

**SMART CITY**

**APARTMENT SERVICES WEBSITE**

**Software Requirement Specification**

– Ho Chi Minh City, May 2023 –

**Record of changeS**

| **Date** | **A\* M, D** | **In charge** | **Change Description** |
| --- | --- | --- | --- |
| 18/05 | A | KienNT | Thêm mô tả Introduction về Cleaning services Website(I, 1) |
| 18/05 | A | HieuDT | Thêm hình vẽ mô tả ở Introduction(I,1) |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

\*A - Added M - Modified D - Deleted

**Table of Contents**

[I. Overview 4](#_gjdgxs)

[1. Introduction 4](#_30j0zll)

[2. System Functions 5](#_1fob9te)

[a. Screen Flow 5](#_rn7h27jcztws)

[b. Screen Details 6](#_or979rg0jvga)

[c. User Authorization 7](#_4uofexz46gc9)

[d. Non-Screen Functions 8](#_49zmg07b0cq1)

[3. Entity Relationship Diagram 9](#_3znysh7)

[II. Functional Requirements 10](#_2et92p0)

[1. Public Feature 10](#_tyjcwt)

[a. Home Page 10](#_3dy6vkm)

[b. Web Blog List 11](#_1t3h5sf)

[2. Common Feature 13](#_4d34og8)

[a. User Login 13](#_2bfnz9xnc5ro)

[b. User register 14](#_tadhfkwmarzl)

[3. Customer feature 16](#_ap75pija97xv)

[a. User Login 16](#_nr5mq7cgx9w6)

[b. Order Contact 16](#_1joclyjrmfef)

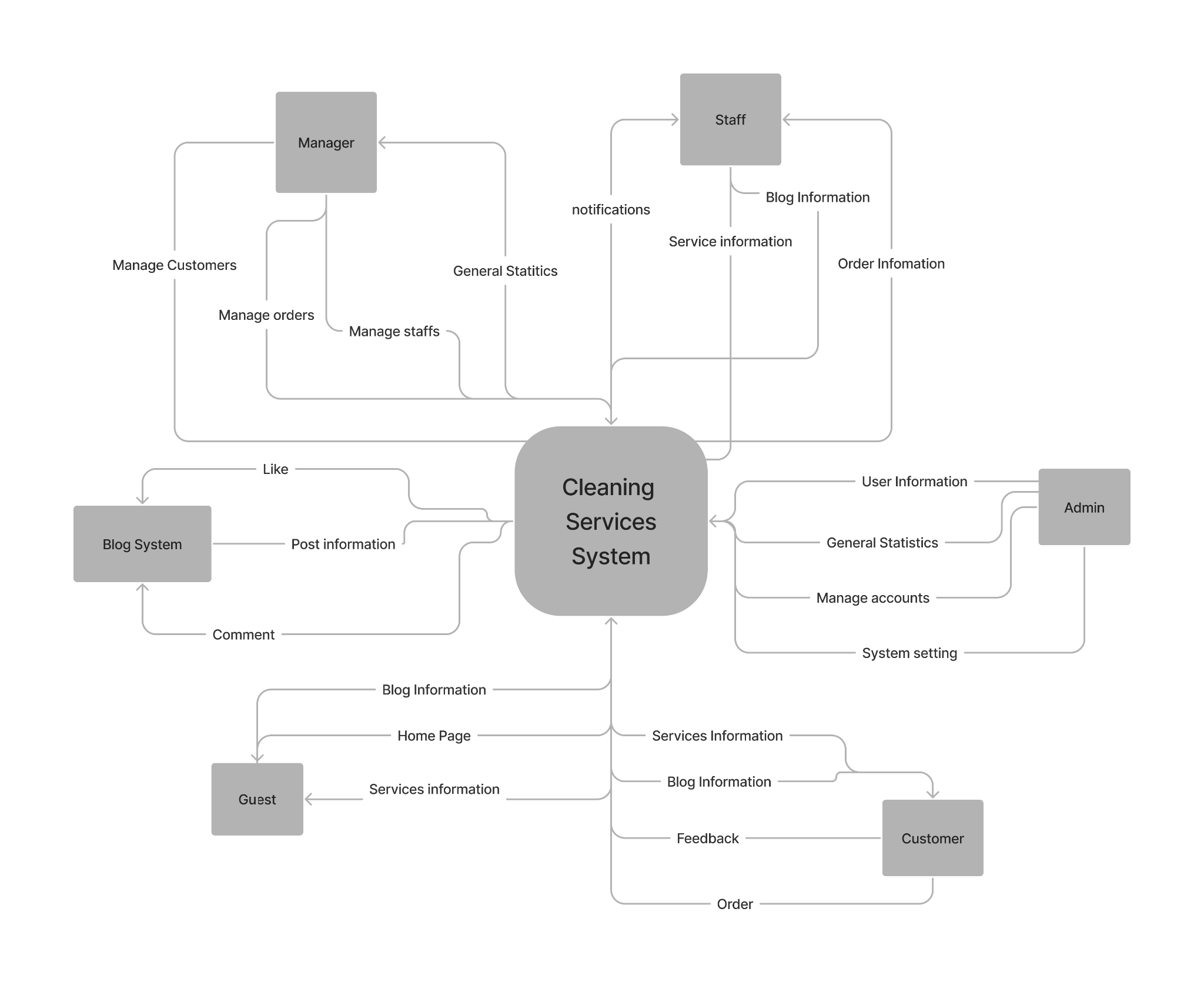
# I. Overview

General information about the project

* Project name: SmartCity
* Project code: SC
* Group name: Group 3
* Software type: Website

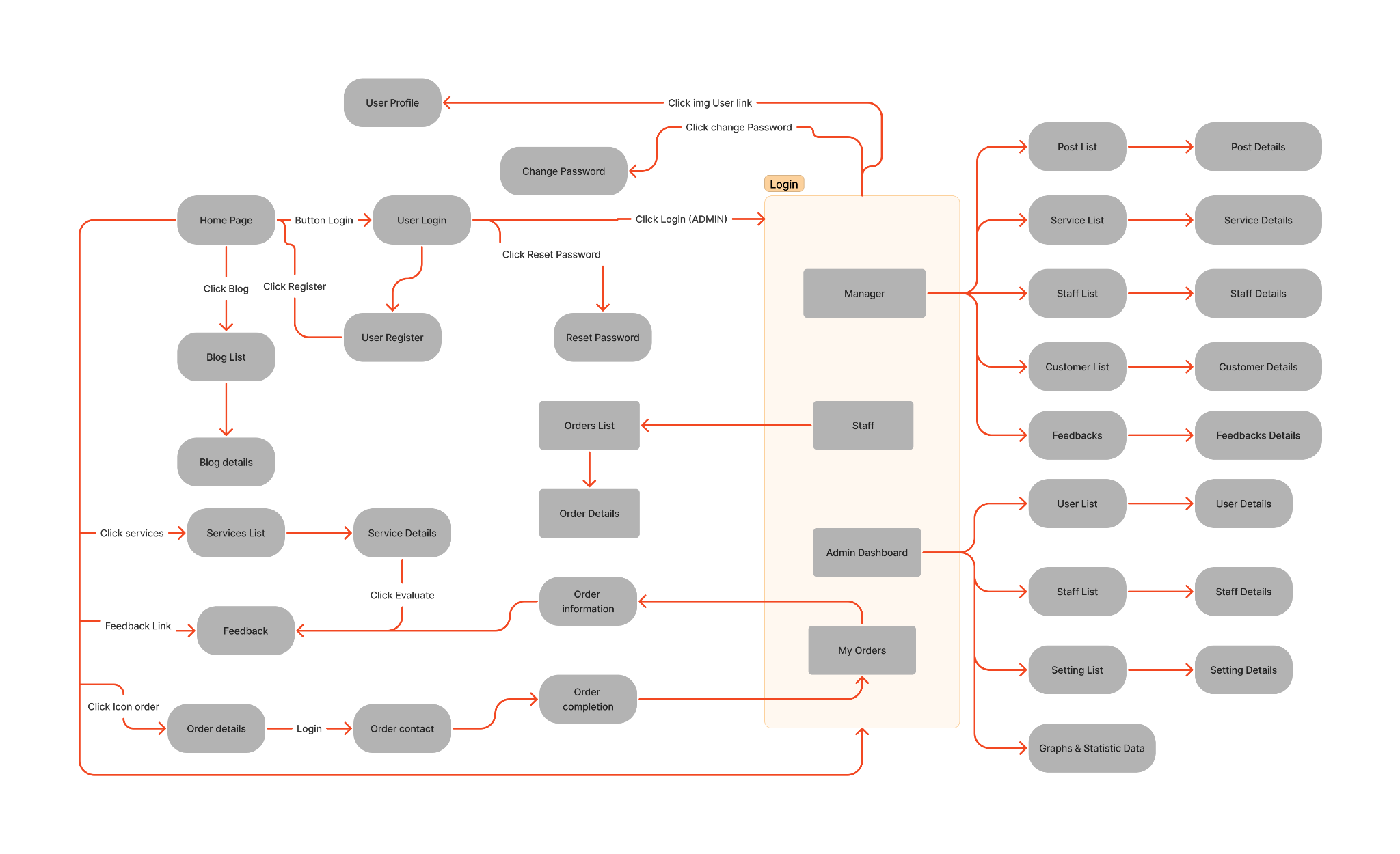
## 1. Introduction

* The Vinhomes Cleaning Services Website is a software system designed to streamline the management of cleaning services offered by Vinhomes, one of the leading real estate developers in Vietnam. The website serves as a platform for residents and staff to access cleaning services and manage service requests efficiently. The website aims to provide a user-friendly experience to the residents and staff of Vinhomes, enabling them to easily request cleaning services. The system will assist the management of cleaning services by providing detailed information on the number of requests, response times, and other key performance indicators.



## 2. System Functions

### **a. Screen Flow**



### 

### 

### 

### 

### 

### 

### 

### 

### 

### 

### 

### 

### 

### 

### 

### 

### **b. Screen Details**

| **No** | **Feature** | **Screen** | **Description** |
| --- | --- | --- | --- |
| 1 | Public | Home Page | The starting page of the system. |
| 2 | Public | Blog List | List of shared posts. |
| 3 | Public | Blog details | Detail of the shared post. |
| 4 | Public | Services List | List of the active types of services. |
| 5 | Public | Service Details | Details of the selected service. |
| 6 | Customer | Order Details | Details of the user orders (the list of selected services to reserve). |
| 7 | Customer | Order Contact | Screen that allows the user to input/edit the order receiver. |
| 8 | Customer | Order Completion | Order completion screen. |
| 9 | Customer | Feedback | Screen that allows user to input/edit their comment |
| 10 | Common | User Login | Authenticate the user to give him/her access to authorised features later on. |
| 11 | Common | User Register | Register a new user into the system, verified by the registered email. |
| 12 | Common | Reset Password | Use in case the user forgot his/her password. |
| 13 | Common | Change Password | change the user's login password. |
| 14 | Common | User Profile | View & Edit/Update user profile. |
| 15 | Common | User Authorization | Authorization user into the system functions based on his/her role. |
| 16 | Staff | Services List | List, filter, search, view service(s). |
| 17 | Staff | Service Details | View the details of a specific service. |
| 18 | Staff | Order List | List, filter, search, show, hide, view order(s) that are assigned for this staff. |
| 19 | Staff | Order Details | View the details of a specific assigned order. |
| 20 | Staff | Feedback List | List, filter, search, show, hide, view feedback(s). |
| 21 | Manager | Post List | List, filter, search, show, hide, view, add new or edit existing post(s). |
| 22 | Manager | Post Details | View & edit the details of a specific post. |
| 23 | Manager | Feedbacks List | List feedback of users. |
| 24 | Manager | Feedback details | View and categorise feedback (negative and positive). |
| 25 | Manager | Service List | List, filter, search, show, hide, view, add new or edit existing services). |
| 26 | Manager | Service Details | View & edit the details of a specific service. |
| 27 | Manager | Staff List | List, filter, search, show, hide, view, add new or edit existing staff). |
| 28 | Manager | Staff Details | View & edit the details of a specific staff. |
| 29 | Manager | Customer List | List, filter, search, show, hide, view, add new or edit existing customer). |
| 30 | Manager | Customer Details | View & edit the details of a specific customer. |
| 31 | Admin | Admin Dashboard | View general statistics & trends about the management-related data. |
| 32 | Admin | User List | List, filter, search, show, hide, view, add new or edit existing user). |
| 33 | Admin | User Details | View & edit the details of a specific user. |
| 34 | Admin | Staff List | List, filter, search, show, hide, view, add new or edit existing staff). |
| 35 | Admin | Staff Details | View & edit the details of a specific staff. |
| 36 | Admin | Setting List | List, filter, search, show, hide, view, add new or edit existing system settings. |
| 37 | Admin | Setting Details | View, add new, delete & edit the details of a specific system settings. |
| 38 | Admin | Graphs & Statistic Data | Graphs and Statistics of Staff, Customers, Appointments, and Revenue. |

### **c. User Authorization**

| **Screen** | **Admin** | **Manager** | **Customer** | **Staff** | **Guest** |
| --- | --- | --- | --- | --- | --- |
| Home Page | X | X | X | X | X |
| Blog List | X | X | X | X | X |
| Blog Details | X | X | X | X | X |
| Services List | X | X | X | X | X |
| Service Details | X | X | X | X | X |
| Order Details |  | X | X | X |  |
| Order contact |  | X | X | X |  |
| User Login | X | X | X | X | X |
| User Register | X | X | X | X | X |
| Forgot Password | X | X | X | X | X |
| Change Password | X | X | X | X |  |
| User Profile | X | X | X | X |  |
| Dashboard (Graphs & Statistic Data) | X | X |  |  |  |
| Accounts List | X |  |  |  |  |
| Account Details | X |  |  |  |  |
| Add/remove Blog |  | X |  |  |  |
| Add new Blog |  | X |  |  |  |
| Update Blog |  | X |  |  |  |
| Customer List | X | X |  |  |  |
| Customer Details | X | X |  |  |  |
| Staff List |  | X |  |  |  |
| Staff Details |  | X |  |  |  |
| Feedback List |  | X | X | X | X |
| Feedback Details |  | X |  |  |  |
| Orders History |  | X | X | X |  |
| Setting List | X |  |  |  |  |
| Setting Details | X |  |  |  |  |

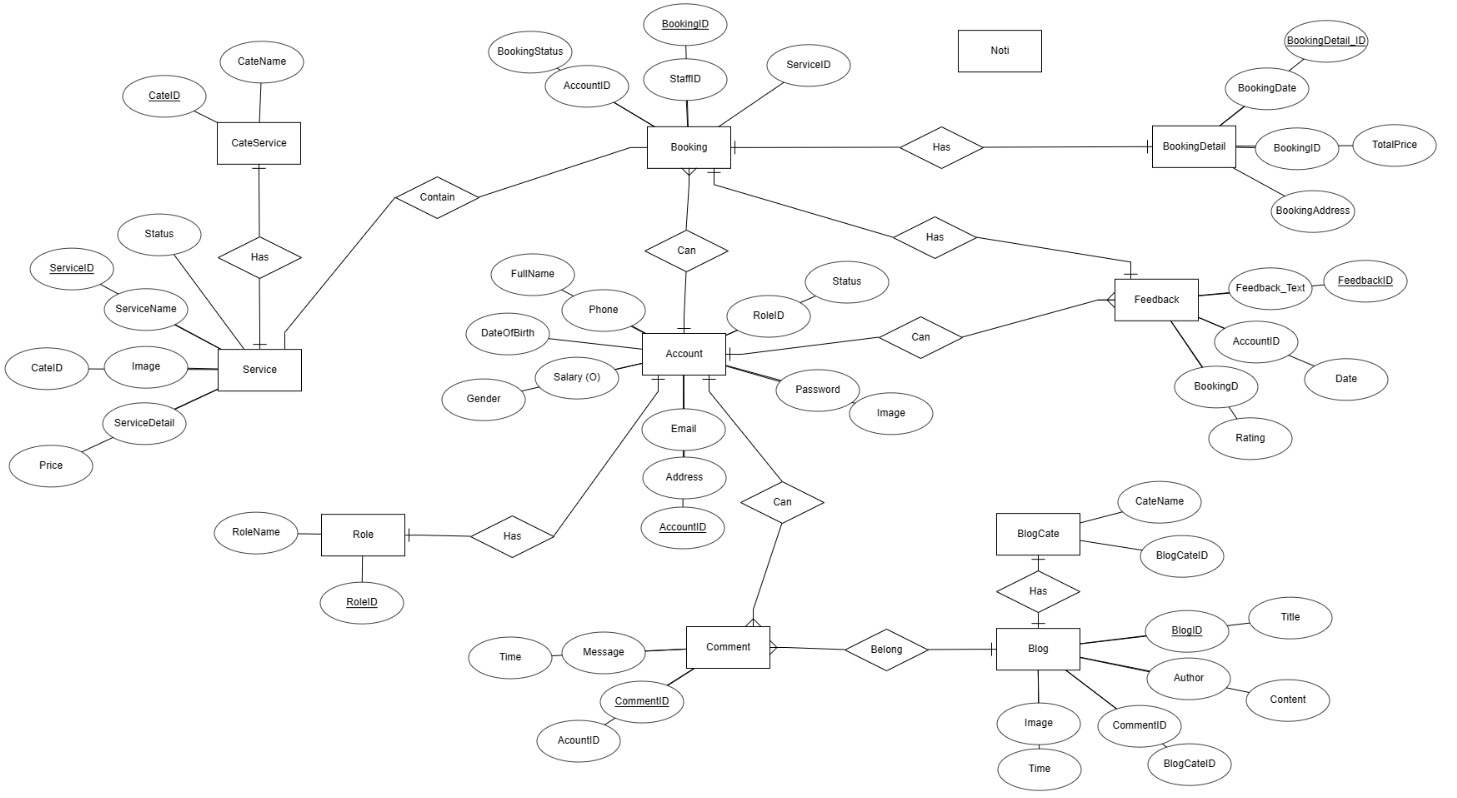
In which:

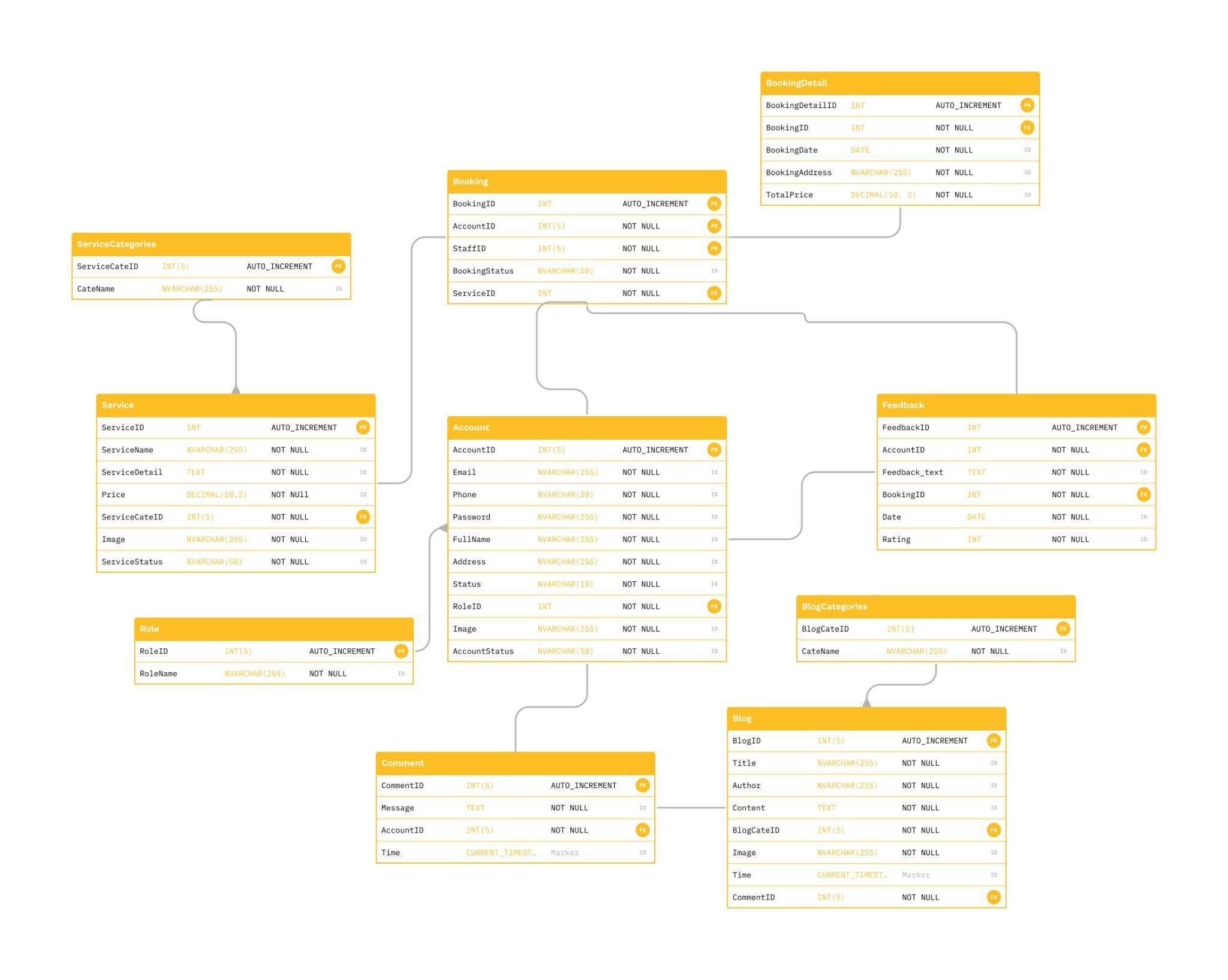
* **Admin**: The administrator has the highest authority in the system and is responsible for managing all functions and data of the cleaning services application.
* **Customer**: The customer is the user who utilises the house cleaning and electronic device cleaning services.
* **Manager**: The manager is responsible for supervising and managing the tasks of the staff members in the cleaning services.
* **Guest:** Users who access the system without registering or logging in.
* **Staff:** Staff members are responsible for performing the house cleaning and electronic device cleaning tasks.

### **d. Non-Screen Functions**

| **#** | **Feature** | **System Function** | **Description** |
| --- | --- | --- | --- |
| 1 | Common | Sign out | Users sign out of the system |
| 2 | Common | User Authorization | This is the authorization mechanism in the system, |
|  |  |  |  |

## 3. Entity Relationship Diagram





**Entities Description**

| **#** | **Entity** | **Description** |
| --- | --- | --- |
| 1 | Account | Contain user’s information: Fullname, password, address,... |
| 2 | Role | Grant permission to user account |
| 3 | Booking | Provide process for service that user choose on the website |
| 4 | BookingDetail | Provide information about date, price, address for service that user booked |
| 5 | Service | Provide services that website has |
| 6 | CategoryService | Classification of services |
| 7 | Blog | Where the website's blogs are written |
| 8 | CategoryBlog | Classification of blogs |
| 9 | Comment | Where user can comment on the website |
| 10 | Feedback | User reviews after each successful booking |

# II. Functional Requirements

## 1. Public Feature

### a. Home Page

* **Function trigger**: This function is triggered when user enter the website
* **Function description**: users can see summary of service, user can click on the image or detail button that the website will lead you the detail of service that you have clicked
* **Screen layout**: mockup prototype of the screen, sample below is for Home Page screen
* **Function details**:
* Navigation menu:
* ABOUT US: introduce about service team
* OUR SERVICES: introduce services that the website provides
* PAGES: provide links to subpages and sections of the site
* CONTACT US: provide phone number, email and address that user can contact with owner website
* Banner: An attractive banner or featured image that will grab the visitor's attention
* Search: A search box allows users to quickly search for information or service on the site.
* Register or login: The form login or register will display when user click on “Đăng nhập ” button

### b. Web Blog List

● **Function trigger**: This function is triggered when the user clicks blogs in navbar

● **Function description**: Show the paginated list of blogs

● Screen layout: Mock-up prototype of the screen, sample below is for the Blog screen

* **Function details**:
* List of articles: The article list page displays articles in order of newest or by other criteria such as popularity, category, or keyword. Articles are usually presented in the form of titles, short descriptions, and other information such as publication date and author.
* Filter and sort: Provides filtering and sorting options so that users can narrow the results displayed based on criteria such as category, post date, author, popularity, or keyword.
* Pagination: Split into smaller pages to reduce page load and increase user experience.

c. Blog details

* **Function trigger**: This function is triggered when user clicks a title of the blog list that display on the Blog List website
* **Function description**: Display the detail of the selected blog
* Screen layout: Mock-up prototype of the screen, sample below is for the Blog detail screen
* **Function detail**:
* Article title and body: The article detail page displays the title and full body of the article.
* Post date and author: Information about the post date and author is displayed on the details page. This helps the reader to know the source and author of the article.
* Related Articles: To increase the discoverability of other content, the article details page often offers a "Related Articles" section that displays similar or related articles that may be of interest to readers.

d. Service list

* **Function trigger**: This function is triggered when user clicks a OUR SERVICE on the Menu Navigation
* **Function description**: Show the paginated list of services
* **Screen layout**: Mock-up prototype of the screen, sample below is for the Service list screen
* **Function details**:
* Service List: The service list page shows the services that the website offers. Each service is usually displayed in the form of a title, a short description.
* Filter and sort: The website provides filtering and sorting options so users can narrow the results displayed based on criteria.
* Search: A search box allows users to search for services by keyword.

e. Service details

* **Function trigger**: This function is triggered when user clicks a title of the service list that display on the OUR SERVICE website
* **Function description**: Display the detail of the selected service
* **Screen layout**: Mock-up prototype of the screen, sample below is for the Service details screen
* **Function details**:
* Title and details: The service details page shows the title of the service and its details. This information may include a detailed description of the service, illustrations, pricing, timings, reviews, or any other relevant details.
* Reviews and Comments: Allows users to rate the service and write a review about it. This helps users have a realistic view of the service's quality and experience.
* Images: Display images related to the service to help users have a more intuitive and specific view of the service.
* Booking and booking services: Provide online booking and booking functions. Users can select date, time and other related details to book service directly from the details page.
* Contact Information: Provide the service provider's contact information, including a phone number, email address, or contact form, so that users can contact and receive more information about the service.
* Related Services: Displays a list of related services or other service recommendations that the user may be interested in. This helps encourage further discovery and boosts conversions.

## 2. Common Feature

### a. User Login

● **Function trigger:** This function is triggered when the user clicks “Đăng Nhập” on “Trang Chủ”.

● **Function description:** User sign in into the system.

● **Screen layout:** mock-up prototype of the screen, sample below is for the Login screen

//Ảnh màn hình tại đây

● **Function Details**:

○ When the page loads for the first time, it will display the homepage.

○ When clicking on the login button on the homepage, have a login pop-up.

○ When entering username and password, then click on button login.

○ If username or password are correct, the page will return homepage and have a button logout.

○ If username or password are incorrect, the message "Username or password are incorrect" will be displayed.

### b. User register

● **Function trigger:** This function is triggered when the user clicks “Đăng ký” on “Trang chủ” or on “Đăng nhập” form.

● **Function description:** The guest can create an account.

● **Screen layout:** mock-up prototype of the screen, sample below is for the Register.

//Ảnh màn hình tại đây

● **Function Details**:

○ When the page loads for the first time, it will display the homepage.

○ When a user clicks on the button “Đăng nhập” on the homepage, has a login pop-up, and clicks on the button “Đăng kí” to have a register pop-up.

○ User enters username and password, then click button “Đăng kí”.

○ If the username already exists, the message "Username exists" will be displayed.

○ If password and re-password aren't the same, have a notify "password and repassword aren't the same"

○ If the username is valid, the message “register successfully” will be displayed.

C. Reset password

● **Function trigger**: This function is triggered when the user clicks “Quên mật khẩu” on “Đăng nhập” form.

● **Function description**: The user can Reset Password to an account.

● **Screen layout**: simulated prototype of screen, below sample is for ResetPassword screen

//Ảnh đây

● **Function Details**: đợi xem sao.

D. Change password

● **Function trigger**: This function is triggered when the user clicks “Tài khoản của tôi” from avatar in Homepage.

● **Function description**:User to change his password by entering current password as well as new password (twice)

● **Screen layout**: simulated prototype of screen, below sample is for ChangePassword screen

//Ảnh đây

●  **Function Details**: User enters the old password and enters the desired new password (twice),then clicks the "Thay đổi" button. If the old password is wrong, or 2 new passwords that are not the same will receive a notification. When the old password is entered correctly and the 2 new passwords are the same, the password change is successful

E. User Profile

● **Function trigger**: This function is triggered when the user clicks “Tài khoản của tôi” from Home

● **Function description:** The user can edit his/her profile information, including the registered user information and the avatar image.

● **Screen layout:** simulated prototype of screen, below sample is for User profile screen

//Ảnh đây

● **Function Details**:

○ The user can edit his/her profile information.

○ Clicking on "Lưu" will take you to save information for the user.

○ Clicking on "Đổi mật khẩu" will take you to the change password screen for user.

○ Clicking on "Quay lại" will take you to the homepage screen for the user.

## 3. Customer feature

### a. User Login

● **Function trigger:** The Order Details screen is triggered when a customer successfully completes the process of selecting services to reserve or place an order.

● **Function description:** User places an order by clicking order in the cart

● **Screen layout:** simulated prototype of screen, below sample is for User profile screen

● **Function Details**:

### b. Order Contact

● **Function trigger:** The Order Contact screen is triggered when a customer needs to input or edit the contact information of the recipient for their order. This screen is typically accessed during the checkout or order placement process.

● **Function description:** User input/edit order receiver by clicking edit order which needs to be changed in the ordered cart

● **Screen layout:** simulated prototype of screen, below sample is for User profile screen

● **Function Details**:

c. Order Completion

**Function trigger:** The Order Complete screen is triggered when a customer successfully completes the process of placing an order and all necessary steps, such as payment and order confirmation, have been finalised.

● **Function description:** The Order Complete screen provides customers with confirmation that their order has been successfully processed and completed. The function of this screen is to convey important information regarding the order, such as the order number, order details

● **Screen layout:** simulated prototype of screen, below sample is for User profile screen

● **Function Details**:

d. Feedback

● **Function trigger:** The Feedback screen is triggered when a customer is prompted to provide their comments or feedback regarding a product, service, or overall customer experience.

● **Function description:** Users can give feedback after the order has been completed by clicking on the word "Feedback" in the completed order.

● **Screen layout:** simulated prototype of screen, below sample is for User profile screen

● **Function Details**:

4. Admin feature