Requirements:

○ Sellers

• List Items: Upload detailed descriptions and images of vintage watches they wish to sell.

• Interact with Appraisers: Receive evaluations and potentially adjust prices based on appraisal outcomes.

• Manage Listings: Update information, adjust prices, and remove listings if the item is sold or withdrawn from sale.

• Complete Transactions: Engage directly with buyers to finalize sales through the platform’s secure payment systems.

○ Buyers

• Browse Listings: Use various filters and search capabilities to find specific vintage watches.

• View Appraisals: Access detailed reports from appraisers regarding the authenticity and value of a watch.

• Make Purchases: Engage in purchasing through a secure transaction system that includes escrow services.

• Leave Feedback: Provide ratings and reviews for sellers and appraisers, which can help guide future buyers.

○ Appraisers

• Conduct Evaluations: Assess the authenticity, condition, and market value of submitted watches using detailed guidelines and historical data.

• Generate Reports: Provide comprehensive appraisal reports that include estimations of value, condition notes, and authenticity verification.

• Communicate with Sellers: Offer advice or feedback on watch listings and suggest price adjustments based on market conditions and watch conditions.

○ Administrators

• User Management: Oversee user accounts, including approval of appraisers, conflict resolution between buyers and sellers, and general user support.

• Monitor Transactions: Ensure all transactions are conducted fairly and intervene in disputes if necessary.

• Maintain System Security: Implement and update security protocols, manage data privacy issues, and handle cybersecurity threats.

• Update Platform: Roll out updates for software, manage backend systems, and ensure the platform runs smoothly without disruptions.

○ Customer Support Agents

• Resolve Queries: Provide timely support to users facing issues with the platform, transactions, or account settings.

• Feedback Collection: Gather user feedback to inform future updates and improvements in service delivery.

Link tham khảo prototype:

<https://thamdinhdongho.vn/actions/thuvien_chitiet&id=34032>

<https://servicewatch.vn/thu-mua-dong-ho-cu-ho-chi-minh/?gad_source=1&gclid=CjwKCAjw9IayBhBJEiwAVuc3fv74hwbJ-_4Za3E-KN8c1TrCtkfrT8x_6fLHhLpJNjzahfI84DBojBoC3g8QAvD_BwE>