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2.6 User Documentation
For the City Council system, we will provide several types of user documentation to help users understand how to use the software effectively. This will include a user manual that explains how to perform key tasks, such as submitting requests or booking facilities. The manual will be available in both PDF and online formats, making it easy to access on any device. Additionally, we will include an online help section within the software for quick guidance, as well as video tutorials that demonstrate important features. An FAQ section will address common questions, and release notes will be provided with each update to keep users informed about changes. All documentation will be designed to be clear and easy to follow.

2.7 Assumptions and Dependencies
Assumptions:

1. User Base: It is assumed that the user base of the platform will include a diverse range of individuals from various age groups and technical backgrounds. The design will consider this diversity to ensure the platform is user-friendly and accessible.
2. Technology Stack: The project assumes that the technology stack used (HTML, CSS, Bootstrap, PHP, MySQL, and JavaScript) will remain stable throughout the development cycle. Significant changes or updates to these technologies may impact the project.

3. Internet Connectivity: It is assumed that users will have stable internet access when interacting with the platform. Variations in internet speed or connectivity may affect user experience.
4. Data Security: The project assumes that data security and privacy regulations applicable to city services will be adhered to. Any changes in these regulations could necessitate modifications to the system's security measures.
5. Third-Party Services: The project assumes the availability and reliability of third- party services or APIs that might be integrated for functionalities such as payments or external data fetching. Any downtime or changes in these services could impact the platform's performance.
6. Client Requirements: It is assumed that the client will provide timely feedback and necessary information required for the development process. Delays in feedback or information could affect the project timeline.
7. Browser Compatibility: It is assumed that the platform will be used primarily on modern web browsers. Support for older or less common browsers may require additional development effort.

Dependencies:

1. Database Access: The project depends on access to a MySQL database for storing and retrieving data. Any issues with database performance or availability could impact the system's functionality.

2. Server Environment: The platform's deployment depends on a server environment that supports PHP and MySQL. Changes or issues with the server environment could affect deployment and performance.
3. Bootstrap Framework: The project depends on the Bootstrap framework for responsive design and layout. Updates or changes to the Bootstrap framework may require adjustments in the design.
4. External APIs: If the project integrates with external APIs for functionalities like payment processing or location services, it depends on the stability and availability of these APIs.
5. Client Infrastructure: The project is dependent on the client's infrastructure for hosting and maintaining the platform. Any changes or issues with the client's infrastructure could affect the platform's operation.

3. Specific Requirements

3.1 External Interface Requirements

3.1.1 User Interfaces

This project features user interfaces (UIs) carefully designed to provide users with an intuitive and efficient experience for accessing city services. These UI elements include:

1. Home Screen:- The central hub where users begin their interaction with the platform. It offers options for accessing services, viewing updates, and navigating to different sections of the site.

- Navigation Bar: Located at the left of the screen, the navigation bar offers links to the main sections of the platform such as Home, Services, Profile, Support, Contact Us and etc.
- Search Bar: A prominently displayed search bar that allows users to quickly find specific services or information by typing in keywords.
- Service Highlights: A grid of icons representing the most frequently accessed services like "Report an Issue," "Pay Property Taxes," "Find Public Health Services," and "Book a Hall."
- City Announcements: A section that displays the latest news, updates, and alerts from the city, helping users stay informed about important information.

2. Service Request Screen: A dedicated interface where users can submit and manage their service requests. This screen includes a multi-step form for detailed submissions, a history section showing past and current requests, and buttons for actions like submitting, canceling, or saving drafts.

- Multi-step Request Form: A detailed form that guides users through the process of submitting a request. Users can specify the type of service, provide necessary details, and upload supporting documents.
- Request History Panel: Displays a list of all service requests the user has submitted, with current status indicators such as "Pending," "In Progress," or "Completed."

3. Public Function Hall Booking Screen: This screen allows users to book public function halls for events. The interface includes a calendar view for selecting available dates, a booking form for entering event details, and standard buttons for booking, canceling, or reviewing terms and conditions.
4. Admin Dashboard: An interface provided for administrators to manage the platform and oversee service operations. Key features include an overview section with metrics on active service requests, tools for employee management.
5. Employee Dashboard: Employees can view all assigned service requests, update their status, and communicate with the user if more information is needed. Employees can read and respond to messages sent by users related to their requests.
6. Chat box Interface: A user-friendly chat box where users can ask questions and receive immediate assistance. The chat box is integrated across all major screens, including:

- Chat Window: A pop-up chat window that appears in the corner of the screen, allowing users to type their questions and receive answers from either automated responses or live support.
- Quick Links: Frequently asked questions or popular service links are provided within the chat box for easy access.

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