient permissions to access financial information or statistical data.   **Relationships:**   * This use case relates to the "Monthly Total Price Booking" use case, providing a higher-level overview of the total commission earned on an annual basis.   **Business Rules:**   * The commission fee applied to each successful transaction is 10% of the booking amount. * Only completed bookings are included in the calculation. * The total commission earned for the specified year is displayed to the admin for financial analysis and tracking purposes. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | <UC033> | **Use-case Version** | | <1.0> |
| **Use-case Name** | View Booking By Status | | | |
| **Author** | Dinh Quoc Tuan Dat | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Staff  **Summary:**   * The "View Booking By Status" use case allows staff members to view and manage bookings based on their status, enabling efficient monitoring and handling of booking requests.   **Goal:**   * The goal of this use case is to provide staff members with a user-friendly interface to view bookings categorized by their status, facilitating effective management and decision-making regarding booking approval or cancellation.   **Triggers**   * This use case is triggered when staff members need to access and review booking requests to perform actions such as approving bookings, transitioning booking statuses, or processing cancellations.   **Preconditions:**   * Staff members are logged into the system. * There exist booking requests submitted by users.   **Post Conditions:**   * Staff members successfully view bookings based on their status. * The system displays booking information categorized by status to the staff member.   **Main Success Scenario:**   * Staff members navigate to the booking management section of the system. * The system provides options to filter bookings by status, such as pending, active, or cancelled. * Staff members select the desired status filter to view bookings in that category. * The system retrieves and displays booking information, including details such as booking ID, user information, product details, and current status. * Staff members review the booking details and take appropriate actions based on the status, such as approving pending bookings, transitioning bookings to active status, or processing cancellations.   **Alternative Scenario:**   * If there are no booking requests available for the selected status, the system notifies staff members that there are no bookings to display.   **Exceptions:**   * Technical issues occur during the data retrieval process, such as server errors or database connectivity problems. * Staff members encounter unauthorized access attempts to booking information due to lack of permissions.   **Relationships:**   * This use case relates to the "Change Booking Status" use case, as staff members may transition booking statuses (e.g., from pending to active) based on their review and decision-making process.   **Business Rules:**   * Staff members can only view bookings for which they have the appropriate permissions. * Booking information is displayed based on the selected status filter, allowing staff members to focus on managing bookings in specific states. * Staff members are responsible for reviewing and processing booking requests efficiently and accurately, ensuring a smooth user experience for customers. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | <UC034> | **Use-case Version** | | <1.0> |
| **Use-case Name** | Change status booking | | | |
| **Author** | Dinh Quoc Tuan Dat | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Staff  **Summary:**   * The "Change Booking Status" use case allows staff members to modify the status of booking requests submitted by users. This includes transitioning bookings from pending to active status and handling cancellation requests with options to respond with 80% refund or full refund (100%).   **Goal:**   * The goal of this use case is to enable staff members to efficiently manage booking statuses, ensuring timely processing of pending bookings, and responding appropriately to cancellation requests.   **Triggers**   * This use case is triggered when a booking status needs to be updated, either due to user action (e.g., creation or cancellation of a booking) or staff intervention (e.g., approving pending bookings or responding to cancellation requests).   **Preconditions:**   * Staff members are logged into the system. * There exist booking requests submitted by users.   **Post Conditions:**   * The booking status is successfully updated according to staff actions. * Users are notified of any changes to their booking status.   **Main Success Scenario:**   * Staff members navigate to the booking management section of the system. * The system provides a list of pending bookings and cancellation requests. * Staff members select a pending booking to transition it to active status. * Alternatively, staff members select a cancellation request to view options for response. * If responding to a cancellation request: * Staff members choose either the 80% refund option or the full refund option. * The system updates the booking status accordingly, indicating the chosen refund option. * If transitioning a pending booking to active status: * Staff members approve the pending booking, indicating availability and confirming the booking. * The system updates the booking status to active, allowing users to proceed with their booking. * Users are notified of any status changes to their bookings.   **Alternative Scenario:**   * If a cancellation request cannot be processed due to technical issues or lack of available options, staff members notify users and seek alternative resolutions. * If transitioning a pending booking to active status fails due to system errors or data inconsistencies, staff members investigate and resolve the issue before retrying the action.   **Exceptions:**   * Technical issues occur during the status update process, such as server errors or database connectivity problems. * Insufficient permissions prevent staff members from updating booking statuses, leading to unauthorized access attempts.   **Relationships:**   * This use case relates to the "View Booking By Status" use case, as staff members may need to view bookings before changing their statuses. Additionally, it relates to the "Total Price For Done Bookings" use case, as booking statuses may impact the calculation of total earnings.   **Business Rules:**   * Staff members are responsible for accurately updating booking statuses according to user actions and system requirements. * Users should be promptly notified of any changes to their booking statuses to maintain transparency and user satisfaction. * The system should provide clear options and guidance for staff members when responding to cancellation requests, ensuring consistent and fair treatment of users. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
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| **Use-case No.** | <UC035> | **Use-case Version** | | <1.0> |
| **Use-case Name** | Respond to Booking Cancellation with Image Upload | | | |
| **Author** | Dinh Quoc Tuan Dat | | | |
| **Date** | 12/2/2024 | **Priority** | High | |
| **Actor:**  Staff  **Summary:**   * This use case describes the process of staff responding to a booking cancellation by uploading an image of the transferred money, if the cancellation is valid.   **Goal:**   * The goal of this use case is to provide a mechanism for staff to respond to booking cancellations by uploading an image of the transferred money, if necessary.   **Triggers**   * A booking is cancelled by a user.   **Preconditions:**   * The staff member has the necessary permissions to respond to booking cancellations. * A booking has been cancelled by a user.   **Post Conditions:**   * The image of the transferred money is successfully uploaded. * The booking cancellation process is completed.   **Main Success Scenario:**   * The staff member receives notification of a booking cancellation. * The staff member verifies the validity of the cancellation request. * If the cancellation is valid, the staff member proceeds to upload an image of the transferred money. * The staff member confirms the upload and submits the response. * The system records the response and updates the booking status accordingly.   **Alternative Scenario:**   * If the cancellation request is not valid, the staff member rejects the cancellation and notifies the user.   **Exceptions:**   * If there are technical issues with uploading the image, the staff member informs the appropriate technical support team for resolution.   **Relationships:**   * This use case is related to the "Cancel Booking" use case, as it involves responding to booking cancellations initiated by users.   **Business Rules:**   * The staff member must verify the validity of the cancellation request before proceeding with the image upload. * Only staff members with the necessary permissions can perform this action. * The image upload must be completed within a specified time frame after the cancellation request. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | <UC036> | **Use-case Version** | | <1.0> |
| **Use-case Name** | Send Mailbox Messages by Account ID | | | |
| **Author** | Dinh Quoc Tuan Dat | | | |
| **Date** | 12/02/2024 | **Priority** | Normal | |
| **Actor:**  Customer, Staff  **Summary:**   * This use case describes the process of viewing the sender of messages in the mailbox for both customers and staff.   **Goal:**   * The goal of this use case is to allow users to identify the senders of messages in their mailbox.   **Triggers**   * The trigger for this use case is the need to access and view messages in the mailbox.   **Preconditions:**   * The user must be logged into their account. * There must be messages in the mailbox.   **Post Conditions:**   * The user successfully views the sender of the messages   **Main Success Scenario:**   * The user navigates to their mailbox. * The user selects a message to view. * The sender of the message is displayed along with the message content   **Alternative Scenario:**   * If there are no messages in the mailbox, the user receives a notification indicating an empty mailbox.   **Exceptions:**   * If the user encounters technical issues, they may not be able to view the sender of the message.   **Relationships:**   * This use case relates to the overall mailbox functionality, including sending, receiving, and managing messages.   **Business Rules:**   * Users must have appropriate permissions to access their mailbox and view messages. * Messages should be displayed in a clear and organized manner for easy identification of the sender. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | <UC037> | **Use-case Version** | | <1.0> |
| **Use-case Name** | Receive Messages by Account ID | | | |
| **Author** | Dinh Quoc Tuan Dat | | | |
| **Date** | 12/02/2024 | **Priority** | Normal | |
| **Actor:**  Staff, Customer  **Summary:**   * This use case describes the process of receiving messages based on the account ID of the recipient.   **Goal:**   * The goal of this use case is to ensure that messages addressed to a specific account ID are successfully received by the intended recipient.   **Triggers**   * The trigger for this use case is the arrival of a message addressed to a particular account ID.   **Preconditions:**   * The messaging system must be operational. * The sender must correctly input the recipient's account ID. * The recipient's account must be active and accessible.   **Post Conditions:**   * The message is successfully received by the recipient.   **Main Success Scenario:**   * The sender initiates a message and specifies the recipient's account ID. * The message is sent through the messaging system. * The recipient's account ID is verified. * The message is received and stored in the recipient's mailbox. * The recipient is notified of the newly received message.   **Alternative Scenario:**   * If the recipient's account ID is invalid or inactive, the message delivery fails, and the sender may be notified of the issue.   **Exceptions:**   * If there are technical issues with the messaging system, message delivery may be delayed or unsuccessful.   **Relationships:**   * This use case is related to other messaging system functionalities, including sending messages, managing mailboxes, and user authentication.   **Business Rules:**   * Messages should be delivered securely and reliably to the intended recipient based on their account ID. * The messaging system should be designed to handle various types of messages and ensure timely delivery. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
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| **Use-case No.** | <UC038> | **Use-case Version** | | <1.0> |
| **Use-case Name** | Upload multiple pictures for the product | | | |
| **Author** | Dinh Quoc Tuan Dat | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Customer  **Summary:**   * This use case describes the process by which a customer can upload multiple pictures for a product they are listing.   **Goal:**   * The goal of this use case is to allow customers to provide multiple images for a single product listing to enhance its presentation and provide more information to potential buyers.   **Triggers**   * The trigger for this use case is the customer's desire to upload images while listing a product.   **Preconditions:**   * The customer must be logged into their account. * The product listing process must allow for the upload of multiple images. * The customer must have the image files ready for upload.   **Post Conditions:**   * The multiple images are successfully uploaded and associated with the product listing.   **Main Success Scenario:**   * The customer initiates the product listing process. * The customer navigates to the section for uploading images. * The customer selects multiple image files from their device. * The system verifies the file format and size requirements. * The selected images are uploaded and associated with the product listing. * The customer completes the remaining steps of the product listing process.   **Alternative Scenario:**   * If the selected image files do not meet the format or size requirements, the system prompts the customer to select valid images before proceeding.   **Exceptions:**   * If there are technical issues with the image uploading process, such as server errors or network interruptions, the upload may fail, and the customer may need to retry the process.   **Relationships:**   * This use case relates to the overall product listing functionality within the system. * It may also relate to image management features, such as viewing, editing, or deleting uploaded images.     **Business Rules:**   * The system should support various image formats and sizes to accommodate different types of product images. * Uploaded images should be displayed prominently and effectively within the product listing to attract potential buyers. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
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| **Use-case No.** | <UC039> | **Use-case Version** | | <1.0> |
| **Use-case Name** | Update picture theo id img | | | |
| **Author** | Dinh Quoc Tuan Dat | | | |
| **Date** | 29/2/2024 | **Priority** | Normal | |
| **Actor:**  Customer  **Summary:**   * This use case describes the process of updating a picture in the system based on its unique image ID.   **Goal:**   * The goal of this use case is to provide a mechanism for updating specific pictures stored in the system using their unique image IDs.   **Triggers**   * The trigger for this use case is a request to modify a picture identified by its image ID.   **Preconditions:**   * The actor must have appropriate permissions to update pictures. * The image ID of the picture to be updated must be known and provided. * The new picture data or changes must be available.   **Post Conditions:**   * The specified picture is successfully updated with the new data or changes.   **Main Success Scenario:**   * The actor initiates the process to update a picture by providing its image ID. * The system verifies the provided image ID and checks the actor's permissions. * The actor provides the updated picture data or specifies the changes to be made. * The system updates the picture with the new data or applies the specified changes. * The system confirms successful picture update to the actor.   **Alternative Scenario:**   * If the provided image ID is invalid or the actor lacks the necessary permissions, the system notifies the actor and prevents the update process from proceeding.   **Exceptions:**   * If there are technical issues or errors during the update process, such as database errors or file upload failures, the system alerts the actor and may require retrying the update.   **Relationships:**   * This use case may relate to other functionalities such as picture management, image editing, or content moderation within the system   **Business Rules:**   * The system should enforce access control to ensure that only authorized actors can update pictures. * Updated pictures should adhere to any relevant quality standards or guidelines defined by the system. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
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| **Use-case No.** | <UC040> | **Use-case Version** | | <1.0> |
| **Use-case Name** | Calculate total product for each status | | | |
| **Author** | Dinh Quoc Tuan Dat | | | |
| **Date** | 29/2/2024 | **Priority** | Normal | |
| **Actor:**  Staff  **Summary:**   * This use case involves calculating the total number of products for each status category.   **Goal:**   * The goal of this use case is to provide a summary of the total number of products categorized by their status.   **Triggers**   * The trigger for this use case is the need to obtain an overview of product distribution based on their status.   **Preconditions:**   * The system must have stored product data with associated status information. * The actor initiating the calculation process must have appropriate permissions.   **Post Conditions:**   * The system generates a report or summary displaying the total number of products for each status category.   **Main Success Scenario:**   * The actor initiates the calculation process to obtain the total products for each status. * The system retrieves the product data from the database. * The system analyzes the status of each product and counts the total number of products for each status category. * The system generates a report or summary displaying the total number of products for each status category. * The report or summary is presented to the actor for review and reference.   **Alternative Scenario:**   * If there are no products available or if the database is empty, the system notifies the actor that no data is available for calculation.   **Exceptions:**   * If there are technical issues or errors during data retrieval or calculation, such as database errors or system failures, the system alerts the actor and may require retrying the calculation process.   **Relationships:**   * This use case may relate to other functionalities such as product management, status tracking, or reporting within the system.   **Business Rules:**   * The calculation should accurately reflect the current status of products at the time of calculation. * The system should ensure that only authorized actors can access and initiate the calculation process. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | UC0041 | **Use-case Version** | | <1.0> |
| **Use-case Name** | View Product By ProductType | | | |
| **Author** | Ngo Pham Thao Vy | | | |
| **Date** | 12/02/2024 | **Priority** | High | |
| **Actor:**  Customer, Staff  **Summary:**   * This use case involves users, both staff and customers, viewing products based on their types within the system.   **Goal:**   * The primary goal is to provide staff and customers with the ability to explore and view products categorized by their types.   **Triggers:**   * Users initiate the request to explore products within a specific product type. * Staff or customers want to find products that match a particular category or type.   **Preconditions:**   * The user must be a registered staff member or customer with valid login credentials. * Products and product types are appropriately categorized in the system.   **Post Conditions:**   * Users can view a list of products that belong to the selected product type. * Users can book according to each type of product * Users have the option to click on individual products to access detailed information ProductType.   **Main Success Scenario:**   * Key success scenarios: * User accesses a certain Product * Users can optionally click on a product to access more detailed information about the type.   **Alternative scenario:**   * If there are no products for the selected product type, the user will receive a message stating that there are no matching products.   **Exception:**   * In the event of a system error or technical issue, users may receive an error message and product listings may not be displayed.   **Relationships:**   * This use case is connected to the overall product discovery and management functionality in the system based on ProductType.   **Business rules:**   * The product types available to choose from are predefined and managed by the administrator. * Product information is displayed based on the user's selected product type. | | | | |

| **USE CASE-n SPECIFICATION** | | | | |
| --- | --- | --- | --- | --- |
| **Use-case No.** | UC042 | **Use-case Version** | | <1.0> |
| **Use-case Name** | Create Product | | | |
| **Author** |  | | | |
| **Date** |  | **Priority** |  | |
| **Actor:**  Customer  **Summary:**   * This use case involves customers creating a new product listing within the system**.**   **Goal:**   * Allow customers to add and share their products for potential sharing within the timeshare system.   **Triggers:**   * Customers want to share their unused products. * Customers decide to add a new product listing to the system.   **Preconditions:**   * The user must be a registered customer with valid login credentials. * Customers have access to the "Create Product" section. * The customer has all necessary details and information about the product they want to share.   **Post Conditions:**   * A new product listing is added to the system. * The product becomes available for other users to view and potentially book.   **Main Success Scenario:**   * Customers access the "Create Product" section. * Customers provide necessary details about the product, including name, description, type, availability, and any other relevant information. * Customers upload images related to the product. * Customers submit the product information to the system. * The system validates and saves the new product listing.   **Alternative Scenario:**   * If there is an issue with the provided information (e.g., missing fields, invalid data), the system prompts the customer to correct the errors before submission.   **Exceptions:**   * In case of a system error or technical issue, customers may receive an error message, and the product listing may not be saved.   **Relationships:**   * This use case is connected to the overall product management and sharing functionality within the system.   **Business Rules:**   * Customers can only create and manage their own product listings. * The system may have predefined categories or types for products that customers can choose from when creating a listing. | | | | |

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# NON-FUNCTIONAL Requirements

## Usability

* + Usability Requirement One

All text, label, and notification for end users should be written in English in default.

* + Usability Requirement Two

The website should support multiple languages.

* + Usability Requirement Three

The web should be friendly for end users to use without training.

## Reliability

* + Reliability Requirement One

The system must perform without failure in 95 percent of use cases in two months.

* + Reliability Requirement Two

The system must ensure data integrity of all quotations at all processes.

* + Reliability Requirement Three

The system should be able to handle errors and recover from errors without data loss.

## Performance

**Performance Requirement One**

The home page supporting 100 users per hour must provide a 5-minute or less response time in Chrome desktop browser version 58.0 or higher, including the rendering of text and images over 4G connection.

## Supportability

* + Coding conventions

The system must adhere to standardized coding practices, naming conventions, and class libraries of Java coding convention.  
(https://www.oracle.com/docs/tech/java/codeconventions.pdf)

* + Class Libraries

Preferred or required class libraries should be specified to maintain consistency across the system.

* + Maintenance Access

Access controls must be defined for maintenance purposes, system administrator has the right to access system databases. Developer has the right to generate database scripts under system administrator’s supervision.

* + Maintenance Utilities:

Development tool: IntelliJ, Visual Studio Code

Database Management System: Microsoft SQL Server

Version Control tool: git

## Design Constraints

* + Standard Development Tools

The system shall be built using a standard web page development tool that conforms to Microsoft standards.

There are no memory requirements

The computers must be equipped with web browsers such as Internet explorer, Edge .

The product must be stored in such a way that allows the client easy access to it.

Response time for loading the product should take no longer than five minutes.

A general knowledge of basic computer skills is required to use the product.

## On-line User Documentation and Help System Requirements

As the product is a Construction Quotation System, the Online help system becomes a critical component of the system which shall provide –

It shall provide specific guidelines to a user for using the E-Store system and within the system.

To implement online user help, link and search fields shall be provided

## Purchased Components

Not Applicable

## Interfaces

* + User Interfaces
* The UI for end users must support English
* The UI for admin can be flexible in Vietnamese or English
  + Hardware Interfaces

Since the application must run over the internet, all the hardware shall require to connect internet will be hardware interface for the system. As for e.g. Modem, WAN – LAN, Ethernet Cross-Cable.

* + Software Interfaces
* N/A
  + Communications Interfaces
* The system should use the HTTP method to transfer data

## Licensing Requirements

Not Applicable

## Legal, Copyright, and Other Notices

The project should display the claimers, copyright, wordmark, trademark, and product warranties of the company

## Applicable Standards

It shall be as per the industry standard.

# Supporting Information

[The supporting information makes the SRS easier to use. It includes:

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Appendices

These may include use-case storyboards or user-interface prototypes. When appendices are included, the SRS should explicitly state whether or not the appendices are to be considered part of the requirements.]