**USER STORIES FOR THE ENTIRE SYSTEM**

**SC\_001: User-Login.**

* **User story:** As a user, I want to log in using my email and password so that I can access my account securely.
* **Acceptance Criteria:**

1. Login with Email and Password: The user can enter their email and password to log in.
2. Remember Me: The user has the option to select a "Remember Me" checkbox to stay logged in on the device.
3. Forgot Password: The user can click on a "Forgot Password" link to reset their password.
4. Login or Sign Up: The user can see options to log in or sign up for a new account on the login page.
5. Social Media Login: The user can log in using their Facebook, LinkedIn, or Google accounts.

**SC\_002: User-Signup.**

* **User story:** As a user, I want to sign up for a new account using my email and password so that I can create a personalized experience on the platform.
* **Acceptance Criteria:**

1. Sign Up with Email: The user can enter their email, password, and re-enter the password to confirm it.
2. Password Validation: The system validates that the password meets the required security criteria (e.g., minimum length, special characters).
3. Social Media Sign Up: The user has the option to sign up using their Facebook, LinkedIn, or Google accounts.
4. Confirmation Message: After successful sign-up, the user receives a confirmation message indicating that their account has been created.
5. Error Handling: If the email is already in use or if the passwords do not match, the user receives appropriate error messages.

**SC\_003: User-Home.**

* **User story:** As a user, I want to access the home page so that I can read important information and navigate to different sections of the platform.
* **Acceptance Criteria:**

1. Read Information: The user can view sections like "About Us," "Management Services," and other relevant information on the home page.
2. Navigation Bar: The user can see a navigation bar at the top of the page with options including "Home," "Properties," "Owner," "Resident," "Blog," and other relevant sections.
3. Responsive Design: The home page is responsive, ensuring that it displays correctly on both desktop and mobile devices.
4. Highlighted Content: Important announcements or updates are prominently displayed on the home page for easy visibility.
5. Quick Access Links: The user can easily navigate to different sections by clicking on the options in the navigation bar.

**SC\_004: User-Apartment List.**

* **User story:** As a user, I want to view a list of apartments so that I can access detailed information about each property.
* **Acceptance Criteria:**

1. View Apartment List: The user can see a comprehensive list of apartments with key information such as location, size, price, and availability.
2. Apartment Details: The user can click on an individual apartment to view detailed information, including images, descriptions, and amenities.
3. Navigation Bar: The user can navigate to different sections using the navigation bar, which includes options like "Home," "Properties," "Owner," "Resident," "Blog," and other relevant sections.
4. Search and Filter Options: The user can search for specific apartments and apply filters (e.g., price range, number of bedrooms) to refine the list.
5. Responsive Design: The apartment list is displayed correctly on both desktop and mobile devices, ensuring an optimal viewing experience.

**SC\_005: User- Apartment Detail.**

* **User story:** As a user, I want to view detailed information about an apartment so that I can schedule a viewing and submit a rental request.
* **Acceptance Criteria:**

1. View Apartment Details: The user can see comprehensive details about the apartment, including images, specifications, amenities, and nearby facilities.
2. Schedule a Viewing: The user has the option to schedule a viewing of the apartment, selecting a preferred date and time from a calendar interface.
3. Submit Rental Request: The user can fill out and submit a rental request form, providing necessary information such as their contact details and any specific requirements.

**SC\_006: User-Schedule a home inspector.**

* **User story:** As a user, I want to schedule a home inspector so that I can arrange for an inspection of the apartment before making a rental decision.
* **Acceptance Criteria:**

1. Input Scheduler Information: The user can enter their name and phone number in designated fields to schedule a home inspector.
2. Select Date: The user can choose a preferred date for the inspection using a date picker interface.
3. Confirmation Message: After submitting the scheduling request, the user receives a confirmation message indicating that the request has been successfully scheduled.
4. Review Schedule: The user can view and review their scheduled inspections in their account or through a confirmation email.
5. Error Handling: If required fields are not filled out or if the selected date is unavailable, the user receives appropriate error messages prompting them to correct their input.

**SC\_007: User-Rental request form.**

* **User story:** As a user, I want to fill out a rental request form so that I can formally apply to rent the apartment I’m interested in.
* **Acceptance Criteria:**

1. Input Tenant Information: The user can enter their name, date of birth, address, phone number, email, and job in the designated fields of the rental request form.
2. Specify Rental Period: The user can indicate the desired rental period (e.g., 6 months, 1 year) using a dropdown menu or text field.
3. Form Submission: The user can submit the completed rental request form by clicking a "Submit" button.
4. Confirmation Message: After submitting the form, the user receives a confirmation message indicating that their rental request has been successfully submitted.
5. Error Handling: If required fields are left empty or invalid data is entered (e.g., incorrect email format), the user receives appropriate error messages prompting them to correct their input.

**SC\_008: User – Personal Information, Contracts.**

* **User story:** As a user, I want to view and update personal information as well as manage your rental contracts, so that I can ensure personal information is always accurate and track contract status easily.
* **Acceptance Criteria:**

1. Personal information management:

* Users can view their personal information including name, phone number, email address, and avatar…
* Users can update personal information when there are changes such as phone number or email.
* The system will request to authenticate changes to personal information via email or phone number.

1. View rental contracts:

* Users can view details of their rental contracts, including information about the apartment, contract start and end dates, rental fee, and payment terms…

1. Payment history:

* Users can view their payment history, including amounts paid and amounts due.
* The system displays details of each payment such as amount, payment date, and payment method.

1. Violation off contract:

* Users can view violated contract violations (if any).

1. Special requests:

* Users can view special requests that they have requested.

**SC\_009: User – Maintenance and repair request.**

* **User story:** As a user, I want to submit maintenance or repair requests for your apartment, so that I can ensure problems are resolved promptly and maintain a good quality of life.
* **Acceptance Criteria:**

1. View request status:

* Users can track request status, including statuses such as: "Open", "In progress", "Close", “Re-open”.
* The system will automatically update the status when maintenance staff perform remedial steps.

1. Request History:

* Users can review the history of their maintenance and repair requests, including detailed information on requests that have been resolved.
* The system displays the request submission date, expected date, resolution date and status

1. Filter and search:

* Users can filter and search request history, including: status, request date, and resolution date

1. Submit a maintenance/repair request:

* Users can create a maintenance or repair request by entering detailed information about the problem (e.g. leaking water pipe, broken light, etc.).
* Users can attach images or videos describing the problem for maintenance staff to easily identify.

1. Cancel or edit request:

* User can cancel or edit request before the request is moved to "Processing" status.
* The system will record the reason for cancellation or editing content and send a confirmation notice.

**SC\_010: User – Submit a maintenance/ repair request.**

* **User story:** As a user, I want to submit maintenance or repair requests for your apartment, so that I can ensure problems are resolved promptly and maintain a good quality of life.
* **Acceptance Criteria:**

1. Send request:

* Users can enter necessary information to submit maintenance and repair requests, for example: area, apartment, expected completion date, repair content and condition of damage…

1. Receive notification of request status:

* After sending, the user will receive a notification confirming the request has been received.

1. Track request status:

* Users can review the status of submitted requests, including submission date, request type, and current status.
* The system will display notes from maintenance staff if there is additional information that needs to be notified to the user.

**SC\_011, SC\_012, SC\_013, SC\_014: User – Payment**

* **User story:** As a user, I want to view a list of your bills, so that I can keep track of the fees you need to pay and your payment history.
* **Acceptance Criteria:**

1. View bill list:

* Users can view a list of all bills, including fees such as apartment rent, service fees, and other fees. The invoice list must clearly display information such as invoice number, fee type, amount, status (paid, unpaid), and due date.

1. Bill payment:

* If the bill is unpaid, the user can choose to pay immediately from the bill details screen.
* The system supports many payment methods such as credit cards, bank transfers, or e-wallets.

**SC\_015: Payment with banking.**

* **User story:** As a resident, I want to view my order details and select a payment method so that I can complete my payments for services.
* **Acceptance Criteria:**

1. I can view the breakdown of my payments, including Order Total, Delivery Fee, Tax, and Total Payment.
2. I can select a payment method, either Credit Card or Banking.
3. If I select "Banking," a QR code is displayed for me to scan and complete the payment.
4. I can click the "Pay Now" button to finalize the payment process.

**SC\_016: Payment with credit card.**

* **User story:** As a resident, I want to enter my credit card details and make a payment so that I can complete my transactions for services.
* **Acceptance Criteria:**

1. I can view the breakdown of my payments, including Order Total, Delivery Fee, Tax, and Total Payment.
2. I can select "Credit Card" as the payment method.
3. I can enter the required credit card information, such as Name on Card, Card Number, Expiration Date (MM/YY), and CVV code.
4. I can choose to save my card details for faster future checkout.
5. I can click the "Pay Now" button to complete the payment process.

**SC\_017: My notifications.**

* **User story:** As a resident, I want to view and filter my notifications so that I can manage my important messages and updates effectively.
* **Acceptance Criteria:**

1. I can view a list of notifications with details such as notification type, date, and time.
2. I can filter notifications by categories, such as "Confirm", "Remind", "General Notice", and "Respond".
3. I can search for specific notifications using the search bar.
4. I can click on "See Detail" to view more information about a particular notification.

**SC\_018: Notification detail.**

* **User story:** As a resident, I want to view detailed information about a notification so that I can understand its content and take appropriate actions.
* **Acceptance Criteria:**

1. I can view the title of the notification.
2. I can read the full content of the notification.
3. I can see the date and time the notification was sent.
4. I can see the name of the sender.
5. I can close the detailed view of the notification by clicking the "X" button.

**SC\_019: My complaints.**

* **User story:** As a resident, I want to view and manage my complaints so that I can track the status and resolution of my requests effectively.
* **Acceptance Criteria:**

1. I can view a list of complaints with details such as Request Code, Requester, Request Date, Expected Date, Resolution Date, and Status.
2. I can filter complaints by status (Open, In Progress, Closed).
3. I can search for specific complaints using the search bar.
4. I can filter complaints by Request Date and Resolution Date using a calendar picker.
5. I can click on a Request Code to view more details about the complaint.
6. I can add a new complaint by clicking the "Add" button.
7. I can delete selected complaints by clicking the "Delete" button.

**SC\_020: Submit a complaint.**

* **User story:** As a resident, I want to submit a complaint so that I can report issues or concerns regarding my apartment or services.
* **Acceptance Criteria:**

1. I can enter the complaint code (generated automatically).
2. I can enter details about my apartment.
3. I can select the complaint date and expected completion date using a calendar picker.
4. I can describe the content of my complaint in a text box.
5. I can attach proof (photos or videos) to support my complaint.
6. I can specify the recipient of the complaint.
7. I can add additional notes in the "Note" section.
8. I can submit the complaint by clicking the "Send" button.

**SC\_021: History of my complaints.**

* **User story:** As a resident, I want to view the history of my complaints so that I can track the progress and status of my requests over time.
* **Acceptance Criteria:**

1. I can view a list of complaints with details such as Request Code, Requester, Request Date, Expected Date, Resolution Date, and Status.
2. I can filter complaints by status (Open, In Progress, Closed).
3. I can search for specific complaints using the search bar.
4. I can filter complaints by Complaint Date and Resolution Date using a calendar picker.
5. I can click on a Request Code to view more detailed information about the specific complaint.

**SC\_022: Admin – Home.**

* **User story:** As an admin, I want to see an overview of key metrics on the Home screen, so that I can monitor the overall status and performance of the Apartment management system in the United States.
* **Acceptance Criteria:**

1. Aggregate Revenue Chart:

* Admin can view a chart showing monthly revenue, with three columns representing income sources: apartment rental, service fees and other revenues.
* Admin can select a year to display data for each month of that year.

1. Number of Residents and Apartments:

* Admin can see the total number of residents and apartments, with separate counts for occupied and vacant units.
* The data should be updated in real-time or regularly refreshed to reflect the current state.

1. Complaints Overview:

* Admin can view the total number of complaints in a selected time period, sorted by status (resolved, in progress, pending).

1. Total Cost Chart:

* Admin can view a chart showing total costs by month, can filter by cost type (activate, improve, preventive) and activity type (maintenance, …)
* The chart should allow the admin to drill down into specific categories for more details.

**SC\_023: Admin - Account management.**

* **User story:** As an admin, I want to manage user accounts in the system, so that I can ensure user information is accurate, assign roles, and control access.
* **Acceptance Criteria:**

1. Display account information:

* Admin can view the account's personal information, including username, password, account type, status (activate/locked) and detailed personal information of that account

1. Search and filter accounts:

* Admin can search accounts by username, account ID…
* Admin can filter the account list by account type or status.

1. Add new account:

* Admin can create new user accounts, with necessary information such as username, email, account type (admin, resident, Technical Staff, Complaint handling   
  staff...), and activity status (activate/ lock).

1. Edit account:

* Admin can update account information, including account type, fullname, phone, email, date of birth, user name, status, or change password for users.

1. Delete account:

* Admin can delete user accounts that are no longer needed from the system.
* The system needs to warn before deleting the account, and request confirmation from the admin.

**SC\_024: Admin - Account information.**

* **User story:** As an admin, I want to view and manage user account details, so that I can update personal information and change account settings as needed.
* **Acceptance Criteria:**

1. Display account information:

* Admin can view personal information of the account, including account type, fullname, phone, date of birth, email, status (activated/locked), user name and password.

1. Edit personal information:

* Admin can update the account's personal information, such as fullname, email, date of birth and phone.
* Change the account type or status (activated/locked) of an account.

**SC\_025: Admin – Add new account.**

* **User story:** As an admin, I want to add new accounts to the system, so that I can create new accounts for users with appropriate information and permissions.
* **Acceptance Criteria:**

1. Add new account:

* Admin can create new user accounts, with necessary information such as fullname, phone, date of birth, email, username, and password
* Admin can choose the account type (admin, resident, Technical Staff, Complaint handling staff…) and status (activated/locked)

1. Confirm information before saving:

* The system will display a confirmation message for the admin to check the entered information before saving the new account.

1. Result notification:

* After creating a new account, the system will display a success or failure notification.
* If the account is not created successfully, the system will notify the reason (for example: email already exists, invalid information...).

**SC\_026, SC\_029, SC\_030: Admin – Financial management\_Income.**

* **User story:** As an admin, I want to manage building income, so that I can monitor and manage revenue from apartment rentals, service fees and other income effectively.
* **Acceptance Criteria:**

1. Display list of income:

* Admin can view a list of income from many different sources, including apartment rentals, service fees, and other revenues (fines, advertising revenue, additional services...).
* Each income item displays information such as apartment, tenant, rent, payment deadline, status (paid/unpaid/late), payment method and note.

1. Filter and search income information:

* Admin can filter income by income type (apartment rental, service fee, other), time (month, year, quarter), building (building 1, 2, 3…)
* There is a search function to find specific income information by keyword (eg tenant name, apartment code...).

1. Add and edit income information:

* Admin can add new income, with information such as income type, tenant, rent, payment deadline, status, payment method and note
* Allows editing of previously entered earnings.

1. Export income report:

* Admin can export detailed income reports as files (PDF, Excel...) for storage or sharing.

1. Payment reminder notifications:

* The system will automatically send notifications to residents whose income is unpaid or is due for payment soon.

**SC\_027: Admin – Add new income.**

* **User story:** As an admin, I want to add a new income to the system, so that I can accurately record revenues arising from rentals, service fees, and other revenue sources.
* **Acceptance Criteria:**

1. Enter the details of the new income:

* Admin can enter necessary information for income, including income type (apartment rental, service fee, other), building (building 1, 2, 3…), tenant, rent, payment deadline, status (paid, unpaid, late), payment method and note

1. Select the income type and related details:

* When selecting the income type as "Apartment Rental," the admin will enter information about the apartment and the tenant.
* When selecting the income type as "Service Fee," the admin will enter information about the service type (for example: parking fee, general amenities: gym, pool...).
* When selecting "Other" admins can enter other types of revenues such as fines, advertising revenue...

1. Confirm information before saving:

* Before saving, the system will display summary information for the admin to check the entered details.

1. Result notification:

* After successfully adding, the system will display a confirmation message.
* If there are errors (for example, invalid information), the system will provide detailed instructions for correction.

1. Send notification to payer:

* Admin can edit information (payment deadline, fines...) and send notification to the payer.

**SC\_028: Admin – Send Notification.**

* **User story:** As an admin, I want to send notifications to residents and stakeholders, so that I can inform about unpaid collections, service notifications or other important information.
* **Acceptance Criteria:**

1. Select the object to receive notifications:

* Admin can select one or more specific apartments from the list of residents with different payment statuses.

1. Enter notification content:

* Admin can enter notification content in a text box.
* The system needs to support basic text formatting (bold, italic, underline...) to highlight important information.

1. Confirm sending notification:

* Before sending, the system will display a confirmation message for the admin so they can check the content and recipient of the notification.
* Admin has the option to cancel or confirm notification delivery.

1. Result notification:

* After sending, the system will notify the admin about the result (sending successfully or if an error occurred).
* If there is an error, the system will provide specific instructions to fix it.

1. Sent notification history:

* Admin can view the history of sent notifications, including information about sent date and time, recipient, and notification content.
* There should be an option to filter notification history by time or notification type.

**SC\_031: Admin – Financial management\_Outcome.**

* **User story:** As an admin, I want to view and analyze the system's financial results, so that I can evaluate financial performance and make reasonable management decisions.
* **Acceptance Criteria:**

1. Display list of out come:

* Admins can view expense lists from a variety of sources, including cost type (activate, improve, preventive), activity type, description, rent, date spent, status (Spent, spending), payment method and supplier.

1. Filter and search outcome information

* Admin can filter expenses by cost type (operational, improvement, contingency), activity type (maintenance, repair, cleaning...), or specific building.

1. Add and edit outcome information

* Admin can add new cost, with information: activity type (maintenance…), description, rent, date spent, status, payment method, supplier and note
* Allows editing of previously entered expenses.

1. Export outcome report

* Administrators can export detailed cost reports as files (PDF, Excel...) for storage or sharing.

**SC\_032: Admin – Add new costs.**

* **User story:** As an admin, I want to add new expenses to the system, so that I can update and manage expenses accurately and promptly.
* **Acceptance Criteria:**

1. Add cost information:

* Admin can enter full cost information including cost type (active, improve, preventive), activity type (maintenance, …), description, rent, date spent, status, payment method, supplier and note.

1. Determine cost type:

* Admin needs to select activity type from the available list (maintenance, repair, upgrade, utilities, etc.) to clearly classify costs.

1. Record supplier information:

* If the cost is related to a service provider, the admin can import or select from the list of suppliers already in the system.

1. Check and confirm:

* Admin can review expense information before saving to ensure accuracy.
* The system requires confirmation before saving new expense information into the system.

1. Display success message:

* After successfully adding new expenses, the system will display a confirmation message.
* Admin can choose to return to the expense list or continue adding new expenses.

1. Check and report errors:

* If any information field is invalid or missing, the system will display an error message and ask the admin to complete the information.

**SC\_033: Admin – Resident management and payments.**

* **User story:** As an admin, I want to manage resident information and track their payments, so that I can ensure timely fee collection and accurate updating of resident information.
* **Acceptance Criteria:**

1. Filter and search:

* Admin can filter information such as: tenant, building, apartment, phone or email

1. Tenant information:

* Admin can view, add and edit resident information, including name, phone number, email, residential apartment, …

1. Payment information:

* Admin can view, add and edit payment information, including: invoice code, fee, release date, expiration date, payment method, additional fees and note

1. Track payment history:

* Admin can view each resident's payment history, including paid amounts, due amounts, and outstanding amounts.
* The system displays payment status (paid, unpaid, late) along with information such as due date and amount.

1. Payment reporting and summary:

* The system provides the function of viewing a summary of payments collected and outstanding amounts.

**SC\_034: Admin-List of staff.**

* **User story:** As an admin, I want to see a list of employees so that I can manage staff working in the building.
* **Acceptance Criteria:**

1. View Staff List: The admin can see a list of all employees with ID, name, job titles, contract ID, working status
2. Search and Filter: The admin can search for employees by name or filter by status.

**SC\_035: Admin-Add staff.**

* **User story:** As an admin, I want to fill in a person’s personal information so that I can add a new employee.
* **Acceptance Criteria:**

1. Create New Employee: The admin can enter the employee’s name, contact information, job title, and department.
2. Validation: The system should validate the information and display error messages if any required fields are missing.

**SC\_036: Admin-Information building.**

* **User story:** As an admin, I want to see building information so that I can know the condition of the building.
* **Acceptance Criteria:**

1. View Building Info: The admin can view details about the building, including location, size, number of units, and occupancy rate.
2. Update Information: The admin can update the building’s general information if needed.

**SC\_037: Admin-Technical system management.**

* **User story:** As an admin, I want to see a maintenance list of systems so that I can check the operating status of the systems.
* **Acceptance Criteria:**

1. such as elevator, plumbing, and electrical systems, along with their maintenance status.
2. Filter by status: Admins can filter the list by maintenance status.
3. Filter by system: administrators filter the list by system.
4. Search for information.

**SC\_038: Admin-add system needs maintenance.**

* **User story:** As an admin, I want to fill in the information of a system that needs maintenance so that I can update maintenance schedules and assign staff to the system.
* **Acceptance Criteria:**

1. Add Maintenance Task: The admin can input details about the system requiring maintenance, including system type, issue description, …
2. Assign Staff: The admin can assign maintenance tasks to technical staff from a dropdown list.

**SC\_039: Admin-Details of system condition.**

* **User story:** As an admin, I want to view detailed system information so that I can update maintenance schedules and assign staff for the system.
* **Acceptance Criteria:**

1. View System Details: The admin can see detailed information about each system, including maintenance history and current condition.

**SC\_040: General contract statistics.**

* **User story**: **As an admin,** I want to **view charts for contracts, utility consumption, and employee performance** so that **I can easily track and analyze key metrics.**
* **Acceptance Criteria**:

1. I can see active contracts by type (Lease, Service, Utility, Supplier, Employment).
2. I can view utility consumption trends for the last 6 months (Internet, Gas, Water, Electricity).
3. I can review employee performance scores over time.
4. I can compare employee rewards and disciplinary actions.
5. Hovering or clicking on charts provides detailed information for each data point.

**SC\_041: Lease contract management.**

* **User story: As an admin**, I want to **manage lease contracts (view, filter, add, and delete contracts)** so that **I can efficiently track contract statuses and view contract details.**
* **Acceptance Criteria:**

1. I can view a list of contracts with details like Contract ID, Customer ID, Customer Name, Start Date, and Status.
2. I can filter contracts by status (Valid, Expired).
3. I can add a new lease contract by clicking "New".
4. I can delete selected contracts by clicking "Delete".
5. I can search contracts by typing into the search bar.
6. I can view detailed information by clicking on the Contract ID in the contract list.

**SC\_042: Add a new lease contract.**

* **User story: As an admin**, I want to **create a new lease contract** so that **I can add new contracts for customers efficiently.**
* **Acceptance Criteria:**

1. I can enter contract details like Start Date, End Date, Renewal Period, Rental Fee, Payment Period, Payment Method, and Status.
2. I can enter customer details like Customer Name, Address, Phone Number, Email, and Number of Occupants.
3. I can add any special requests in the "Special Requests" section.
4. I can click "Save" to create and store the new contract.

**SC\_043: Lease contract details.**

* **User story:** As an admin, I want to view, renew, edit, or end lease contracts so that I can manage contract lifecycles efficiently.
* **Acceptance Criteria:**

1. I can view detailed contract information, including Start Date, End Date, Renewal Period, Rental Fee, Payment Period, Payment Method, and Status.
2. I can view customer information, such as Customer Name, Address, Phone Number, Email, and Number of Occupants.
3. I can see and update special requests from customers.
4. I can click on "Renewal" to renew the contract.
5. I can click on "Edit" to modify the contract or customer details.
6. I can click on "End" to terminate the contract.
7. I can view Payment history and check for Breach of contract details.

**SC\_044: Payment history of a lease contract.**

* **User story:** As an admin, I want to view the payment history for a customer so that I can track their payment records for different services.
* **Acceptance Criteria:**

1. I can view a list of payment records, including Payment ID, Apartment Code, Type of Service, Description, Amount, and Payment Date.
2. I can filter payment records by "Type of Payment" (House rental, Service, Utility, Fine).
3. I can filter payment records by "Payment Date" using a calendar picker.
4. I can click on a Payment ID to view more details about the specific payment.

**SC\_045: Breach of a lease contract.**

* **User story:** As an admin, I want to view and manage breach of contract records so that I can track violations and handle penalties effectively.
* **Acceptance Criteria:**

1. I can view a list of violations, including Violation ID, Description, Penalty/Action Taken, Violation Date, and Status.
2. I can filter violations by status (Resolved, Pending).
3. I can filter violations by violation date using a calendar picker.
4. I can click on a Violation ID to view more details about the specific violation.

**SC\_046: Service contract management:**

* **User story:** As an admin, I want to view and manage service contracts so that I can track contract statuses and services provided by suppliers.
* **Acceptance Criteria:**

1. I can view a list of service contracts, including Contract ID, Supplier ID, Type of Service, Start Date, and Status.
2. I can filter contracts by "Type of Service" (Security, Clean, Maintenance, Sport).
3. I can filter contracts by "Contract State" (Valid, Expired).
4. I can filter contracts by "Start Date" using a calendar picker.
5. I can click on a Contract ID to view detailed information about the contract.
6. I can create a new service contract by clicking "New."
7. I can delete selected contracts by clicking "Delete."

**SC\_047: Add a new service contract:**

* **User story:** As an admin, I want to create a new service contract so that I can define the terms and manage services provided by suppliers.
* **Acceptance Criteria:**

1. I can enter contract details such as Start Date, End Date, Type of Service, Scope of the Service, Quality Standards, Progress, Price, and Status.
2. I can select or enter supplier information, including Supplier ID, Company Name, Contact Person, Phone Number, Email, and Address.
3. I can click the "Save" button to create and store the new service contract in the system.

**SC\_048: Service contract details.**

* **User story:** As an admin, I want to view, renew, edit, or end a service contract so that I can manage ongoing service agreements with suppliers effectively.
* **Acceptance Criteria:**

1. I can view detailed information about the contract, including Start Date, End Date, Type of Service, Scope of Service, Quality Standards, Progress, Price, and Status.
2. I can view supplier information, including Supplier ID, Company Name, Contact Person, Phone Number, Email, and Address.
3. I can click "Renewal" to extend the contract.
4. I can click "Edit" to modify the contract or supplier information.
5. I can click "End" to terminate the contract.
6. I can view the "Payment History" by clicking the corresponding link.

**SC\_049: Payment history of a service contract.**

* **User story:** As an admin, I want to view and filter the payment history for service contracts so that I can easily track payments related to different services.
* **Acceptance Criteria:**

1. I can view a list of payments with details such as Payment ID, Supplier ID, Type of Service, Description, Amount, and Payment Date.
2. I can filter the payment records by "Type of Service" (Security, Clean, Maintenance, Sport).
3. I can filter the payment records by "Payment Date" using a calendar picker.
4. I can search for specific payments using the search bar.
5. I can click on a Payment ID to view more details about the specific payment.

**SC\_050: Utility contract management.**

* **User story:** As an admin, I want to view, filter, and manage utility contracts so that I can efficiently track contract statuses and services provided by utility suppliers.
* **Acceptance Criteria:**

1. I can view a list of utility contracts with details such as Contract ID, Supplier ID, Type of Utility, Start Date, and Status.
2. I can filter contracts by "Type of Utility" (Internet, Gas, Water, Electric).
3. I can filter contracts by "Contract State" (Valid, Expired).
4. I can filter contracts by "Start Date" using a calendar picker.
5. I can search for specific contracts using the search bar.
6. I can click on a Contract ID to view more detailed information about the contract.
7. I can create a new utility contract by clicking the "New" button.
8. I can delete selected contracts by clicking the "Delete" button.

**SC\_051: Add a new utility contract:**

* **User story:** As an admin, I want to create a new utility contract so that I can efficiently manage the contract terms and supplier information.
* **Acceptance Criteria:**

1. I can enter contract details such as Start Date, End Date, Type of Utility, Price, and Status.
2. I can view and select supplier information, including Supplier ID, Company Name, Contact Person, Phone Number, Email, and Address.
3. I can save the contract by clicking the "Save" button.

**SC\_052: Utility contract details.**

* **User story:** As an admin, I want to view, renew, edit, or terminate a utility contract so that I can manage utility consumption and supplier agreements effectively.
* **Acceptance Criteria:**

1. I can view detailed information about the utility contract, including Contract ID, Start Date, End Date, Type of Utility, Price, and Status.
2. I can view supplier information, including Supplier ID, Company Name, Contact Person, Phone Number, Email, and Address.
3. I can view utility consumption trends and cost allocation for different utility services.
4. I can access the "Payment History" by clicking the corresponding link.
5. I can renew the contract by clicking the "Renewal" button.
6. I can edit the contract or supplier details by clicking the "Edit" button.
7. I can terminate the contract by clicking the "End" button.

**SC\_053: Payment history of a utility contract.**

* **User story:** As an admin, I want to view and filter the payment history for utility contracts so that I can efficiently track payments for different utility services.
* **Acceptance Criteria:**

1. I can view a list of payment records with details such as Payment ID, Supplier ID, Type of Utility, Description, Amount, and Payment Date.
2. I can filter payment records by "Type of Utility" (Internet, Gas, Water, Electric).
3. I can filter payment records by "Payment Date" using a calendar picker.
4. I can search for specific payments using the search bar.
5. I can click on a Payment ID to view more detailed information about the specific payment.

**SC\_054: Supplier contract.**

* **User story:** As an admin, I want to view, filter, and manage supplier contracts so that I can efficiently track contract statuses and services provided by different suppliers.
* **Acceptance Criteria:**

1. I can view a list of supplier contracts with details such as Contract ID, Supplier ID, Type of Equipment, Start Date, and Status.
2. I can filter contracts by "Type of Equipment" (HVAC Systems, Security Systems, Appliances, Lighting Systems).
3. I can filter contracts by "Contract State" (Valid, Expired).
4. I can filter contracts by "Start Date" using a calendar picker.
5. I can search for specific contracts using the search bar.
6. I can click on a Contract ID to view more detailed information about the contract.
7. I can create a new supplier contract by clicking the "New" button.
8. I can delete selected contracts by clicking the "Delete" button.

**SC\_055: Add a new supplier contract.**

* **User story:** As an admin, I want to create a new supplier contract so that I can efficiently manage contract terms and track supplier-provided equipment.
* **Acceptance Criteria:**

1. I can enter contract details such as Start Date, End Date, Type of Equipment, Price, Warranty, and Status.
2. I can select supplier information, including Supplier ID, Company Name, Contact Person, Phone Number, Email, and Address.
3. I can enter equipment specifications, including Power, Weight, Size, Installation Date, and Equipment Status.
4. I can save the contract by clicking the "Save" button.

**SC\_056: Supplier contract details.**

* **User story:** As an admin, I want to view, renew, edit, or terminate a supplier contract so that I can efficiently manage supplier agreements and track equipment information.
* **Acceptance Criteria:**

1. I can view detailed information about the contract, including Contract ID, Start Date, End Date, Type of Equipment, Price, Warranty, and Status.
2. I can view supplier information, including Supplier ID, Company Name, Contact Person, Phone Number, Email, and Address.
3. I can view equipment information, including Technical Specifications, Power, Weight, Size, Installation Date, and Equipment Status.
4. I can access the "Payment History" and "Equipment Maintenance History" by clicking the corresponding links.
5. I can renew the contract by clicking the "Renewal" button.
6. I can edit the contract or supplier details by clicking the "Edit" button.
7. I can terminate the contract by clicking the "End" button.

**SC\_057: Payment of a supplier contract.**

* **User story:** As an admin, I want to view and filter the payment history for supplier contracts so that I can efficiently track payments for different equipment and services provided by suppliers.
* **Acceptance Criteria:**

1. I can view a list of payment records with details such as Payment ID, Supplier ID, Type of Equipment, Description, Amount, and Payment Date.
2. I can filter payment records by "Type of Equipment" (HVAC Systems, Security Systems, Appliances, Lighting Systems).
3. I can filter payment records by "Payment Date" using a calendar picker.
4. I can search for specific payments using the search bar.
5. I can click on a Payment ID to view more detailed information about the specific payment.

**SC\_058: Equipment maintenance history.**

* **User story:** As an admin, I want to view and filter the equipment maintenance history so that I can efficiently track maintenance activities for different equipment types.
* **Acceptance Criteria:**

1. I can view a list of maintenance records with details such as Maintenance ID, Supplier ID, Type of Equipment, Description, Maintenance Fee, and Maintenance Date.
2. I can filter maintenance records by "Type of Equipment" (HVAC Systems, Security Systems, Appliances, Lighting Systems).
3. I can filter maintenance records by "Maintenance Date" using a calendar picker.
4. I can search for specific maintenance activities using the search bar.
5. I can click on a Maintenance ID to view more detailed information about the specific maintenance activity.

**SC\_059: Employee contract management.**

* **User story:** As an admin, I want to view, filter, and manage employment contracts so that I can efficiently track contract details and employee assignments.
* **Acceptance Criteria:**

1. I can view a list of employment contracts with details such as Contract ID, Employee ID, Employee Name, and Department.
2. I can filter contracts by "Department" (Security, Accounting, Clean, Maintenance).
3. I can search for specific employment contracts using the search bar.
4. I can click on a Contract ID to view more detailed information about the specific contract.
5. I can create a new employment contract by clicking the "New" button.
6. I can delete selected contracts by clicking the "Delete" button.

**SC\_060: Add a new employee contract.**

* **User story:** As an admin, I want to create a new employment contract so that I can efficiently manage employee details and contract information.
* **Acceptance Criteria:**

1. I can enter employee details such as Employee ID, Full Name, ID, Address, Phone Number, and Email.
2. I can enter or edit employment details such as Position, Department, Salary, Benefits, and Termination Clause.
3. I can attach employee documents, such as the job application, tax document, and insurance file.
4. I can save the employment contract by clicking the "Save" button.

**SC\_061: Employee contract details.**

* **User story:** As an admin, I want to view, renew, edit, or terminate an employment contract so that I can efficiently manage employee information and contract details.
* **Acceptance Criteria:**

1. I can view detailed employee information, including Employee ID, Full Name, ID, Address, Phone Number, and Email.
2. I can view employment details such as Position, Department, Salary, Benefits, and Termination Clause.
3. I can view performance management details, including Disciplinary Actions and Rewards.
4. I can access attached documents, such as the job application, tax document, and insurance file.
5. I can renew the contract by clicking the "Renewal" button.
6. I can edit the contract or employee details by clicking the "Edit" button.
7. I can terminate the contract by clicking the "End" button.

**SC\_062: Admin-List of complaints.**

* **User story:** As an admin, I want to see a list of complaints so that I can track unresolved issues and ensure timely responses.
* **Acceptance Criteria:**

1. View complaint list: Admins can view complaint list, including complaint ID, category, and status.
2. Filter by status and search: Admin can filter by status complaint status and search for complaint information to display the list.

**SC\_063: Admin-Complaint detail.**

* **User story:** As an admin, I want to see the details of a complaint so that I can assign complaint handling to building staff.
* **Acceptance Criteria:**

1. View Complaint Details: The admin can see the full details of a complaint, including the complaint ID, Account, Complain date, description of the issue…
2. Assign Staff: The admin can assign the complaint to a specific staff member for resolution.

**SC\_064: Admin- List of repair requirements.**

* **User story:** As an admin, I want to see a list of repair requests so that I can track the progress and ensure timely completion of repairs.
* **Acceptance Criteria:**

1. View repair requests: Administrators can view all repair requests, including request ID, repair type, and status.
2. Filter and Sort: Administrators can filter by repair request status and search for information.

**SC\_065: Admin-Repair request details.**

* **User story:** As an admin, I want to see the details of a repair request so that I can assign repair work to building staff.
* **Acceptance Criteria:**

1. View Request Details: The admin can see details of the repair request, including the description, location, and requested completion date.
2. Assign Staff: The admin can assign repair work to a specific staff member.

**SC\_066: Complaint handling staff- List complaints.**

* **User story:** As a complaint handling staff, I want to see a list of complaints so that I can carry out the tasks assigned by the admin.
* **Acceptance Criteria:**

1. View Assigned Complaints: The staff member can view complaints assigned to them, with details such as complaint ID, status, and due date.
2. Update Status: The staff can update the status of each complaint after completing the task.
3. Filter by processing status and search: staff can filter by complaint status and search for information.

**SC\_067: Complaint handling staff-Complaint detail.**

* **User story:** As a complaint handling staff, I want to see complaint details so that I can view specifics and update job status.
* **Acceptance Criteria:**

1. View Complaint Details: The staff member can view all details related to the complaint.
2. Change Status: The staff can change the complaint’s status to indicate progress (e.g., In Progress, Resolved).

**SC\_068: Technical staff- System maintenance list.**

* **User story:** As a technical staff, I want to see a list of systems requiring maintenance so that I can perform maintenance work assigned by the admin.
* **Acceptance Criteria:**

1. View Maintenance Tasks: The staff member can view assigned maintenance tasks, including system type and priority level.
2. Update Maintenance Status: The staff can update the task’s status after completing maintenance work.
3. Filter by status: Staff can filter the list by maintenance status.
4. Filter by system: staff filter the list by system.
5. Search for information.

**SC\_069: Technical staff- Details of system condition.**

* **User story:** As a technical staff, I want to see detailed system information so that I can view maintenance history and update job status.
* **Acceptance Criteria:**

1. View System Condition: The staff can view detailed information about the system, including previous maintenance records.
2. Change Job Status: The staff can update the job status to reflect the current state of the system.

**SC\_070: Technical staff- List repair requirements.**

* **User story:** As a technical staff, I want to see a list of repair requests so that I can perform repair work as assigned by the admin.
* **Acceptance Criteria:**

1. View Assigned Repairs: The staff can view repair tasks assigned to them, with details such as request ID, type, and location.
2. Update Task Status: The staff can mark repairs as in waiting, ongoing or completed.
3. Filter by repair request status and search: Staff can filter by repair request status and search for information.

**SC\_071: Technical staff- Repair request detail.**

* **User story:** As a technical staff, I want to see repair request details so that I can view the status of equipment needing repair and update job status.
* **Acceptance Criteria:**

1. View Repair Details: The staff can see detailed information on each repair task, including equipment type and issue description.
2. Update Job Status: The staff can change the status of a repair request to indicate progress (e.g., In Progress, Resolved).