



Bunk'O'Bed

-Make your stay away from home feel like home

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Actors:

Host: A special type of user with permissions to add listings for multiple properties.

Guest: A user who primarily uses the system to browse through the different listings in various categories and makes a reservation for the desired property.

Admin: Maintains control over the entire system, integrity of the system and acts upon the directions of the grievance system to ban users either temporarily or permanently.

Customer support: Responds to the queries or complaints made by any kind of user to assist them. Customer support also passes on information about each user to the admin.

Travel Agencies: Another special user with the permission to include multiple hosts in the travel plans promoted by them.

Photographers: Photographers can contact different hosts offering their services at a nominal cost. They also play a role of validating users to eliminate fraudsters uploading fake pictures for their listings.

Use cases:

- I. Create an account.
- II. Logging in.
- III. Rating system.
- IV. Grievance system.

- V. Add a listing.
- VI. Contact freelance photographers.
- VII. Make payment to photographer.
- VIII. Request to contact host.
- IX. Categorising properties.
- X. Making a reservation.
- XI. Make payment.
- XII. Disclosure of details.
- XIII. Blacklisting users.
- XIV. Temporary Ban.
- XV. Contact agencies and advertisers.
- XVI. Details verification.
- XVII. Register agency.
- XVIII. Upload travel itinerary.
- XIX. Bulk bookings.

Use case: Creating account

Primary actor: Host, Guest.

Goal of the use case: Allow people to register onto the system by entering their details. The entered details are then validated by the admin after which a verification email is sent to the user.

Use cases involved at a lower level of abstraction:

- I. Enter details.
- II. Validate details.
- III. Send verification mail.
- IV. Validate mail.
- V. Pay registration fee.

Use case: Rating System

Primary actor: Host, Guest.

Goal of the use case: Allow any user to provide ratings to other users they have interacted with (i.e rented their property to or had rented their property). The users also have the option of adding a detailed review of the host, guest and the property. The new rating for the host, guest and the property is also calculated here.

Use cases involved at a lower level of abstraction:

- I. Add rating for host
- II. Add rating for guest
- III. Add rating for property
- IV. Add a review
- V. Update rating

Use case: Logging in

Primary actors: Host, Guest

Goal of the use case: Registered users are required to enter their credentials before accessing their account. The entered credentials are cross checked with existing records before the user is allowed access to any features reserved for registered users.

Use case: Adding a listing

Primary actors: Host.

Goal of the use case: Users can list their property on the website. Users are required to enter information about the property such as the location, size of the property and the features available.

Use case: Contact freelance photographers

Primary actors: Host.

Goal of the use case: The host can contact photographers to take pictures of the property to increase the trust factor of the property as the pictures of the property come from a third party.

Use case: Make payment for photographer

Primary actors: Host

Goal of the use case: The photographers is paid for his services.

Use case: Categorising properties

Primary actors: Guest.

Goal of the use case: Users can categorise properties while searching for them based on various factors like location, type of property, amenities available.

Use case: Making a reservation

Primary actors: Guest

Goal of the use case: Users can Finalize details with the host and make a reservation for the property for the specified dates.

Use case: Disclosure of details

Primary actor: Guest

Goal of the use case: Contact details are exchanged between the host and the user which were kept private before this stage.

Use case: Make payment

Primary actor: Guest.

Goal of the use case: The user can now make payment for the rented property. This payment is first held in the system, the admin then confirms with the host if the guest has checked in and then transfers money to the host.

Use cases involved at a lower level of abstraction:

- I. Make payment
- II. Withhold payment
- III. Confirm check-in with the host.
- IV. Transfer money to the host.

Use case: Blacklisting user

Primary actor: Admin.

Goal of the use case: The admin blacklists users with lower ratings and users who are reported repeatedly. If a user gets blacklisted more than 5 times the user is banned.

Use case: Temporary ban

Primary actor: Admin.

Goal of the use case: User who are blacklisted more than 5 times in a period of 6 months are banned from accessing the system.

Use case: Contact agencies and advertisers

Primary actor: Admin.

Goal of the use case: The admin can invite various travel agencies to use the platform and can also contact advertisers to market the platform efficiently.

Use case: Details verification

Primary actor: Admin

Goal of the use case: The Admin has to verify the information entered by the user while listing properties like check ownership of the property.

Use case: Register Agency

Primary actor: Travel Agency

Goal of the use case: Travel agencies can register with the system to integrate the features offered by the platform into their travel plans.

Use case: Upload Travel Itinerary

Primary actor: Travel Agency.

Goal of the use case: Travel agencies can create travel plan for tourists with the housing provided by various hosts on the system and can upload the itinerary on the platform.

Use case: Bulk bookings

Primary actor: Travel Agency.

Goal of the use case: The travel agency can rent out multiple properties offered by multiple hosts at the same time.

Use case: Help desk

Primary actors: Host, Guest, Photographers, Customer support.

Goal of the use case: Users can send in their complains and queries which are then replied to by the customer support.

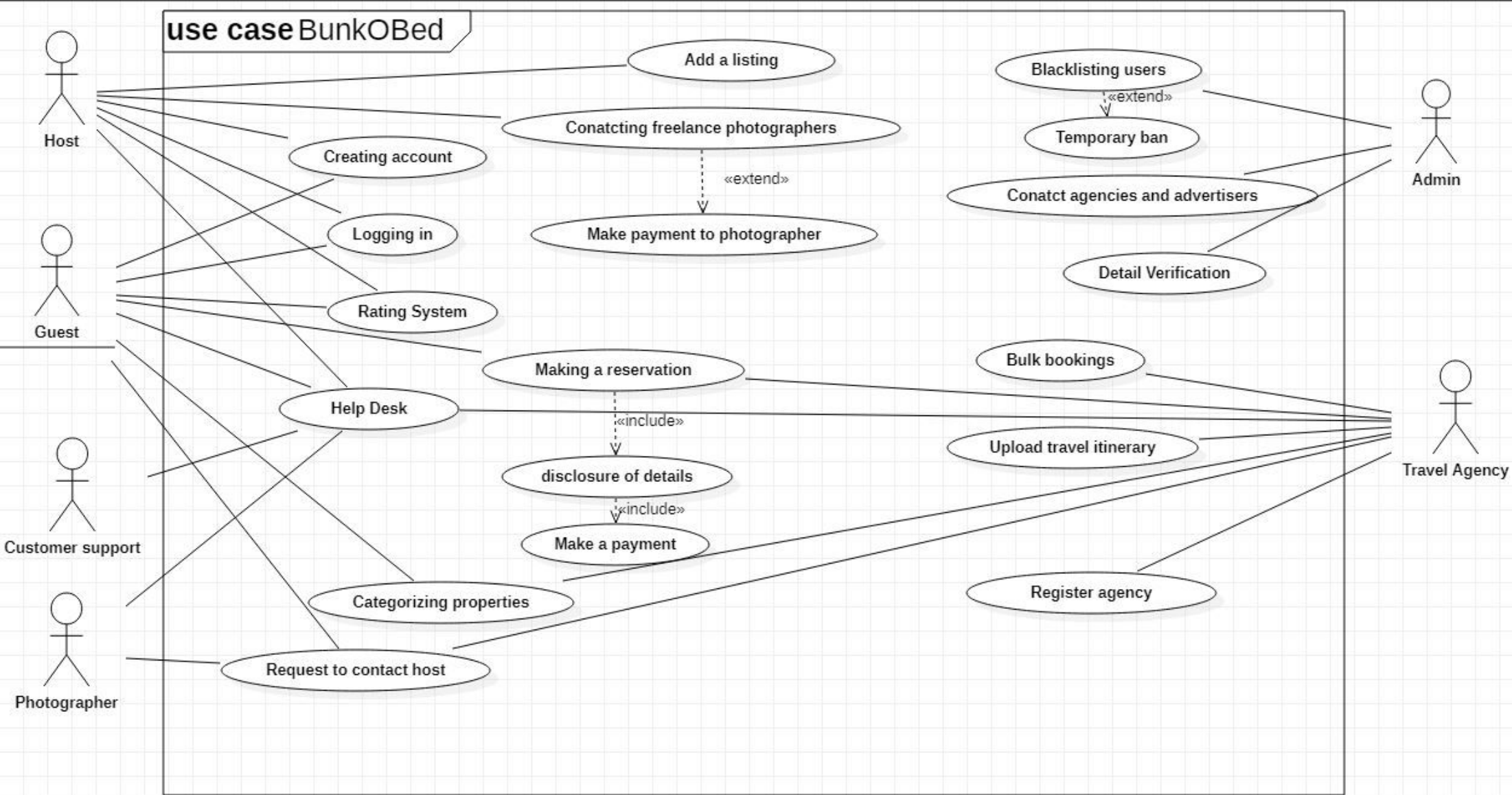
Use cases involved at a lower level of abstraction:

- I. Report abuse
- II. Avail refund
- III. Schedule meeting with admin
- IV. Contact company

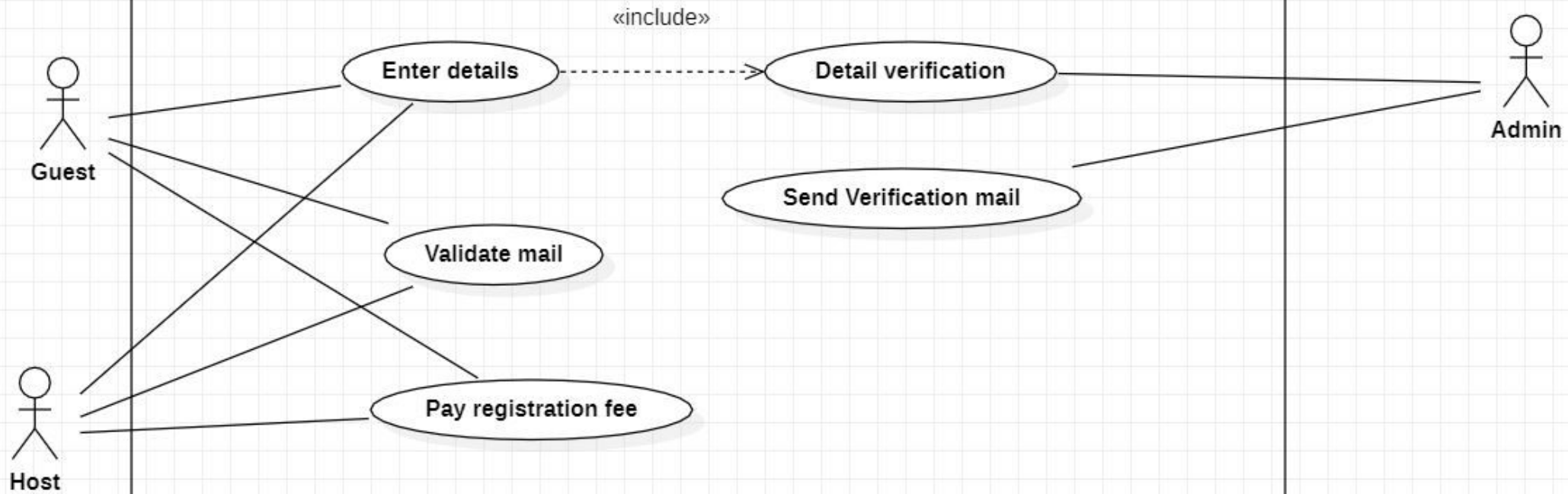
Use case: Request to contact host

Primary actor: Guest, Photographers, Travel Agency.

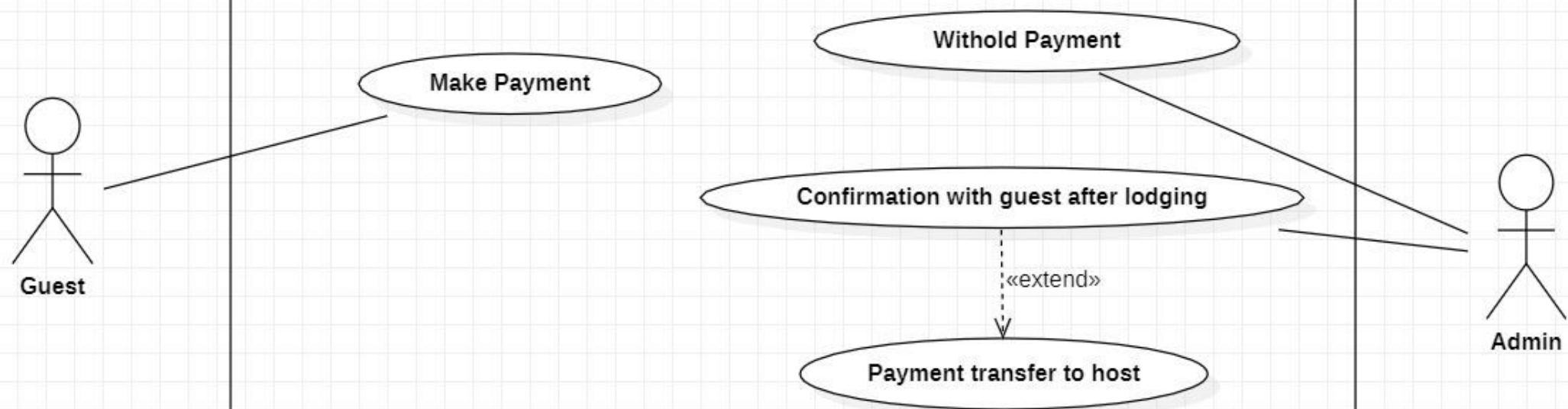
Goal of the use case: Guest, Photographers and Travel agencies can request to contact host to either discuss details or sign them up for their travel plans.



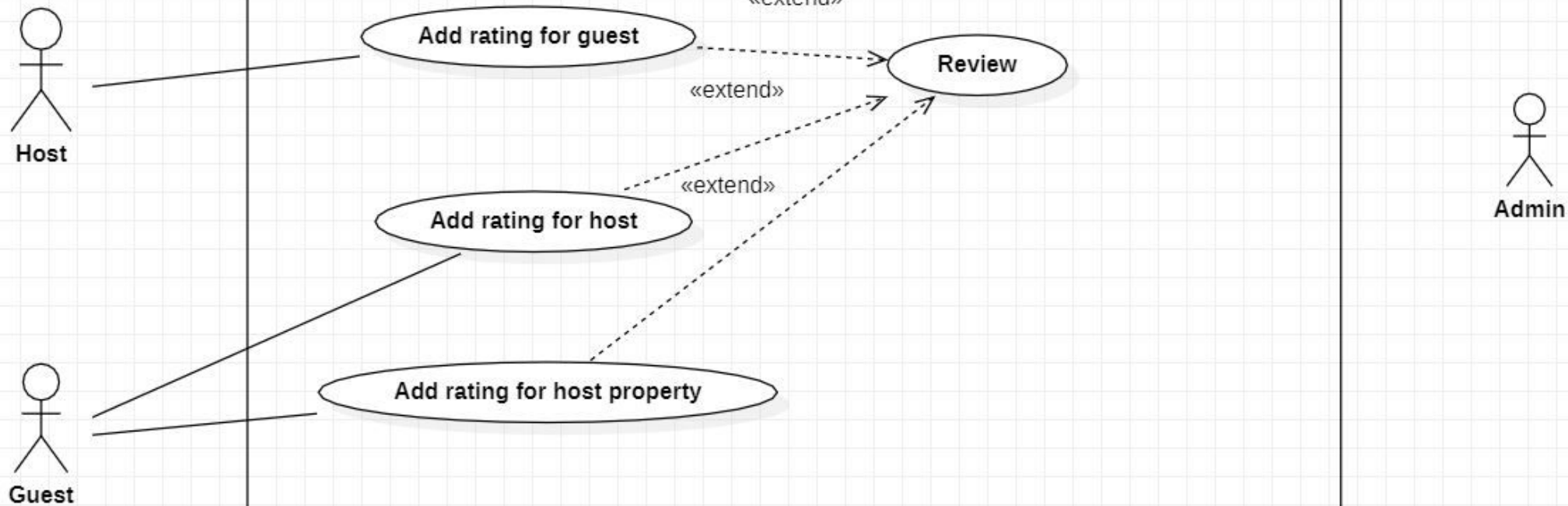
use case Creating account



use case Make a payment



use case Rating System



use case Help desk

