



School of Computer Sciences

CAT404 – Software Engineering Major Project

System Requirement and Design Document

[Event Service Provider (ESP) System]

[Team Name: Upbeat]

Student Name	Matric Number	Subsystem Name	Role
Nurul Anis Afiqah Binti Mohd Ariff	148279	Management [SE22230063]	Team Leader Quality Assurance Analyst
Hidayati Itqan Binti Mohd Rosli	149210	Advertisement [SE22230035]	Architect
Nurul Adila Binti Abdul Mukti	146987	Reservation [SE22230064]	Requirements Analyst

[Supervisor: Dr. Mohd Nadhir Bin Ab Wahab]

[Examiner 1: Prof. Dr. Putra Sumari]

[Examiner 2: Dr. Syaheerah Lebai Lutfi]

Academic Session

2022/2023

Declaration

“We declare that the following is our own work and does not contain any **unacknowledged** work from any other sources. This report was undertaken to fulfill the requirements of the Software Engineering Major Project for the Bachelor of Computer Science (Honours) program at Universiti Sains Malaysia”.

Signature : *Anis Afiqah Ariff*

Name : Nurul Anis Afiqah Binti Mohd Ariff

Date : 8th January 2023

Signature : *Hidayati Itqan*

Name : Hidayati Itqan Binti Mohd Rosli

Date : 8th January 2023

Signature : *Nurul Adila*

Name : Nurul Adila Binti Abdul Mukti

Date : 8th January 2023

Abstract

A successful and smooth event is just a dream for every event's organizer. Considering the hustles that need to be faced to organize an ideal event, the Event Service Provider (ESP) System is proposed. This web-based system is expected to help clients organize their events faster and conveniently besides having a good experience when booking services online. There are three main user roles that are involved in ESP, which are clients, vendors, and admin. The system is then further divided into three subsystems, which are management subsystem, advertisement subsystem and reservation subsystem. The Management Subsystem is responsible for storing users' data, promoting vendors' past projects through catalogs, and delivering excellent user experience to search for services to organize events. The Advertisement Subsystem is responsible for managing the post and advertisement of service packages, filtering service listings through category location or price and lastly it facilitates the booking service by enabling the client to check for vendor's availability slot. The Reservation Subsystem is responsible for managing the review process of delivered services, booking process of desired products, tracking the booking progress and managing the payment transaction between clients and vendors. The ESP is designed for a company that can manage online sales and event-related businesses since the nature of the businesses included in this system are food, decor services, photographers, make-up artists, and other related businesses.

Keywords: Event Service Provider (ESP) System, Management Subsystem, Advertisement Subsystem, Reservation Subsystem, Event-related businesses

Acknowledgements

We would like to acknowledge and give our warmest thanks to our supervisor, Dr. Mohd Nadhir Bin Ab Wahab who made this project possible. His guidance and advice carried us through all the milestones of our project. We would also like to thank our examiner panels, Dr. Putra and Dr. Syaheerah, who are responsible for validating and ensure our project will be well delivered. Your feedback towards our project is highly appreciated. We would also like to thank the School of Computer Sciences.

We would also like to give special thanks to our family for their continuous support and understanding when undergoing our project milestones.

Table of Contents

Declaration	ii
Abstract	iii
Acknowledgements	iv
Table of Contents	v
List of Figures	x
List of Tables	xiii
1. Software Project Management Plan (SPMP)	1
1.1. Project background.....	1
1.2. Organization background	1
1.3. System Overview	2
1.3.1. System Description and Function	2
1.3.2. Software Process Approach	3
1.3.3. Software Life Cycle Model.....	4
1.3.4. Modeling Notation	5
1.3.5. Coding Standard.....	6
1.4. Team Structure and Roles	6
1.4.1. Role Assignments	6
1.4.2. Development Responsibilities	6
1.5. Facilities and Computer Resources	6
1.5.1. Computer and other Hardware Resources	6

1.5.2. Software and Operating System Resource Specifications	7
1.6. Project Schedule & Milestones	8
1.6.1. Hierarchy Chart of Work Division	9
1.6.2. Milestone 1: System Requirement and Design	9
1.6.3. Milestone 2: Progress Review (Prototype development).....	10
1.6.4. Milestone 3: Final Presentation (Final development).....	11
2. Software Requirements Specifications (SRS)	12
2.1 Background & Related Work	12
2.1.1 Existing Systems & Algorithms/Theories	12
2.1.2 Strengths and Weaknesses of the Existing Systems	13
2.1.3 Problem Summary	13
2.2 Requirements Gathering Techniques	14
2.3 Top Level Representation	15
2.4 External Interfaces Requirements	16
2.4.1 Interface Profile Client.....	16
2.4.2 Interface Profile Vendor (product, project showcase, calendar).....	17
2.4.3 Interface Profile Admin	17
2.4.4 Interface Home (search, category).....	17
2.4.5 Interface of Advertisement Description.....	18
2.4.6 Interface Booking.....	18
2.4.7 Interface Cart	18
2.4.8 Interface Payment	19

2.4.9	Interface Admin	19
2.4.10	Interface About Us	19
2.5	Internal Interfaces Requirements for [Subsystem 1: Management].....	20
2.5.1	Register an account	22
2.5.2	Login and Logout.....	23
2.5.3	Update Profile	25
2.5.4	Publish Past Project.....	26
2.5.5	Review Past Project	27
2.5.6	Post Question	29
2.5.7	Reply Question.....	31
2.5.8	Review FAQ	32
2.5.9	Add FAQ.....	33
2.5.10	Manage management data.....	34
2.6	Internal Interfaces Requirements for [Subsystem 2: Advertisement]	36
2.6.1	Add advertisement	38
2.6.2	View advertisement	39
2.6.3	Write review.....	40
2.6.4	View the reviews.....	42
2.6.5	Edit the calendar	43
2.6.6	View the calendar	45
2.6.7	Search for service.....	46
2.6.8	Filter the service by category, location, and price	47

2.6.9	Manage Advertisement data	49
2.7	Internal Interfaces Requirements for [Subsystem 3: Reservation].....	51
2.7.1	Add cart item.....	54
2.7.2	Remove Cart Item.....	55
2.7.3	View Cart Item.....	57
2.7.4	Make booking request.....	58
2.7.5	View booking details	60
2.7.6	View booking request	61
2.7.7	Manage booking request	62
2.7.8	Confirm service received	64
2.7.9	Cancel/Refund booking	65
2.7.10	Make payment booking.....	67
2.7.11	Manage reservation data	69
2.8	Non-Functional Requirements	71
2.8.1	Performance Requirement	71
2.8.2	Other Relevant Non-Functional Requirement	72
3.	Software Design Description (SDD)	72
3.1	Storyboard	72
3.2	High Level Design	86
3.2.1	System Architecture	87
4.	Software Test Plan	87
4.1	Purpose and scope	87

4.2	Test items	89
4.3	Requirements/Features to be tested.....	91
4.4	Test approach/strategy.....	93
4.5	Item pass/fail criteria.....	93
	REFERENCES	102

List of Figures

Figure 1 System Overview.....	2
Figure 2 Kanban Board for ESP System.....	5
Figure 3 Entity Relationship Diagram of ESP System	5
Figure 4 GANTT Chart of ESP System.....	8
Figure 5 Hierarchy Chart of Work Division	9
Figure 6 Runningmen Catering.....	12
Figure 7 Overall Use Case Diagram for ESP System.....	15
Figure 8 Overall Domain Model Class Diagram for ESP System.....	16
Figure 9 Use Case Diagram for Management Subsystem	21
Figure 10 Domain Class Diagram for Management Subsystem.....	21
Figure 11 Use Case Description for Register an Account	23
Figure 12 Use Case Description for Login and Logout the System	24
Figure 13 Use Case Description for Update Profile	26
Figure 14 Use Case Description for Publish Past Project.....	27
Figure 15 Use Case Description for Review Past Project.....	29
Figure 16 Use Case Description for Post Question	30
Figure 17 Use Case Description for Reply Question	31
Figure 18 Use Case Description for Reply Question	32
Figure 19 Use Case Description for Review FAQ.....	33
Figure 20 Use Case Description for Manage FAQ.....	34

Figure 21 Use Case Description for Manage Management Data	35
Figure 22 Use Case Diagram of Advertisement Subsystem.....	37
Figure 23 Domain Class Diagram for Advertisement Subsystem.....	37
Figure 24 Use Case Description for Add advertisement	39
Figure 25 Use Case Description for View advertisement.....	40
Figure 26 Use Case Description for Write Review	41
Figure 27 Use Case Description for View Review	43
Figure 28 Use Case Description for Edit Calendar.....	44
Figure 29 Use Case Description for View Calendar.....	46
Figure 30 Use Case Description for Search Service	47
Figure 31 Use Case Description for Filter Service	49
Figure 32 Use Case Description for Manage Advertisement Data.....	51
Figure 33 Use Case Diagram of Reservation Subsystem	53
Figure 34 Domain Class Diagram of Reservation Subsystem.....	54
Figure 35 Use Case Description for Add Cart Item.....	55
Figure 36 Use Case Description for Remove Cart Item	56
Figure 37 Use Case Description for View Cart Item	58
Figure 38 Use Case Description for Make Booking Request	59
Figure 39 Use Case Description for View booking Request	61
Figure 40 Use Case Description for View booking Request	62
Figure 41 Use Case Description for Manage Booking Request	64
Figure 42 Use Case Description for Confirm Service Received	65

Figure 43 Use Case Description for Cancel/ Refund Booking	67
Figure 44 Use Case Description for Make Payment Booking	69
Figure 45 Use Case Description for Manage Reservation Data	71
Figure 46 Network Diagram of ESP System	86
Figure 47 Design Class Diagram of ESP System	87
Figure 48 Overall Features of ESP System.....	89

List of Tables

Table 1 Project Team Role Assignments.....	6
Table 2 Development Responsibilities	6
Table 3 Software and Operating System Resource Specifications.....	7
Table 4 Tasks Responsibility in Milestone 1	10
Table 6 Tasks Responsibility in Milestone 2	11
Table 7 Tasks Responsibility in Milestone 3	12
Table 8 Interface Profile Vendor	17
Table 9 Interface Profile Admin	17
Table 10 Interface Home	18
Table 11 Interface of Advertisement Description.....	18
Table 12 Interface Booking	18
Table 13 Interface Cart	19
Table 14 Interface Payment	19
Table 15 Interface Admin	19
Table 16 Interface About Us.....	20
Table 17 List of Management Subsystem Requirements	21
Table 18 Use Case Description for Register an Account	23
Table 19 Use Case Description for Login and Logout the System.....	24
Table 20 Use Case Description for Update Profile.....	25

Table 21 Use Case Description for Publish Past Project	27
Table 22 Use Case Description for Review Past Project.....	28
Table 23 Use Case Description for Post Question.....	30
Table 24 Use Case Description for Review FAQ.....	33
Table 25 Use Case Description for Manage FAQ	34
Table 26 Use Case Description for Manage Management Data.....	35
Table 27 List of Advertisement Subsystem Requirements.....	36
Table 28 Use Case Description for Add advertisement.....	38
Table 29 Use Case Description for View advertisement	40
Table 30 Use Case Description for Write Review	41
Table 31 Use Case Description for View Review	42
Table 32 Use Case Description for Edit Calendar	44
Table 33 Use Case Description for View Calendar	45
Table 34 Use Case Description for Search Service	47
Table 35 Use Case Description for Filter Service	48
Table 36 Use Case Description for Manage Advertisement Data	50
Table 37 Lists of Reservation Subsystem Requirements.....	52
Table 37 Use Case Description for Add Cart Item	55
Table 38 Use Case Description for Remove Cart Item.....	56
Table 39 Use Case Description for View Cart Item	57
Table 40 Use Case Description for Make Booking Request	59
Table 41 Use Case Description for View booking Request	60

Table 42 Use Case Description for View booking Request	62
Table 43 Use Case Description for Manage Booking Request.....	63
Table 44 Use Case Description for Confirm Service Received.....	65
Table 45 Use Case Description for Cancel/ Refund Booking	66
Table 46 Use Case Description for Make Payment Booking	68
Table 47 Use Case Description for Manage Reservation Data.....	70
Table 48 System Timing Targets	72
Table 49 System Performance Goals	72
Table 50 Requirements/Features to be tested	92
Table 51 Item pass/fail criteria	102

1. Software Project Management Plan (SPMP)

1.1. Project background

E-commerce has emerged as an important industry and sector in recent years, particularly since the world is slowly recovering from the COVID-19 pandemic. More people are shifting their preferences toward using an e-commerce platform to manage their daily needs. E-commerce includes not only purchasing and selling goods but also providing services. Every event service has its own booking platform, whereas some local businesses only deal with customers through social media to reduce the cost of having their own platform. Services necessary for an event like the perfect birthday party or wedding are frequently scattered; each has its own platform for booking services, requiring users to search multiple sites to find their preferred service. This caused the booking and surveying process become time-consuming. Thus, a project called Event Service Provider (ESP) System is proposed as a business-to-consumer e-commerce system that gathers event-related services in one platform and sells the goods or services to an individual consumer.

Furthermore, this project corresponds to SDG 8, which promotes sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all [1]. This is because having an ESP system encourages small and medium-sized businesses to grow in parallel with technological advancements. This web-based system is expected to help clients organize their events more quickly and easily besides assisting users in having a good experience when booking services online.

1.2. Organization background

The Event Service Provider (ESP) System is designed for a company that can manage online sales and event-related businesses since the nature of the businesses included in this system are food, decor services, photographers, make-up artists, and other related businesses. The future owner of this system will be from an e-commerce company field that specializes in providing service to the client. The system allows the vendors to advertise their business by posting advertisements of their services/products. The listing of the services is displayed on the dashboard. Next, the clients can browse the

dashboard and find their desired services/products using the filtering feature. In addition, the clients may add the services/products into their cart before proceeding to book and pay for the services/products.

Some of the benefits that can be obtained through this system are:

1. Help the vendor by reducing the cost needed to market their service.
2. Provide the vendor with a wider customer base across the internet user.
3. Enable the client to save more time and easier to make comparisons between services.
4. Provide the client with various service choices and flexible booking time.
5. Protect the client and the vendor from facing scamming issues or last-minute booking cancellation.
6. Help the admin in facilitating the data management of the system.
7. Provide sustainable profit to the company by collecting commission from each service transaction.

1.3. System Overview

1.3.1. System Description and Function

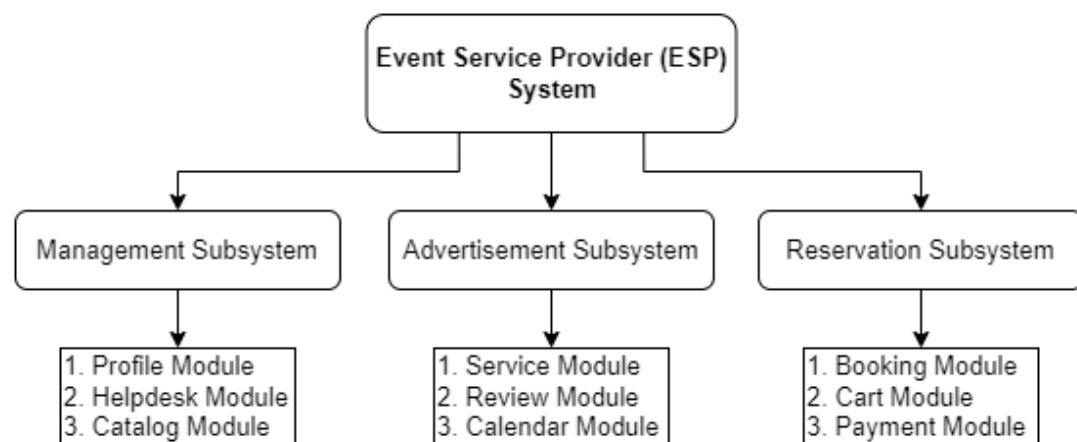


Figure 1 System Overview

Event Service Provider (ESP) System is a web-based system that will be developed to achieve the objectives of this project. There are three main user roles that are involved in ESP, which are clients, vendors, and admin. The administrator is responsible for managing user data in the system, whereas vendors will use the system to sell their

services and attract clients. The client, who is the primary user of the ESP may search for and book any services available.

The ESP is divided into 3 subsystems: management subsystem, advertisement subsystem, and reservation subsystem. First, the Management Subsystem is responsible for storing users' data, promoting vendors' past projects through catalogs, and delivering excellent user experience to search for services to organize events. Second, the Advertisement Subsystem is responsible for managing the post and advertisement of service packages, filtering service listings through category location or price and lastly, it facilitates the booking service by enabling the client to check for vendor's availability slot. Lastly, the Reservation Subsystem is responsible for managing the review process of delivered services, booking process of desired products, tracking the booking progress and managing the payment transaction between clients and vendors.

The objectives of each subsystem are listed below:

Subsystem 1: Management

1. Manage users of the system (admin/client/vendor).
2. Manage the previous projects handled by the vendor.
3. Manage the complaint/issue raised by the clients.

Subsystem 2: Advertisement

1. Manage advertisement/services registered to the system.
2. Manage the availability of the services provided.
3. Manage the service listing through the preference of the client.

Subsystem 3: Reservation

1. View, book and modify the services offered by the vendor in the cart.
2. Make a payment for the service selected.
3. Manage the booking and feedback review.

1.3.2. Software Process Approach

This software project will implement a hybrid approach that is a combination of plan-driven and agile methods. The functional requirements of the software have been

decided at an early stage of the software development life cycle, thus the process will continue with the requirements analysis, design and the following stages that determine the significance of utilizing the waterfall model. Furthermore, our project also adopts an agile approach where the design, development and implementation of codes, and testing stages are built and delivered by iterations. Every iteration will be developed simultaneously and the results will be reviewed by the stakeholders before finalizing the software product. Thus, the hybrid approach will increase the productivity of each team member in developing the software, ensure the system meets the user needs and produce high quality software products.

1.3.3. Software Life Cycle Model

Based on the chosen process approach, Kanban will be implemented as the main software development life cycle model for this system. Kanban was chosen as it provides the visualization of the workflow. By using the Kanban board, all team members are aware of their own allocated responsibilities and know about other members' progress. Visualizing all the work stream thus helps the team members to stay organized and able to prioritize which task is more urgent or important. This also helps to increase the efficiency of the team as everyone is aware of each other progress and any issues arise can be discussed and corrected together as fast as possible. Kanban general practices also help to limit work-in-progress to ensure the team members do not spend too much time on unnecessary things, avoiding the risk of having overload tasks and productivity decreased. Moreover, Kanban was chosen as it provides higher flexibility towards the team as it does not have defined sprint backlog or process. This allows the team to collaborate more on reprioritizing the task defined and improve the workflow.

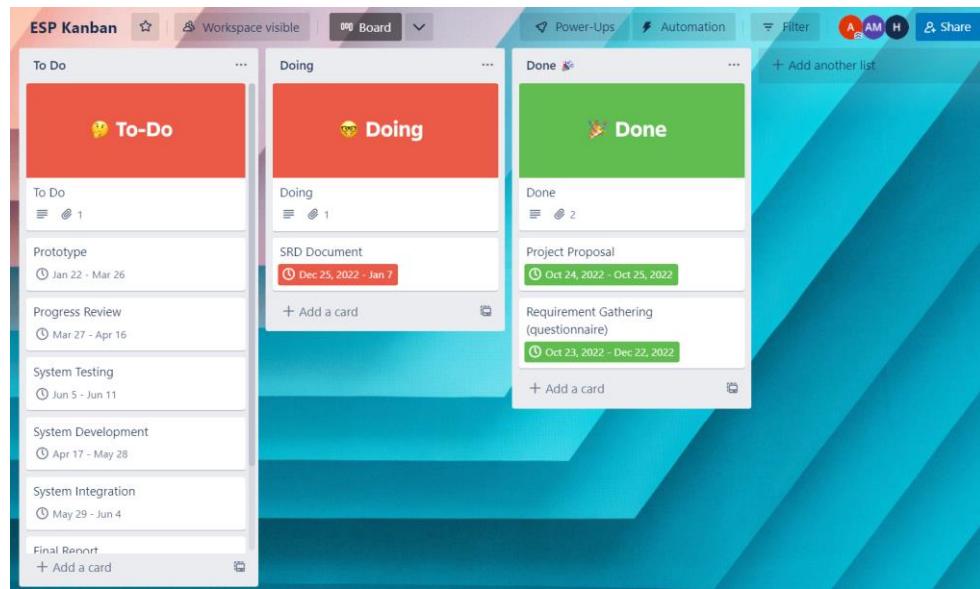


Figure 2 Kanban Board for ESP System

1.3.4. Modeling Notation

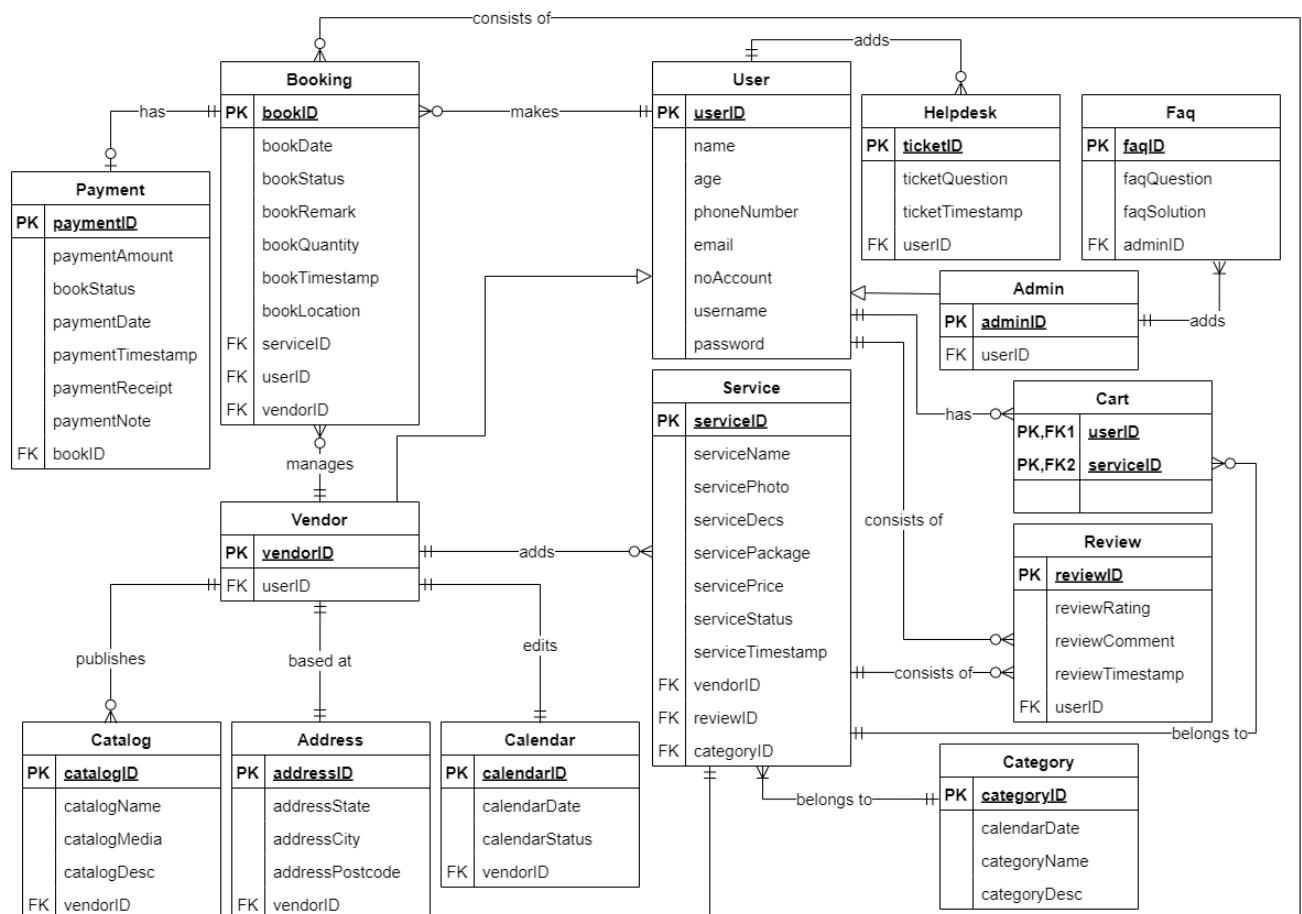


Figure 3 Entity Relationship Diagram of ESP System

1.3.5. Coding Standard

This project will use the React framework as the base for the front-end development and Firebase software as the back-end source. These open sources implement JavaScript language that supports web application development. Besides that, Visual Studio Code is used as the integrated development environment that offers productivity to manage code with ease and GitHub is used to collaborate with all developers.

1.4. Team Structure and Roles

1.4.1. Role Assignments

Each team member is automatically a developer, and one must be a Team Leader. The following additional roles must be assigned: Requirements Analyst, Architect, Quality Assurance Analyst.

Role	Team Member
Project Leader	Nurul Anis Afiqah Binti Mohd Ariff
Architect	Hidayati Itqan Binti Mohd Rosli
Requirement Analyst	Nurul Adila Binti Abdul Mukti

Table 1 Project Team Role Assignments

1.4.2. Development Responsibilities

The following team members have been assigned to the given subsystems for the project.

Subsystem	Team Member
Subsystem 1: Management	Nurul Anis Afiqah Binti Mohd Ariff
Subsystem 2: Advertisement	Hidayati Itqan Binti Mohd Rosli
Subsystem 3: Reservation	Nurul Adila Binti Abdul Mukti

Table 2 Development Responsibilities

1.5. Facilities and Computer Resources

1.5.1. Computer and other Hardware Resources

This project is a web application that can be run on below specifications:

1. RAM
2. Processor
3. Laptop/phone/tablet

Adila's:

1. Laptop - 8 RAM, Windows 10, Intel Core i5, 64-bit operating system
2. Phone - 3 RAM, Processor Octa-core, Android v11
3. Tablet - 4 RAM, Android v12

Anis's:

1. Laptop - 4 RAM, Windows 11, AMD Ryzen 5, 64-bit operating system
2. Phone - 4 RAM, Processor Octa-core, Android v9

Hidayati's:

1. Laptop - 8 RAM, Windows 11, AMD Ryzen 5, 64-bit operating system
2. Phone - 4 RAM, Processor G80, Android v11
3. Tablet - 4 RAM, Android v12

1.5.2. Software and Operating System Resource Specifications

Software used	Description
Operating system	The system is handled using Windows as it is user friendly and most stakeholders uses it.
Browser	The system can be opened using Chrome & Microsoft Edge browser since both browsers have Android and iOS versions.
Development tool	Visual Studio Code is used for code-build-debug cycle.
Database	Firebase is used to store the real time database of the system.
Collaborative tool	GitHub is used to manage collaboration between team members.
Documentation tool	Google Docs & Diagrams.net are used as the documentation tools.

Table 3 Software and Operating System Resource Specifications

1.6. Project Schedule & Milestones

A phased project schedule is used for project development. There are three important milestones:

Milestone 1: System Requirement and Design

Milestone 2: Progress Review (Prototype development)

Milestone 3: Final Presentation (Final development)

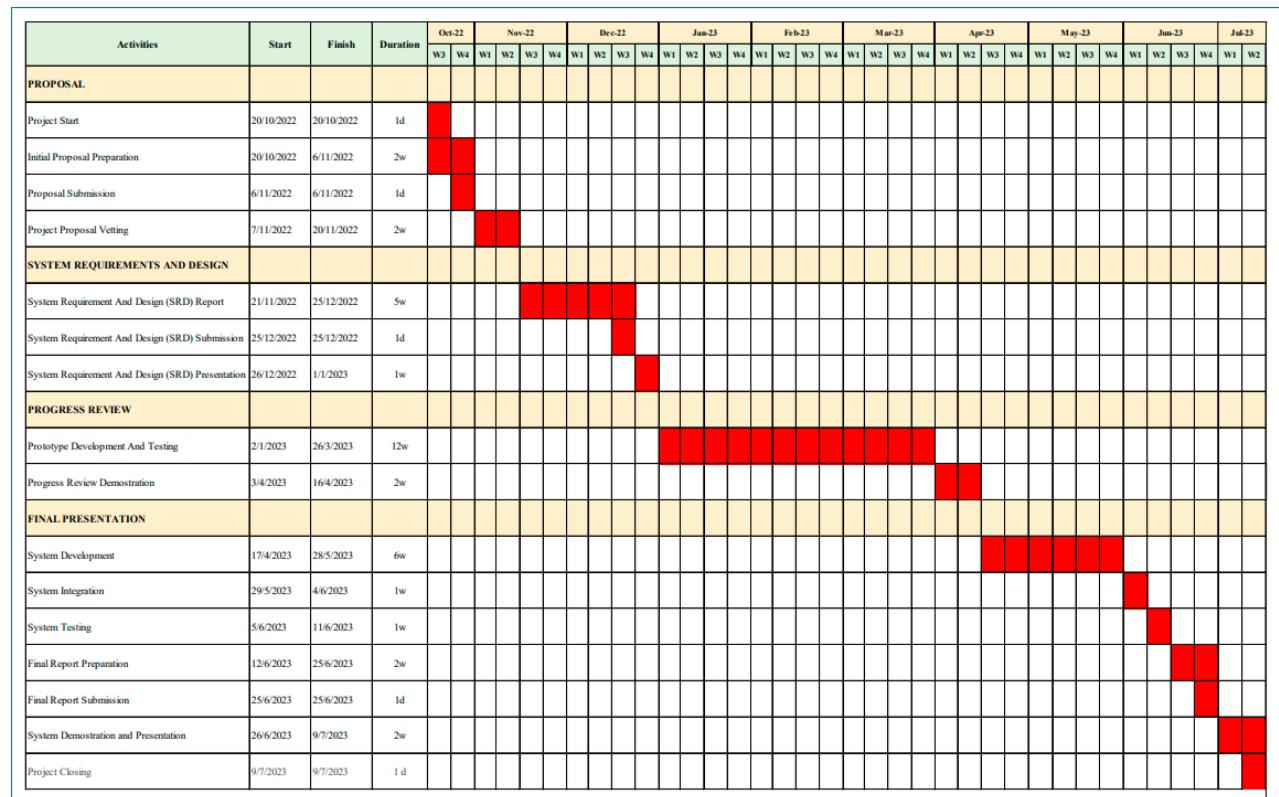


Figure 4 GANTT Chart of ESP System

1.6.1. Hierarchy Chart of Work Division

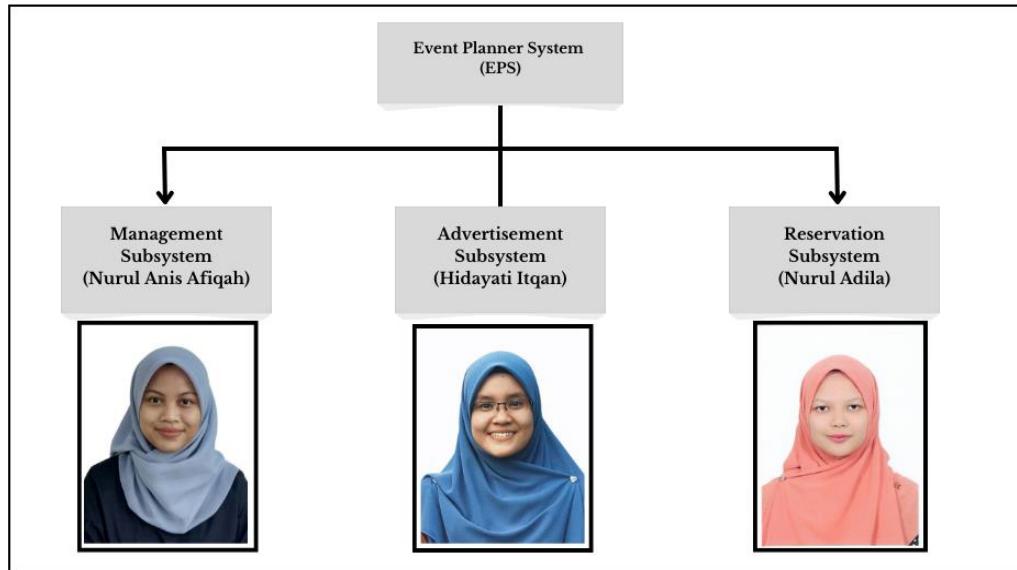


Figure 5 Hierarchy Chart of Work Division

1.6.2. Milestone 1: System Requirement and Design

1. Identify and elicit requirements from stakeholders through survey
 - Understand the activity flow of the system ~ 1 day
 - Meet with team members to prepare questionnaires ~ 1 day
 - Identify relevant users and distribute the questionnaires ~ 2 days
2. System and requirement analysis
 - Understand what user wants based on the responses ~ 1 day
 - Decide functional requirements based on priority ~ 1 day
 - Design use case diagram ~ 1 day
3. Design the components of the software project
 - Develop high-level design that consists of system architecture and its environment based on requirements gathered ~ 1 day
 - Design low-level details of system design that consists of description of each modules ~ 1 day

The following team members are responsible for the following tasks in Milestone 1:

Task ID #	Responsibility	Remarks
M1-1	All	Each member contributes to developing survey questions based on their individual subsystems and works together to identify potential respondents.
M1-2	All	The member makes decisions and evaluates gathered information based on their respective subsystems.
M1-3	Architect	To decide tools, standard and platform when designing the components.

Table 4 Tasks Responsibility in Milestone 1

1.6.3. Milestone 2: Progress Review (Prototype development)

1. Prototype development
 - Back-end development ~ 4 weeks
 - Front-end development ~ 5 weeks

2. Prototype testing
 - Conduct unit testing for every function ~ 20 minutes
 - Conduct integration testing for every function across a subsystem ~ 1 weeks
 - Debugging the codes ~ 3 weeks

3. Presentation
 - Preparation for Progress Review ~ 1 week

The following team members are responsible for the following tasks in Milestone 2:

Task ID #	Responsibility	Remarks
M2-1	All	All team members are in charge on developing the back-end and front-end development according to respective subsystem.
	Architect	To monitor and ensure the development align and conform to the agreed design
M2-2	Quality Assurance	To ensure the team members to keep checking and validating their own respective subsystem against

	Analyst	requirement specification and coordinate in overall system testing and user acceptance testing
M2-3	All	All team members are in charge on their respective subsystem and responsibilities.

Table 5 Tasks Responsibility in Milestone 2**1.6.4 Milestone 3: Final Presentation (Final development)**

1. System Development
 - Continuation of prototype development ~ 5 weeks

2. Testing
 - Conduct unit testing for every function ~20 minutes
 - Conduct integration testing for every function across a subsystem ~ 1 weeks
 - Conduct system testing across all subsystems ~ 5 days
 - Conduct user acceptance testing ~ 2 days

3. System Integration
 - Integrate all module in a subsystems ~ 4 days
 - Integrate all three subsystems ~ 1 weeks

4. Demonstration and Presentation
 - Preparation of final report ~ 2 weeks
 - Preparation for system demonstration and presentation ~ 2 weeks
 - Project closing ~ 1 day

The following team members are responsible for the following tasks in Milestone 3:

Task ID #	Responsibility	Remarks
M3-1	All	All team members are in charge on developing the back-end and front-end development according to respective subsystem.
M3-2	Quality Assurance Analyst	To ensure the team members keep checking and validating their own respective subsystem against requirement specification and coordinate in overall

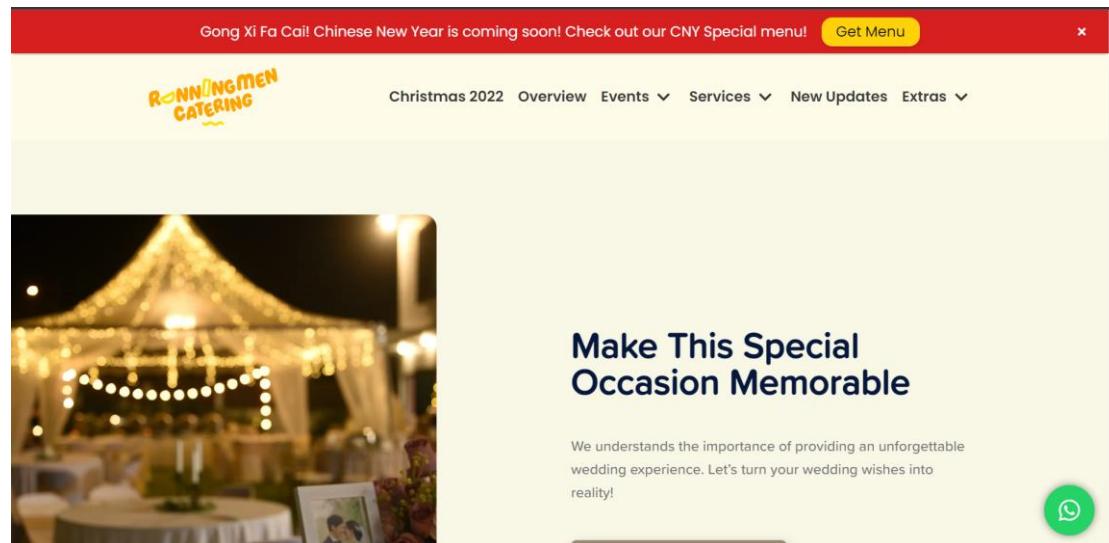
		system testing and user acceptance testing
M3-3	Leader	To monitor and coordinate the integration process
M3-4	All	All team members are in charge on their respective subsystem and responsibilities.

Table 6 Tasks Responsibility in Milestone 3

2. Software Requirements Specifications (SRS)

2.1 Background & Related Work

2.1.1 Existing Systems & Algorithms/Theories

**Figure 6 Runningmen Catering**

RunningMen Catering (www.runningmen.my) is a Corporate Catering Solution Provider across Malaysia. Besides catering service, this system also provides additional packages such as door gifts, decoration, and event equipment. Apparently, this system is owned by RunningMen Catering company located at Petaling Jaya. This company has their own event partners to help the services fully satisfy the user needs.

The client needs to fill in and submit the form provided to book the services. All communication and payment procedures are conducted outside the website by using WhatsApp.

2.1.2 Strengths and Weaknesses of the Existing Systems

Based on the existing system described in the previous section, there are few strengths that can inspire Event Planner System to provide users with a high-quality platform, as well as weaknesses that can be recognized. First, the strength of the RunningMen Catering system is its seasonal promotions, where it bases its service offerings on different types of events that might draw customers' attention. The system's interface will also be modified in accordance with the events from time to time. Additionally, the system offers users simple navigation, making it quick and simple for first-time users to book any service.

Besides, one of the weaknesses of the RunningMen Catering system is the user's inability to track services scheduled. Users may become confused regarding delivery information, such as when they can get the service including whether they have paid or not. Additionally, a third party is used in the transaction process between the service provider and the consumer, which may provide security risks.

2.1.3 Problem Summary

The current existing system focuses on specific events like weddings, corporate event and parties. The range of services provided to the customer is very limited to food serving and decoration. The limited number of services provided is unable to cater or accommodate the whole service needed by some customers. For example, if the customer would like to organize a wedding, the customer will need to find another vendor to fulfill other services like event emceeing, photographer, make-up artist and others. The customer will need to navigate to other sites to find the needed services. If every service had its own site, the customer would need to spend much time to go through one by one before making the right decision to choose for the best service. The customer will need to manually open one by one to make comparison, making service booking experience very hard and full of hustle. Furthermore, the customer also exposed to the risk of getting scam when making online service booking as deposit payment need to be done to proceed with the booking and if the booked service is cancelled at the last minute usually only the customer bears the losses. To accommodate those shortages, Event Service Provider (ESP) System is proposed.

ESP provide a wide range of services to accommodate those needs in realizing an event. From there, the client will be able to find their desired services on just one site. Through the filtering features, the client will be able to search based on their budgets or own criteria too. The interested service can be put into the cart and all booking progress can be check on single page only no matter how many booked services are made. This would help the client to become more organized and efficient. Scamming issues and last-minute booking cancellation effect on customer can also be reduced as the payment made by the client is hold until service is delivered completely and the vendor will be penalized if making last minute cancellation. Meanwhile, this platform also provides the vendor with higher market chance and less marketing cost as the vendor does not have to pay any penny to set up their shop on the platform and can freely make posting on their service products or packages.

2.2 Requirements Gathering Techniques

The information gathering technique used for this system is a questionnaire. Every individual is assumed to have general information about event-related knowledge. Thus, the questionnaire does not have a specific targeted group and can be answered by anyone. Since the requirements need to be collected by many respondents, regardless of geographical location and considering the budget and time constraints, questionnaire is the best option.

A set of questionnaires is prepared consisting of 34 questions related to the requirements of the system. The questionnaire is specified for both users which are the client and the vendor. Each user was given different questions depending on their role. Then, the results collected are analyzed to finalize the requirements specification of the system.

2.3 Top Level Representation

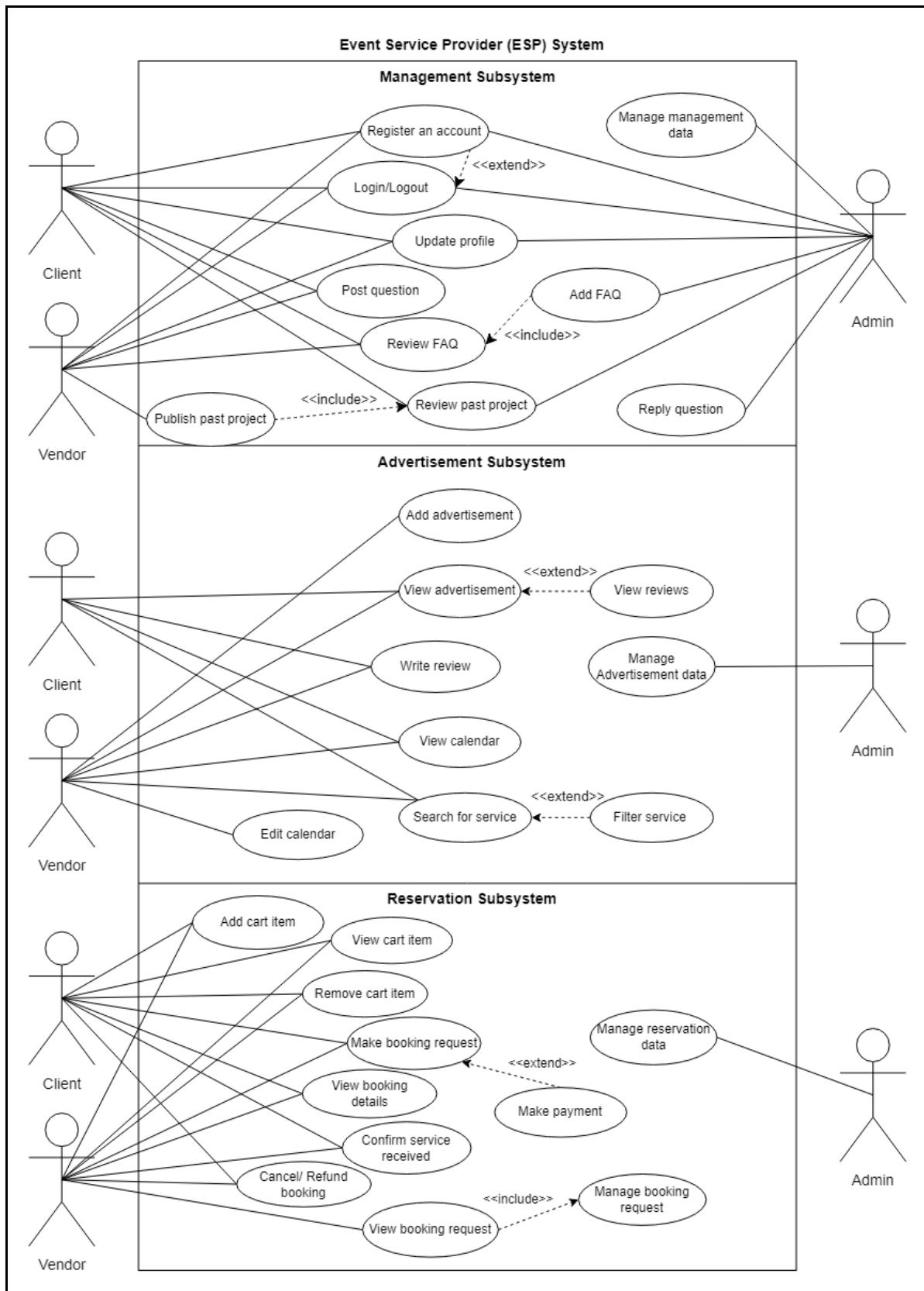
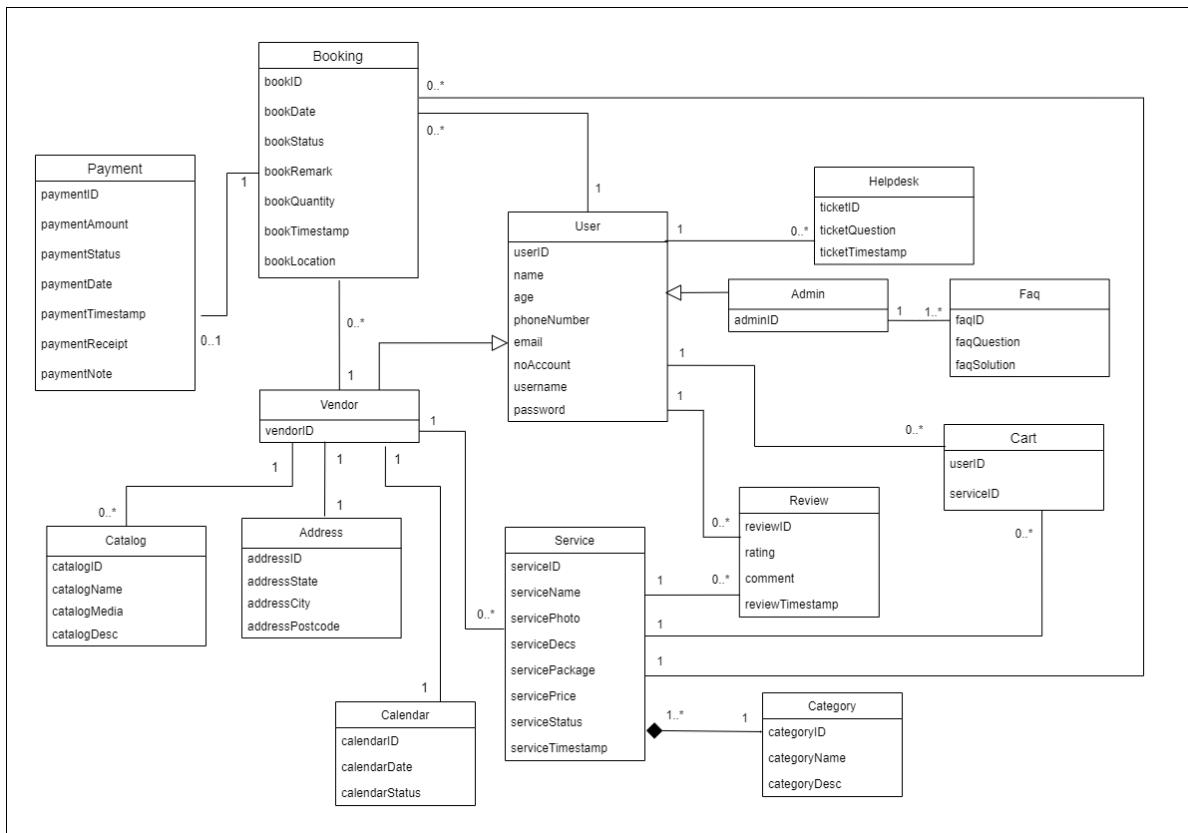


Figure 7 Overall Use Case Diagram for ESP System

**Figure 8 Overall Domain Model Class Diagram for ESP System**

2.4 External Interfaces Requirements

List of actors or roles involved in the Event Planner System:

1. Client
2. Vendor
3. Admin

2.4.1 Interface Profile Client

Identifier	Description	Association
REQ-0001	This actor is a client who creates an account to use ESP.	Update profile.

Table 8 Interface Profile Client

2.4.2 Interface Profile Vendor (product, project showcase, calendar)

Identifier	Description	Association
REQ-0002	This actor is a vendor who uses ESP to promote their services.	Publish past projects. Review past projects. Update profile. Add the advertisement. View the advertisement. Edit the calendar. View the calendar.

Table 7 Interface Profile Vendor

2.4.3 Interface Profile Admin

Identifier	Description	Association
REQ-0003	This actor is an admin who can respond to the questions submitted by client or vendor.	Reply question. Update profile.

Table 8 Interface Profile Admin

2.4.4 Interface Home (search, category)

Identifier	Description	Association
REQ-0004	The actor is a client or vendor who browses the listing of services.	View the advertisement. Filter the service by category, location, and

		price.
--	--	--------

Table 9 Interface Home**2.4.5 Interface of Advertisement Description**

Identifier	Description	Association
REQ-0005	The actor is a client or vendor who wants to book the services.	Add service to the cart. Make a booking. View the reviews from other clients.

Table 10 Interface of Advertisement Description**2.4.6 Interface Booking**

Identifier	Description	Association
REQ-0006	The actor is the client or vendor who use the system to make and manage booking.	View booking details. Confirm service receive. Cancel/ Refund booking. View booking request. Manage booking request. Make booking request.

Table 11 Interface Booking**2.4.7 Interface Cart**

Identifier	Description	Association
------------	-------------	-------------

Identifier	Description	Association
REQ-0007	The actor is the client who would like to save the interested service in the cart before continuing to make booking.	Remove item from cart. View the item in cart.

Table 12 Interface Cart

2.4.8 Interface Payment

Identifier	Description	Association
REQ-0008	The actor is the client who want to make payment for the booking made.	Make payment for the booking.

Table 13 Interface Payment

2.4.9 Interface Admin

Identifier	Description	Association
REQ-0009	The actor is the admin who would like to manage all data and process in the system.	Manage cart data. Manage booking data. Manage payment data.

Table 14 Interface Admin

2.4.10 Interface About Us

Identifier	Description	Association
REQ-0010	The actors are the vendor and	Review FAQ.

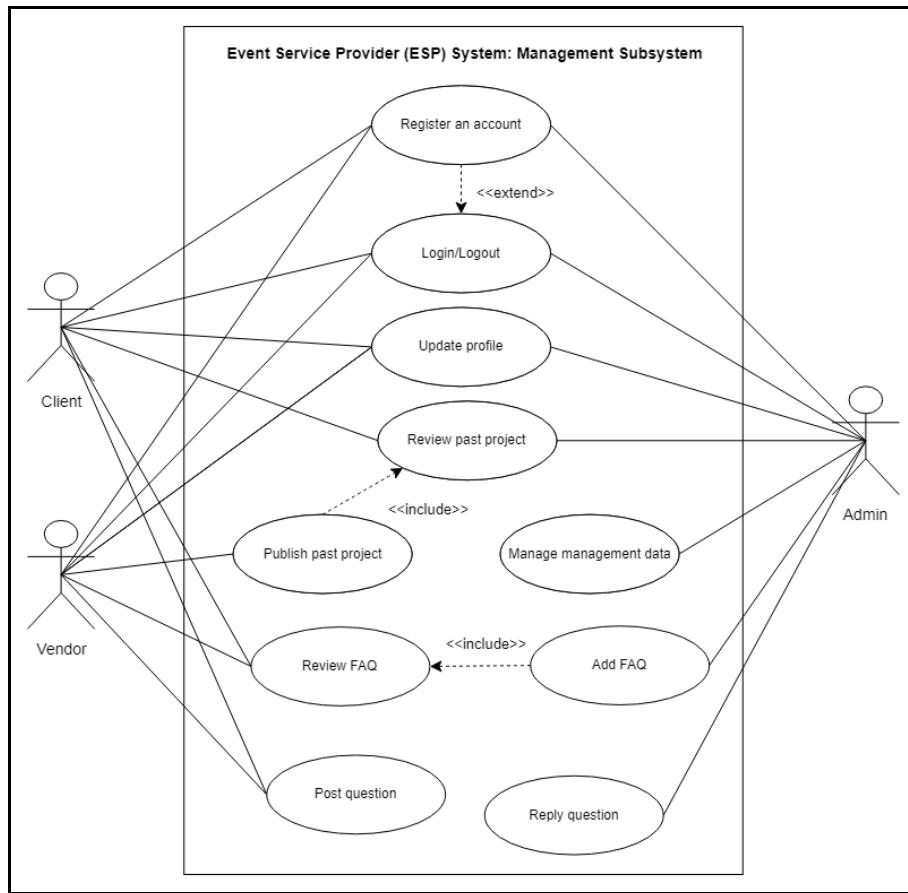
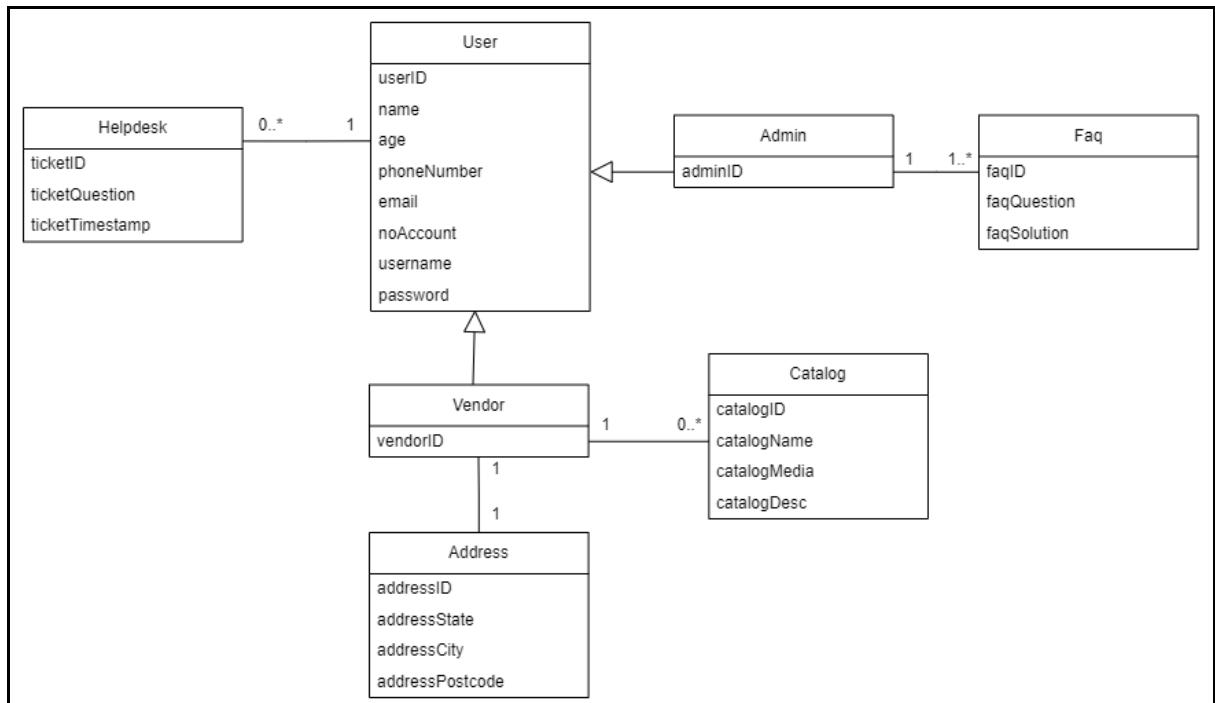
	client who would like to review FAQ and post questions. The admin will have access to add FAQ.	Post question. Add FAQ.
--	--	----------------------------

Table 15 Interface About Us

2.5 Internal Interfaces Requirements for [Subsystem 1: Management]

List of requirements:

Requirement ID	Requirement Name	Description
SRS-0001	Register an account	Allow users to register an account to access the system and use the features provided.
SRS-0002	Login and logout the system	Allow users to login and logout the system using a registered account.
SRS-0003	Update profile	Allow users to review and update their profile.
SRS-0004	Publish past project	Allow vendors to add past projects as project showcases in pictures or videos.
SRS-0005	Review past project	Users can review vendors' past projects at their profile page.
SRS-0006	Post question	Allow users to post queries about the system.
SRS-0007	Reply question	Allow the admin to respond to queries from users.
SRS-0008	Review FAQ	Allow users to review a list of questions related to the system.
SRS-0009	Add FAQ	Allow the admin to add questions with solutions that repeatedly asked by users.
SRS-0010	Manage management data	Allow the admin to manage all data stored in the management subsystem.

Table 16 List of Management Subsystem Requirements**Figure 9 Use Case Diagram for Management Subsystem****Figure 10 Domain Class Diagram for Management Subsystem**

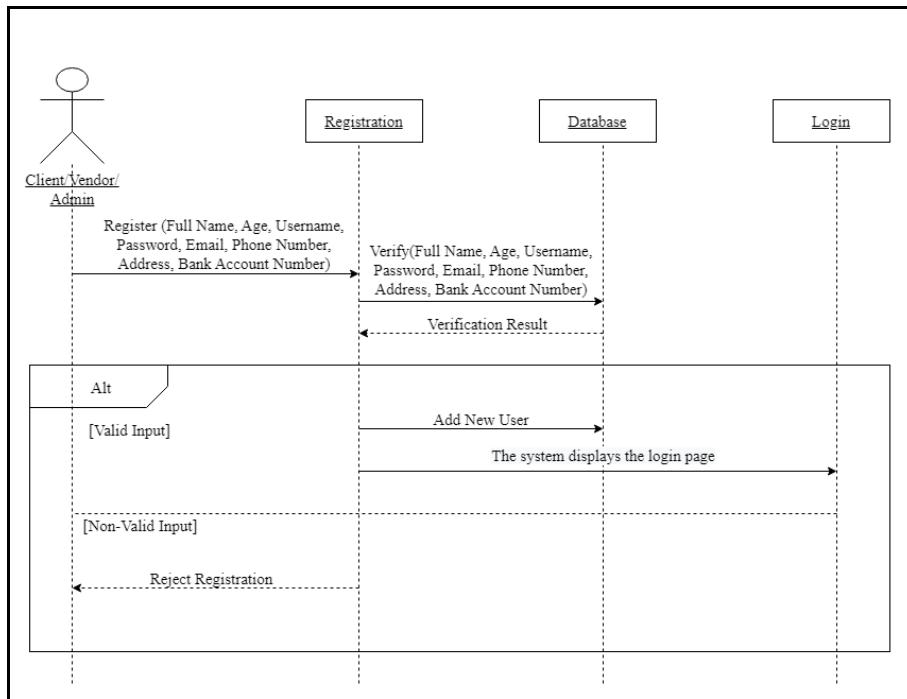
2.5.1 Register an account

1.1..1 Identifier: [SRS-0001]

1.1..2 Use Case Description

Allow users to register an account to access the system and use the features provided.

Use Case Name:	Register an account	
Scenario:	Register an account	
Triggering Event:	Actor wants to book, sells and review services provided in the system.	
Brief Description:	Actor requests to create a new account, fill in required information and wait for the system to validate information entered. When account successfully created, the user will be able to login to the system.	
Actors:	Client, vendor, admin	
Related Use Cases:	Includes: <i>Login to the system</i>	
Stakeholders:	Client: Wishes to book services. Vendor: Need to promote services. Admin: To monitor activities involved in the system.	
Preconditions:	Actor must not exist in the system. Actor must have valid and current telephone number, email address, physical address, username, and password.	
Postconditions:	Actor should be provided an access to the system.	
Normal/Alternate Flow:	Actor	System
[REQ0004-A1]	<ol style="list-style-type: none"> 1. Actors clicks on 'Login' button at home page. 2. Actors do not have an account and choose to sign up as client or vendor by click on 'Register as Client' or 'Register as Vendor' button. 3. Actors enter personal information including current telephone number, name, email address, physical address, bank account number, username, and password. 4. Actors submit registration details. 	<p>1.1 The system navigates to login form.</p> <p>2.1 The system redirects to registration form based on actor's type.</p> <p>4.1 The system verifies registration details</p>
Exception Flow:		
[SRS-0001-E4.1]	4.1 If actors were already existing in the system, then the system invokes <i>Login to the system</i> use case.	
[SRS-0001-E4.2]	4.2 The system will notify the actors if information entered are not match with their identity and registration was not successful.	

Table 17 Use Case Description for Register an Account**1.1..3 System Sequence Diagram****Figure 11 Use Case Description for Register an Account****2.5.2 Login and Logout****1.1..1 Identifier: [SRS-0002]****1.1..2 Use Case Description**

Allow users to login and logout the system using a registered account.

Use Case Name:	Login and logout the system
Scenario:	Login and logout the Event Planner System using username and password
Triggering Event:	Actor wants to book, sells, and review services provided in the system.
Brief Description:	Actor requests to login to the system, fill in required information and the system navigate to home page. Then, logout from the system when user wishes to end access to the system.
Actors:	Client, vendor, admin
Related Use Cases:	Extends: <i>Update profile page, view profile page, upload past projects, review past projects</i>
Stakeholders:	Client: Wishes to book services. Vendor: Need to sell services. Admin: To monitor activities involved in the system.
Preconditions:	Actor must exist in the system. Actor must have valid username and password.

Postconditions:	Actor should be provided an access to the system.	
Normal/Alternate Flow:	Actor	System
[REQ0004-A3]	<ol style="list-style-type: none"> 1. Actors want to login to the system. 2. Actors enter login credentials, which are valid username and password. 3. Actors submit login details. 4. Login successful. 5. Actors wants to logout from the system. 6. Actors click on 'Logout' button. 7. Logout successful. 	<p>3.1 Login to the system.</p> <p>3.1 The system authenticates the login details.</p> <p>3.2 System displays the home page that list services offered.</p> <p>7.1 System navigates to login page.</p>
Exception Flow:		
[SRS-0002-E2.1]	2.1 If actors do not exist in the system, then the system invokes <i>Register an account</i> use case.	
[SRS-0002-E2.2]	2.2 The system will notify the actors if username and password entered are not match.	

Table 18 Use Case Description for Login and Logout the System

1.1..3 System Sequence Diagram

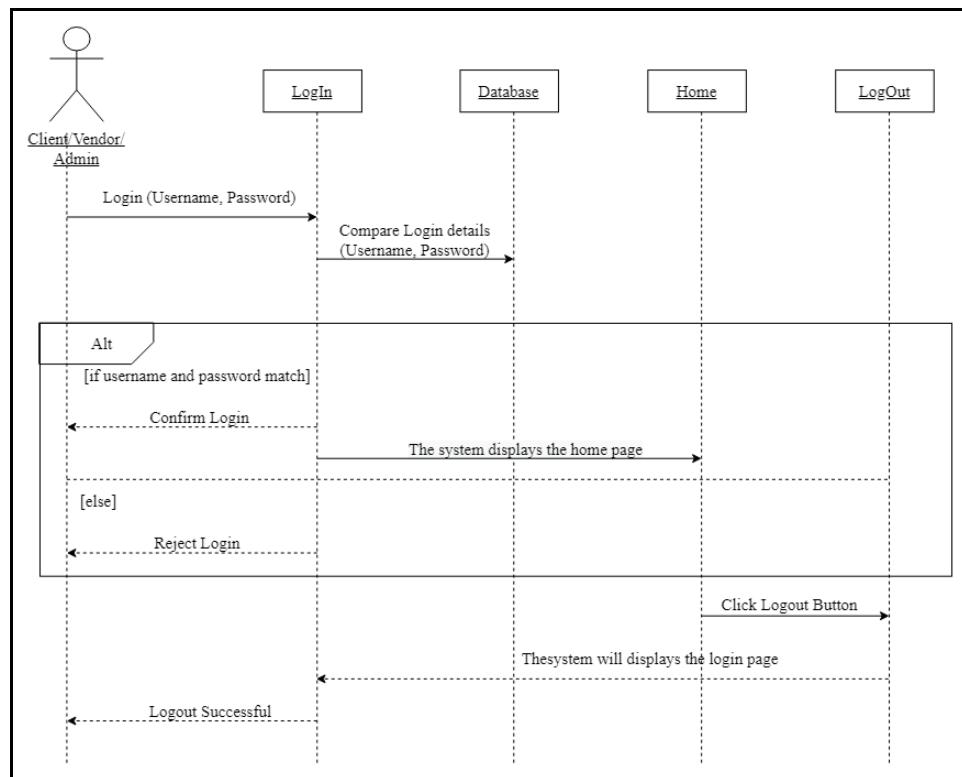


Figure 12 Use Case Description for Login and Logout the System

2.5.3 Update Profile

1.1..1 Identifier: [SRS-0003]

1.1..2 Use Case Description

Allow users to review and update their profile.

Use Case Name:	Update profile	
Scenario:	Update profile details.	
Triggering Event:	Actors wants to update personal information.	
Brief Description:	Actor request to change their personal details, click on the edit button and update to the latest details.	
Actors:	Client, vendor, admin	
Related Use Cases:	-	
Stakeholders:	Client: To manage personal information. Vendor: To manage vendor information. Admin: To manage admin information.	
Preconditions:	Actor must have an account in the system.	
Postconditions:	Actor should be able to view and edit the details at the profile page.	
Normal/Alternate Flow:	Actor 1. Actors review profile information. 2. Actors want to update profile page. 3. Actors click on ' <i>Edit Profile</i> ' button. 4. Actors choose which details they want to change. 5. After done changing to latest details, actors click on ' <i>Done</i> ' button.	System 3.1 Manage profile. 3.2 The system redirects to a form with their existing details. 5.1 System verifies information entered. 5.2 System store and update information entered. 5.3 The system navigates to profile page with new personal information.
Exception Flow:		
[SRS-0003-E5.1]	5.1 If the information entered is not in a valid format, the system will notify the actors.	

Table 19 Use Case Description for Update Profile

1.1..3 System Sequence Diagram

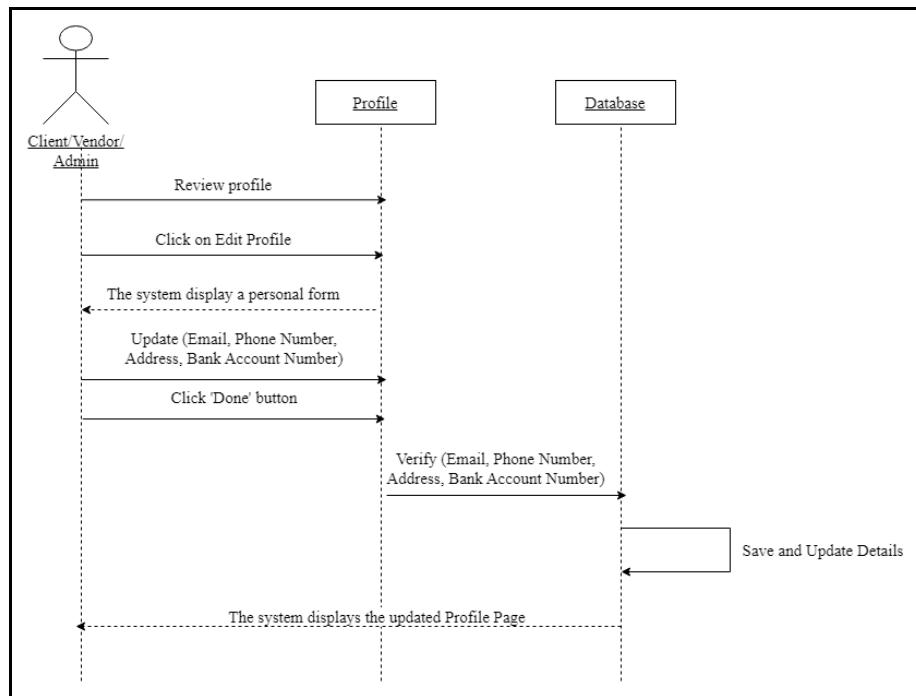


Figure 13 Use Case Description for Update Profile

2.5.4 Publish Past Project

1.1..1 Identifier: [SRS-0004]

1.1..2 Use Case Description

Allow vendors to add past projects as project showcases in pictures or videos.

Use Case Name:	Publish past project	
Scenario:	Publish past project by uploading medias as a showcase.	
Triggering Event:	Vendor wishes to publish past projects.	
Brief Description:	Vendor wants to add past projects, click add projects, and system will store and publish to the profile page.	
Actors:	Vendor	
Related Use Cases:	Extends: <i>Review past project</i>	
Stakeholders:	Vendor: To attract client's attention by posting accomplished previous projects.	
Preconditions:	Vendor must have an account in the system. Multimedia supported are pictures, videos, and text only.	
Postconditions:	Vendor should be able to add past projects. System publishes projects to profile page.	
Normal/Alternate Flow:	Actor	System

[REQ0001-A2]	1. Vendor want to add past project at project showcase section. 2. Vendor click on 'Add Project' section. 3. Vendor input project name, description, pictures or videos. 4. After done input details, vendor click on 'Done' button.	2.1 Publish past project. 2.2 The system redirects to a form with details to input that consists of project name, description, pictures, and videos. 4.1 The system navigates to past project section in profile page.
[REQ0001-A4]		
Exception Flow:		
[SRS-0004-E4.1]	4.1 If vendor click on 'Cancel' button, the system redirects to profile page.	
[SRS-0004-E4.2]	4.2 If multimedia inserted are not supported by the system, it will display error notification.	

Table 20 Use Case Description for Publish Past Project

1.1..3 System Sequence Diagram

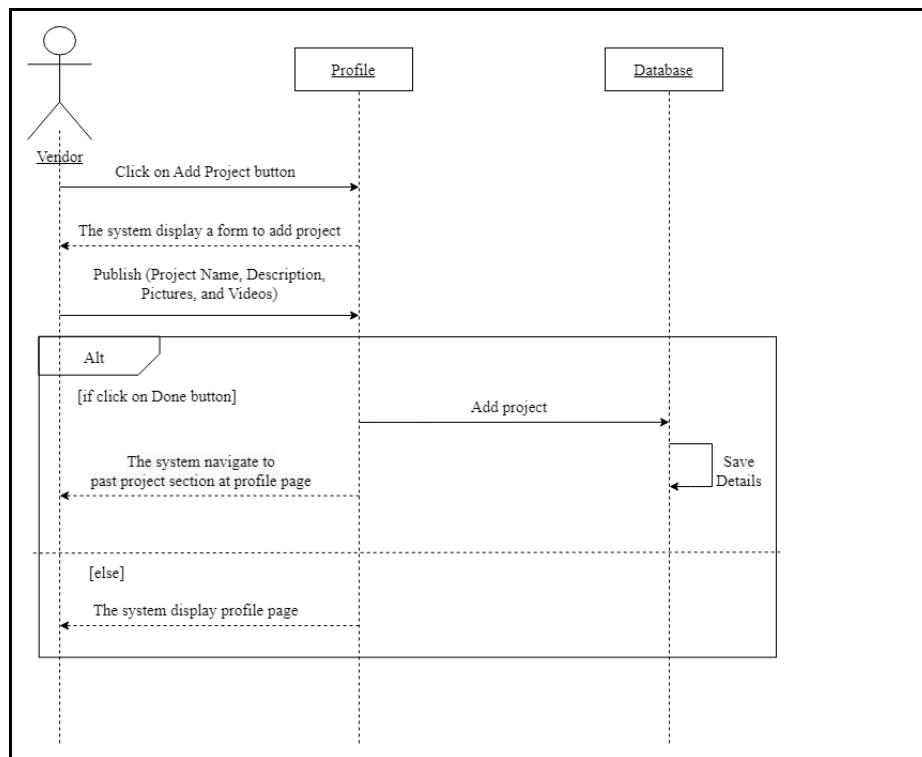


Figure 14 Use Case Description for Publish Past Project

2.5.5 Review Past Project

1.1..1 Identifier: [SRS-0005]

1.1..2 Use Case Description

Users can review vendors' past projects at their profile page.

Use Case Name:	Review past project					
Scenario:	Review past project at showcase section.					
Triggering Event:	Actors are interested in previous projects handled by the vendor.					
Brief Description:	Actors want to review vendor's past projects, click on the vendor's name or vendor's icon, then the system display project showcase section at vendor's profile.					
Actors:	Client, Vendor, Admin					
Related Use Cases:	-					
Stakeholders:	Client: To decide and compare services offered. Vendor: To ensure that projects published are completed. Admin: To monitor medias uploaded.					
Preconditions:	Actors must have an access to the system.					
Postconditions:	Actors should be able to review all publicize projects.					
Normal/Alternate Flow:	Actor	System				
[REQ0002-A2]	<ol style="list-style-type: none"> 1. Actors want to review vendor's previous projects. 2. Actors click on vendor's icon button or vendor's name. 3. Actors scroll down to past project section. 4. Actors review the project showcase. 	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">2.1</td> <td style="width: 50%;">Review past project.</td> </tr> <tr> <td>2.2</td> <td>The system redirects to vendor's profile.</td> </tr> </table>	2.1	Review past project.	2.2	The system redirects to vendor's profile.
2.1	Review past project.					
2.2	The system redirects to vendor's profile.					
Exception Flow:						
[SRS-0005-E2.1]	2.1 If vendor encounter mistake after adding projects to showcase section, invokes <i>Publish Past Project</i> use case.					

Table 21 Use Case Description for Review Past Project

1.1..3 System Sequence Diagram

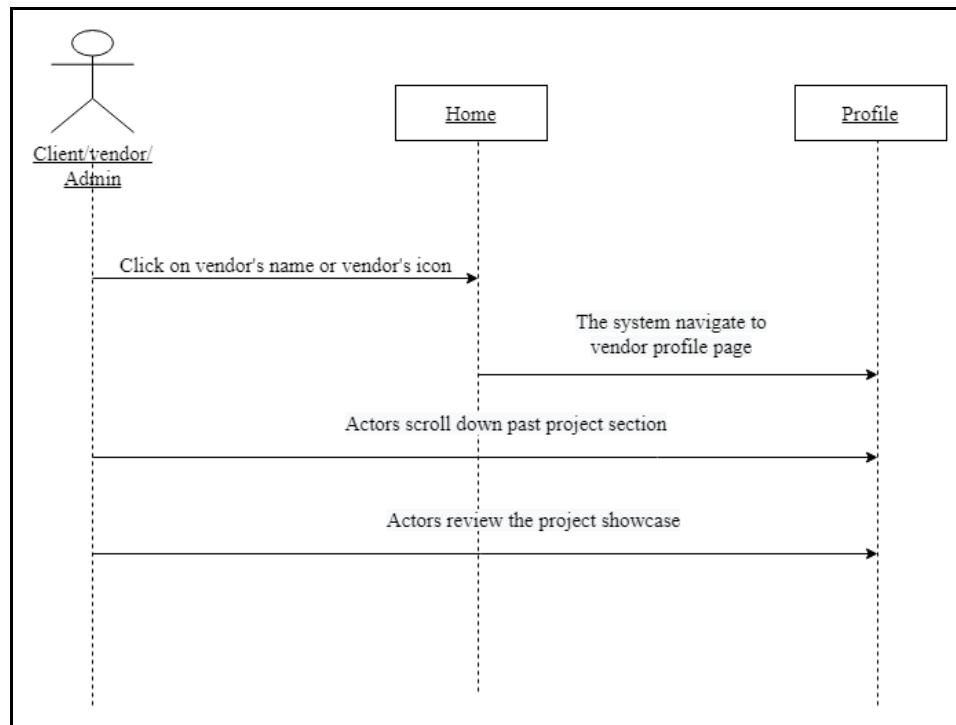


Figure 15 Use Case Description for Review Past Project

2.5.6 Post Question

1.1..1 Identifier: [SRS-0006]

1.1..2 Use Case Description

Allow users to post queries about the system.

Use Case Name:	Post question	
Scenario:	Post question when encounter problem.	
Triggering Event:	Actors encountered problem when using the system.	
Brief Description:	Actors faced difficulties when using the system, they could not find solution through frequently asked question, and decide to ask admin by submitting form.	
Actors:	Client, Vendor	
Related Use Cases:	-	
Stakeholders:	Admin: To assist users of the system	
Preconditions:	Actors must login to the system.	
Postconditions:	Actors should be able to submit question.	
Normal/Alternate Flow:	Actor	System

[REQ0010-A3]	1. Actors faced problem while using the system. 2. Actors decide to ask admin regarding the problem. 3. Actors navigate to 'Post question' section at About Us page. 4. Actors input queries. 5. Actors click on 'Submit' button and wait for admin's reply.	3.1 Post question. 3.2 The system displays the question form. 5.1 The system redirects to About Us page.
[REQ0010-A5]		
Exception Flow:		
[SRS-0006-E5.2]	5.2 If the question form is incomplete when submitted, the system will prompt the user to fill in the blanks.	
[SRS-0006-E5.3]	5.3 If actors click on 'Cancel' button, the system redirects to About Us page.	

Table 22 Use Case Description for Post Question

1.1.3 System Sequence Diagram

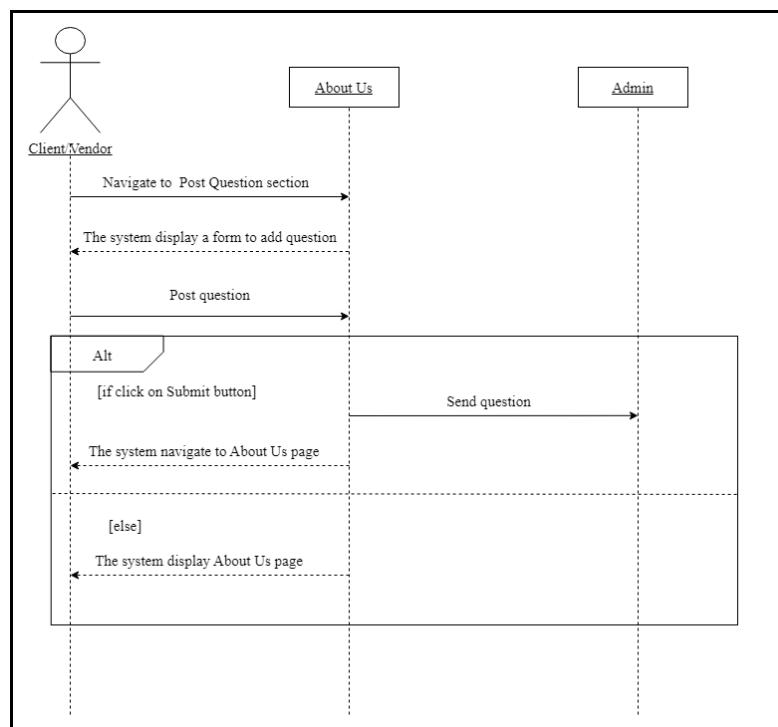


Figure 16 Use Case Description for Post Question

2.5.7 Reply Question

1.1..1 Identifier: [SRS-0007]

1.1..2 Use Case Description

Allow the admin to respond to queries from users.

Use Case Name:	Reply question	
Scenario:	Admin reply question from the user of the system via email.	
Triggering Event:	Admin receive queries submission.	
Brief Description:	Admin receive queries submission from user, and reply to the questions by sending email to them.	
Actors:	Admin	
Related Use Cases:	-	
Stakeholders:	Admin: To assist users of the system	
Preconditions:	Admin must login to the system. Must have question submission from user.	
Postconditions:	Admin should be able to reply actor's questions via email. Email is successfully sent.	
Normal/Alternate Flow:	Actor	System
[REQ0003-A2]	<ol style="list-style-type: none"> 1. Admin receive queries submission from user. 2. Admin clicks on <i>message</i> icon at the right corner at profile page. 3. Admin review the questions and user's details. 4. Admin send solution to user through email. 	<p>2.1 The system displays all questions posted by the users.</p>
Exception Flow:		
[SRS-0007-E4.1]	4.1 If the user's email address is no longer active, contact the user through phone.	

Figure 17 Use Case Description for Reply Question

1.1..3 System Sequence Diagram

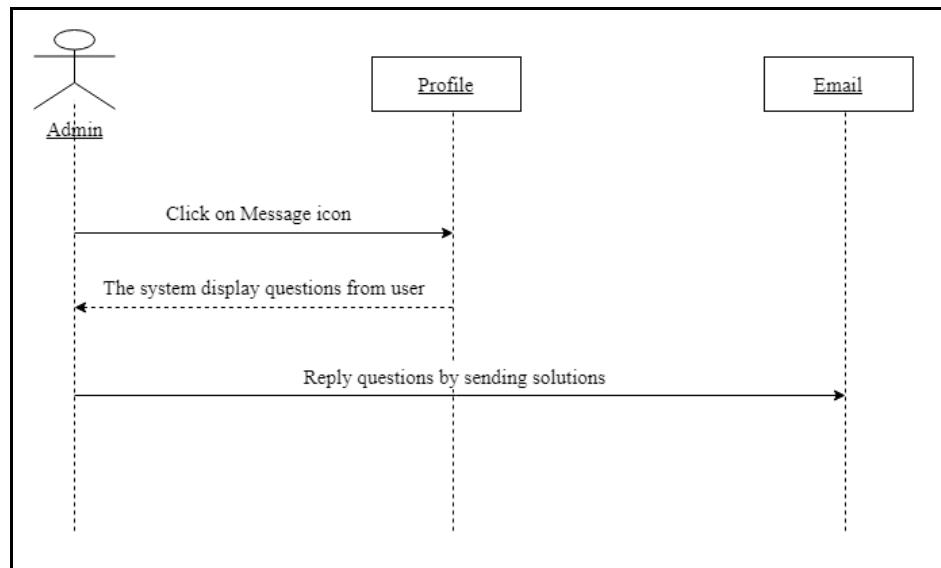


Figure 18 Use Case Description for Reply Question

2.5.8 Review FAQ

1.1..1 Identifier: [SRS-0008]

1.1..2 Use Case Description

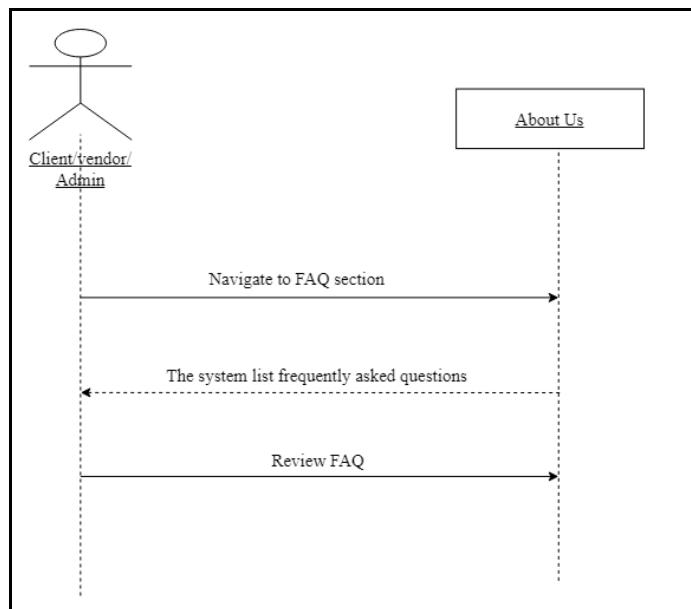
Allow users to review a list of questions related to the system

Use Case Name:	Review FAQ	
Scenario:	Actors review frequently asked questions related to the system.	
Triggering Event:	Actors encountered problem when using the system.	
Brief Description:	Actors faced difficulties when using the system and look for solution at faq section.	
Actors:	Client, Vendor	
Related Use Cases:	-	
Stakeholders:	Client: To seek for solution. Vendor: To find solution.	
Preconditions:	Actors must be able to access to the system.	
Postconditions:	Actors should be able to find solution.	
Normal/Alternate Flow:	Actor	System
[REQ0010-A2]	1. Actors faced problem while using the system. 2. Actors find solution from frequently asked question section at About Us page. 3. Solution found.	2.1 System list frequently asked questions.
Exception Flow:		
[SRS-0008-E2.1]	2.1 If actors could not find solution from the listed questions, the actors	

	should proceed with <i>Post question</i> use case.
--	--

Table 23 Use Case Description for Review FAQ

1.1..3 System Sequence Diagram

**Figure 19 Use Case Description for Review FAQ**

2.5.9 Add FAQ

1.1..1 Identifier: [SRS-0009]

1.1..2 Use Case Description

Allow the admin to add questions with solutions that repeatedly asked by users.

Use Case Name:	Add FAQ	
Scenario:	Admin add questions to the FAQ section.	
Triggering Event:	Admin received multiple questions related to the same issue.	
Brief Description:	Admin received questions from user, the questions are repeatedly asked by different users, and admin add the questions to FAQ section.	
Actors:	Admin	
Related Use Cases:	Extend: <i>Review FAQ</i>	
Stakeholders:	Client: To seek for solution. Vendor: To find solution.	
Preconditions:	Admin must receive questions.	
Postconditions:	Admin should be able to add questions.	
Normal/Alternate Flow:	Actor	System

[REQ0010-A2]	<ol style="list-style-type: none"> 1. Admin receive same questions from different users. 2. Admin click on 'Add FAQ' at FAQ section. 3. Input questions and solutions. 4. Admin click on 'Done' button. 5. New question added. 	<p>2.1 System display add FAQ form.</p> <p>4.1 The system navigates to FAQ section at About Us page.</p>
Exception Flow:		
[SRS-0009-E4.1]	4.1 If admin click on 'Cancel' button, the system redirects to About Us page.	

Table 24 Use Case Description for Manage FAQ

1.1..3 System Sequence Diagram

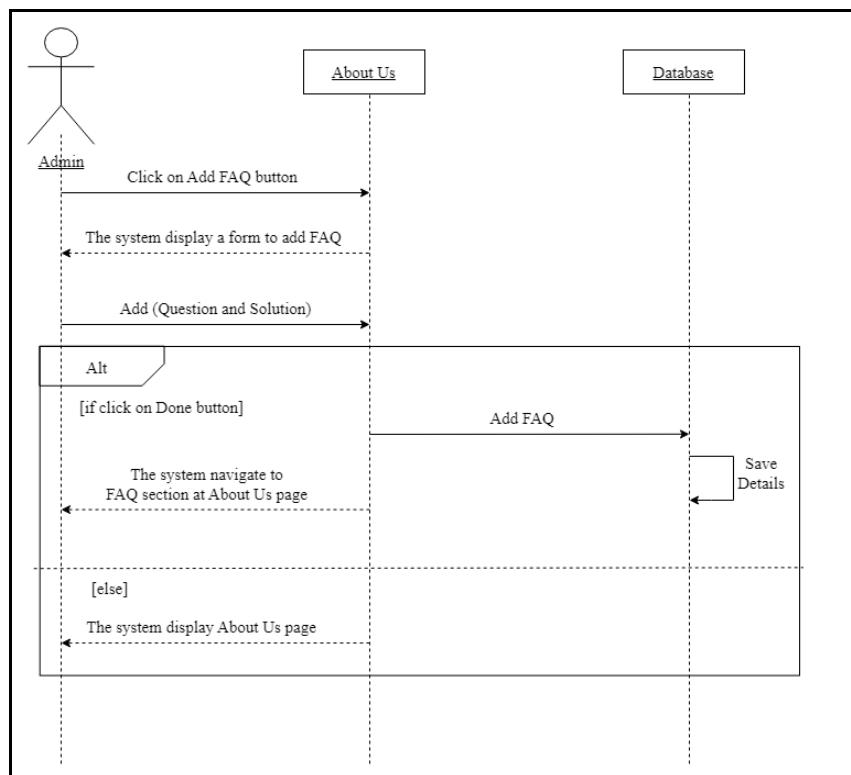


Figure 20 Use Case Description for Manage FAQ

2.5.10 Manage management data

1.1..1 Identifier: [SRS-0010]

1.1..2 Use Case Description

Allow the admin to manage all data stored in the management subsystem.

Use Case Name:	Manage management data
----------------	------------------------

Scenario:	Admin manages the management subsystem data.	
Triggering Event:	User saves data into the system.	
Brief Description:	User entered information in the system, decide to save the information in the system, data saved into database and admin is responsible to manage the information stored.	
Actors:	Admin	
Related Use Cases:	-	
Stakeholders:	Client: To save information. Vendor: To save information.	
Preconditions:	Admin must have an access to the system.	
Postconditions:	Admin should be able to add, edit and delete information stored in the system.	
Normal/Alternate Flow:	Actor	System
[REQ009-A1]	<ol style="list-style-type: none"> 1. Admin choose data stored in database. 2. Admin able to add, edit, and delete information. 3. Admin click on 'Save' button. 	<p>1.1 Database displays the relevant data.</p> <p>3.1 The database saves the information updated.</p>
Exception Flow:		
[SRS-0010-E4.1]	-	

Figure 21 Use Case Description for Manage Management Data

1.1.3 System Sequence Diagram

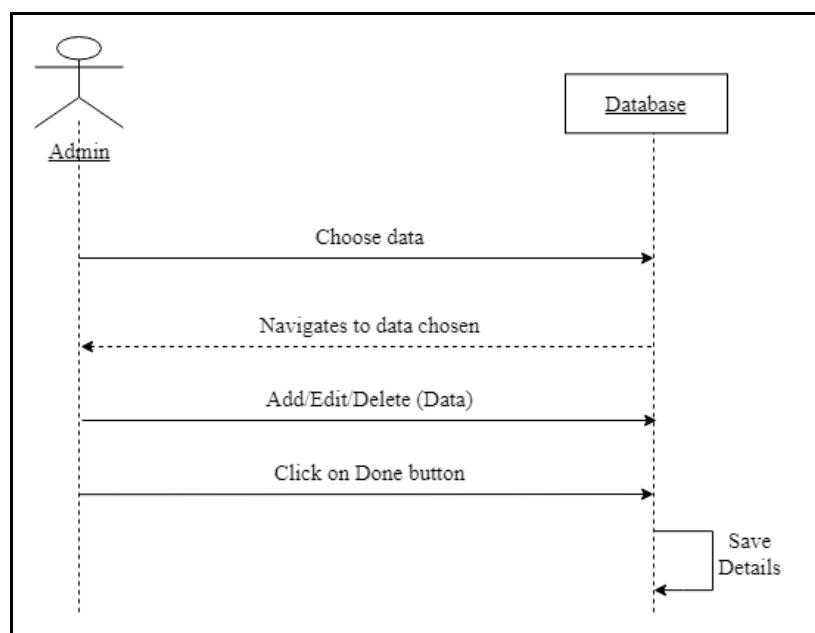


Table 25 Use Case Description for Manage Management Data

2.6 Internal Interfaces Requirements for [Subsystem 2: Advertisement]

List of requirements:

Requirement ID	Requirement Name	Description
SRS-0011	Add advertisement	Allow the vendor to add an advertisement for her/his service.
SRS-0012	View advertisement	Allow the client to view the advertisement added by the vendor.
SRS-0013	Write review	Allow the client to write a review about their user experience once the service is confirmed received.
SRS-0014	View the reviews.	Allow clients and vendors to view all reviews regarding the respected service or package.
SRS-0015	Edit the calendar	Allow the vendor to set the date of the client's event on their calendar.
SRS-0016	View the calendar	The client may refer to the vendor's calendar before booking the service to know the vendor's availability on that date.
SRS-0017	Search for service	Allow the client to search for their desired service by entering the keyword.
SRS-0018	Filter the service by category, location, and price	Allow the client to filter the service based on her/his criteria.
SRS-0019	Manage Advertisement data	Allow the admin to organize all the Advertisements data.

Table 26 List of Advertisement Subsystem Requirements

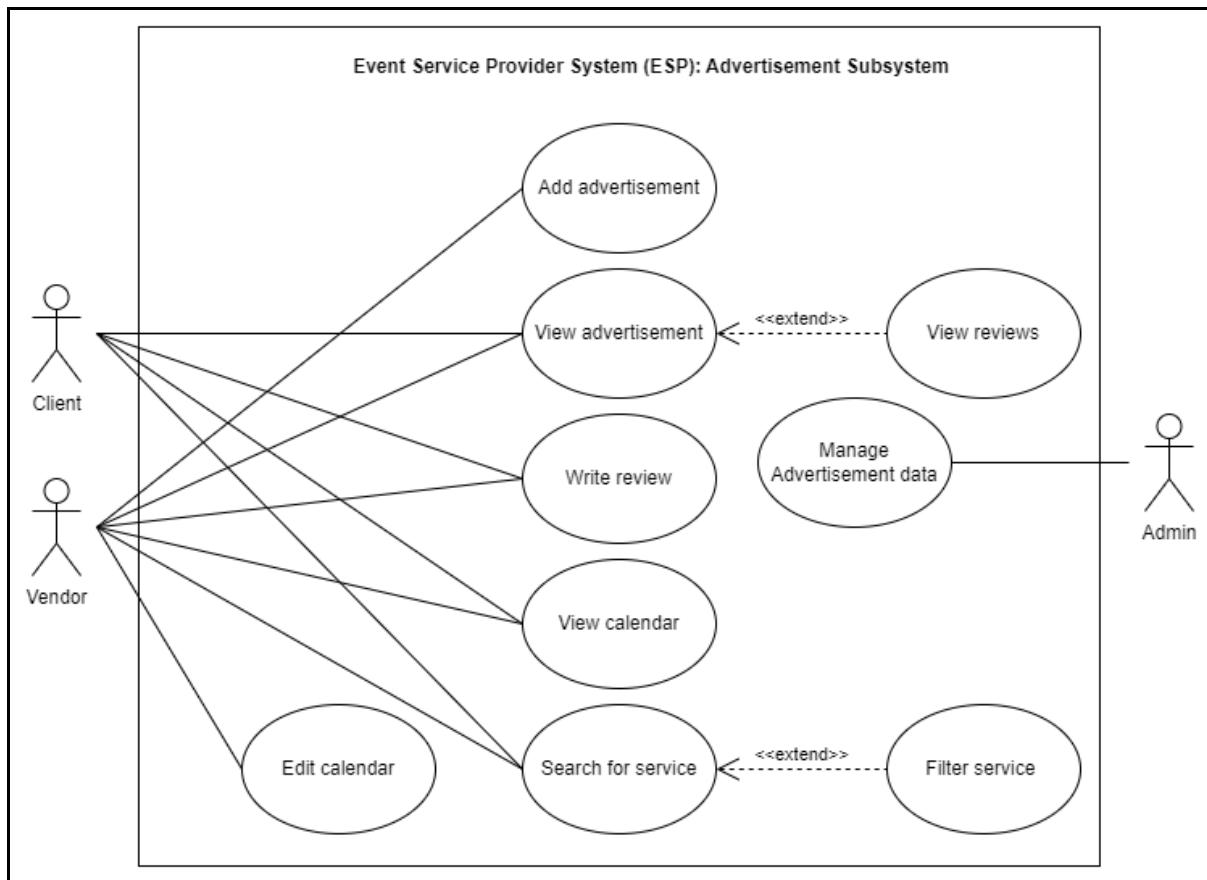


Figure 22 Use Case Diagram of Advertisement Subsystem

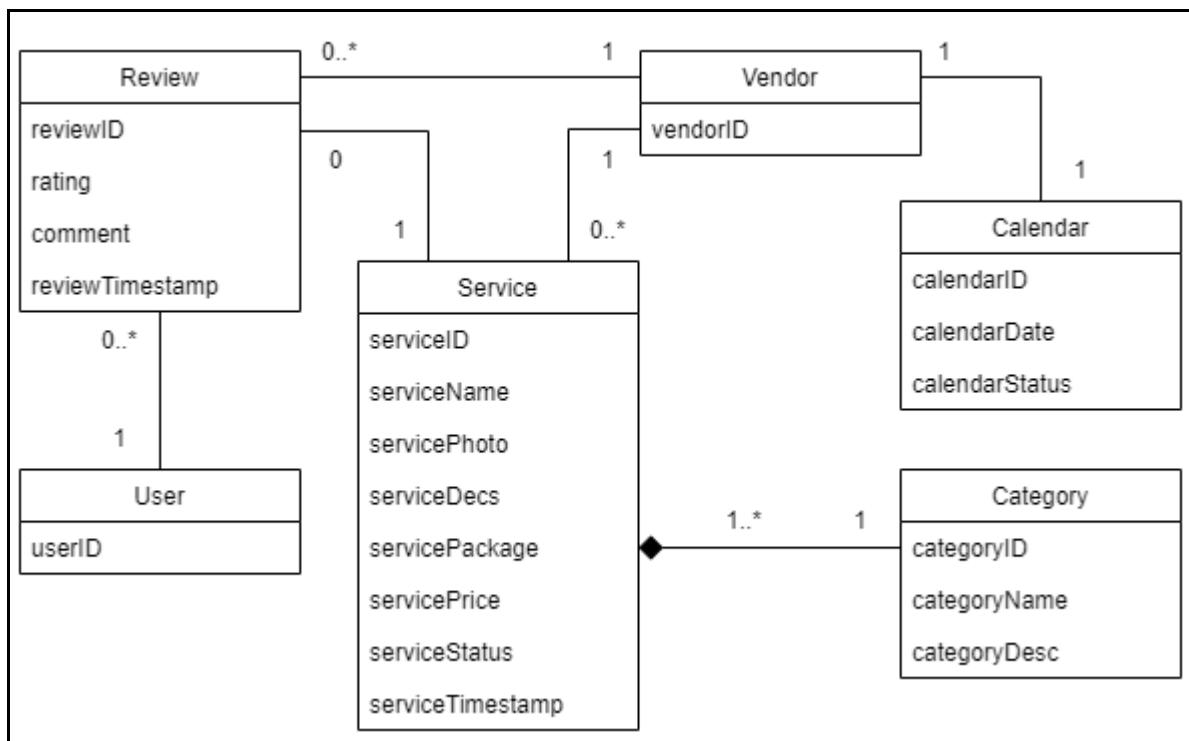


Figure 23 Domain Class Diagram for Advertisement Subsystem

2.6.1 Add advertisement

1.1..1 Identifier: [SRS-0011]

1.1..2 Use Case Description

Allow the vendor to add an advertisement for her/his service.

Use Case Name:	Add advertisement	
Scenario:	Add and post new advertisement by entering the service details.	
Triggering Event:	Vendor wants to add and post new service into the system	
Brief Description:	Actor clicks 'Add Service', uploads the related photos, inserts the service details and save the service.	
Actors:	Vendor and admin	
Related Use Cases:	View advertisement	
Stakeholders:	Vendor: To add new service into the system. Admin: To monitor and manage the service added.	
Preconditions:	Vendor must have complete information before adding the service as the service cannot be edited after posting it.	
Postconditions:	Vendor should be able to see the service added on his/her profile – My Service.	
Normal/Alternate Flow:	Actor	System
[REQ002-A1]	<ol style="list-style-type: none"> 1. Actor clicks 'Add Service'. 2. Actor uploads the related photos. 3. Actor inserts the service description, package, price, and status. 4. Actor saves the service by clicking 'Save' button. 	<p>1.1 System displays new service form.</p> <p>4.1 System stores the data and redirect to My Service page.</p>
Exception Flow:		
[SRS-0011-E4.1]	4.1 If actor click 'Cancel', the system redirects to profile.	

Table 27 Use Case Description for Add advertisement

1.1..3 System Sequence Diagram

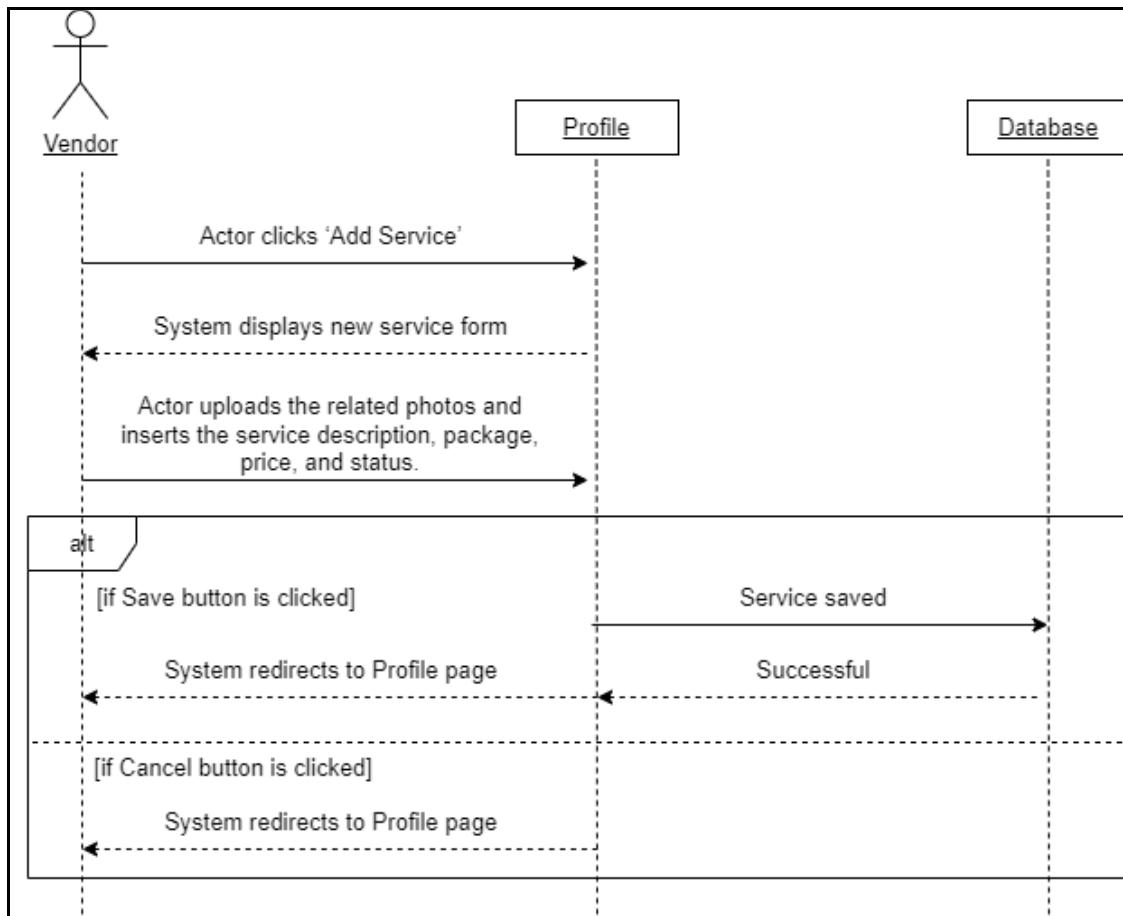


Figure 24 Use Case Description for Add advertisement

2.6.2 View advertisement

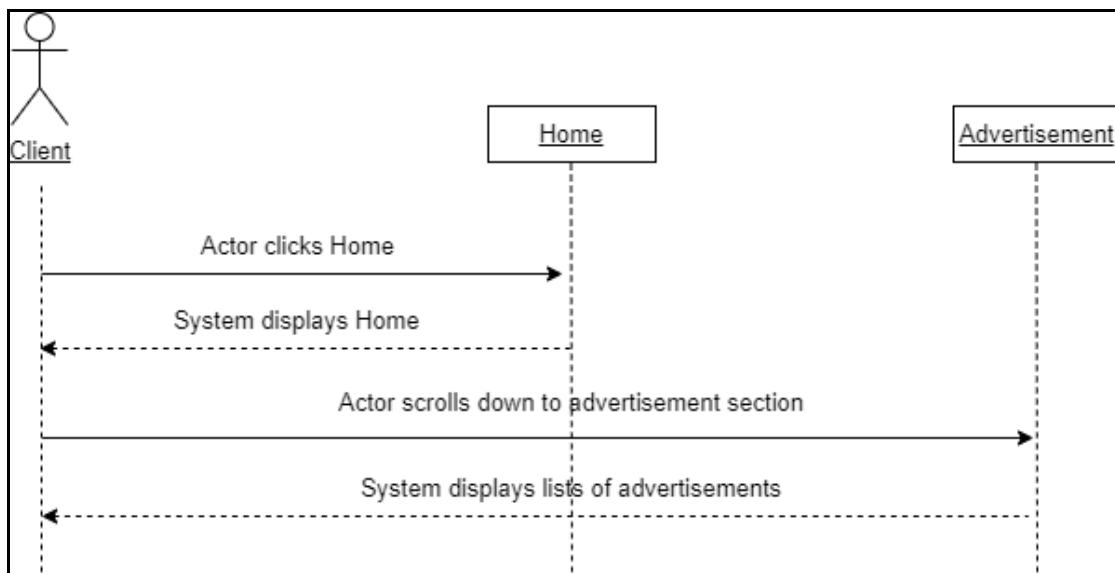
1.1..1 Identifier: [SRS-0012]

1.1..2 Use Case Description

Allow the client to view the advertisement added by the vendor.

Use Case Name:	View advertisement
Scenario:	Actors views the advertisements posted by vendor.
Triggering Event:	Actor wants to survey the vendor's services for her/his event.
Brief Description:	Actor open Home and scroll to the bottom.
Actors:	Client and admin.
Related Use Cases:	-
Stakeholders:	Client: To survey for services. Admin: To monitor the services posted.
Preconditions:	Actor must login to the system.
Postconditions:	Actor able to browse the advertisement at Home.

Normal/Alternate Flow:	Actor	System
[REQ004-A1]	1. Actor clicks 'Home'. 2. Actor scrolls to the bottom and be able to browse the advertisements.	1.1 System display Home page.

Table 28 Use Case Description for View advertisement**1.1..3 System Sequence Diagram****Figure 25 Use Case Description for View advertisement****2.6.3 Write review****1.1..1 Identifier: [SRS-0013]****1.1..2 Use Case Description**

Allow the client to write a review about their user experience once the service is confirmed received.

Use Case Name:	Write review
Scenario:	Client writes review after the service booked is successfully delivered.
Triggering Event:	Client clicks 'Service Received' on Booking page.
Brief Description:	Actor clicks 'Service Received' on Booking page, review form is displayed, actor writes the review, and click 'Submit'.
Actors:	Client
Related Use Cases:	Confirm service received. View review.

Stakeholders:	Client: To submit review after receiving the service.	
Preconditions:	Client must already receive the service beforehand.	
Postconditions:	The review is saved and displayed below the service advertisement.	
Normal/Alternate Flow:	Actor	System
[REQ005-A1]	<ol style="list-style-type: none"> 1. Actor clicks 'Service Received' on Booking page. 2. Actor writes the review. 3. Actor clicks 'Submit'. 	<p>1.1 System displays the review form.</p> <p>3.1 System stores the review and redirect to Advertisement page.</p>
Exception Flow:		
[SRS-0013-E3.1]	If actor clicks 'Cancel', the review form will not be submitted.	

Table 29 Use Case Description for Write Review

1.1..3 System Sequence Diagram

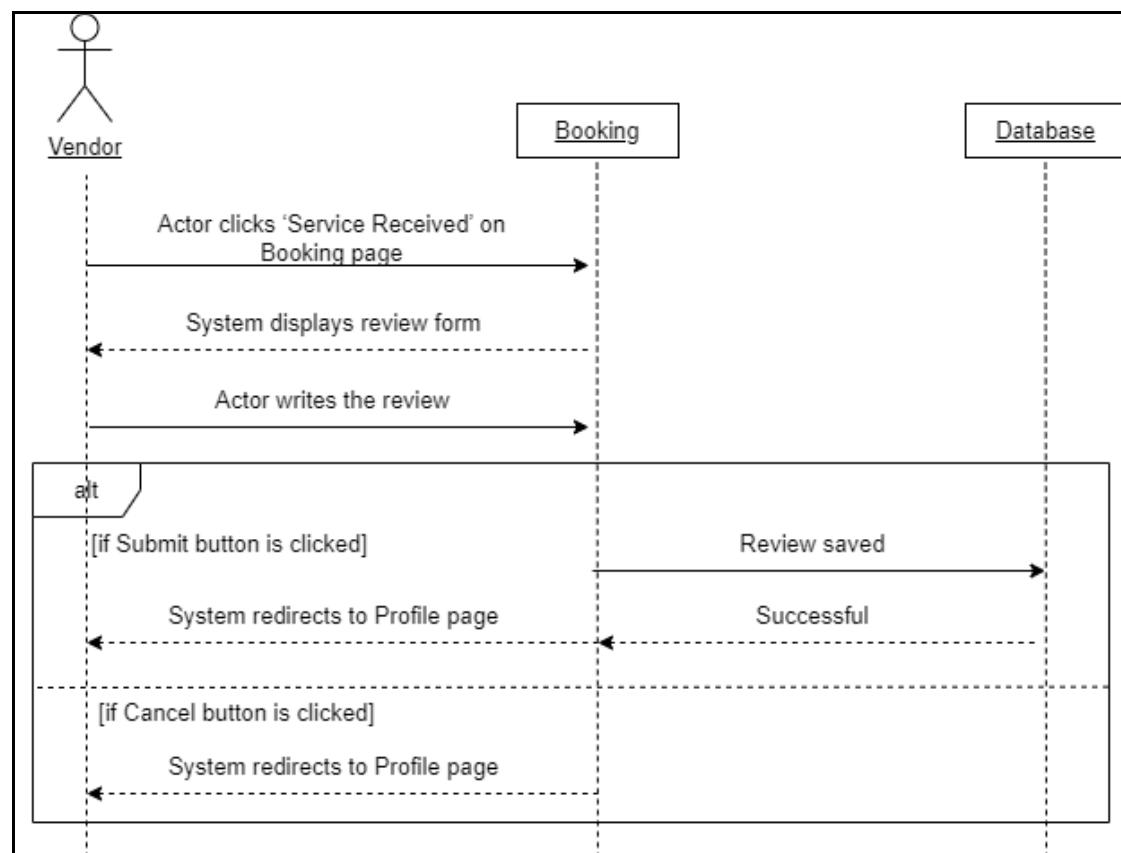


Figure 26 Use Case Description for Write Review

2.6.4 View the reviews

1.1..1 Identifier: [SRS-0014]

1.1..2 Use Case Description

Allow clients and vendors to view all reviews regarding the respected service or package.

Table ...: Use Case Description for View Review

Use Case Name:	View review	
Scenario:	Client wants to survey for the service's quality.	
Triggering Event:	Client clicks on specific advertisement.	
Brief Description:	Actor clicks on specific advertisement, scrolls down, and browse for the reviews posted by the clients.	
Actors:	Client	
Related Use Cases:	-	
Stakeholders:	Client: To survey for the service's quality.	
Preconditions:	The reviews must be submitted by past clients.	
Postconditions:	Current client should be able to view the reviews.	
Normal/Alternate Flow:	Actor	System
[REQ005-A1]	1. Actor clicks on specific advertisement. 2. Actor scrolls down and browse for the reviews posted by the clients.	1.1 System displays the service details and its reviews.
Exception Flow:		
[SRS-0014-E1.2]	If the services never receive any review, ' <i>No review submitted.</i> ' is displayed on Review section.	

Table 30 Use Case Description for View Review

1.1..3 System Sequence Diagram

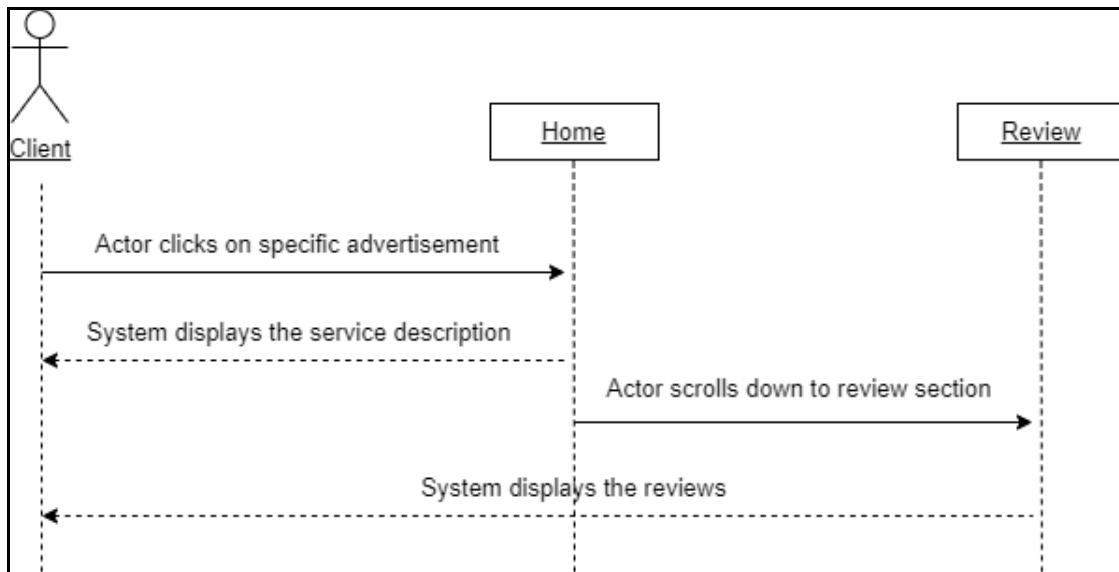


Figure 27 Use Case Description for View Review

2.6.5 Edit the calendar

1.1..1 Identifier: [SRS-0015]

1.1..2 Use Case Description

Allow the vendor to set the date of the client's event on their calendar.

Table ...: Use Case Description for Edit Calendar

Use Case Name:	Edit calendar	
Scenario:	Vendor edit the calendar to update her/his availability.	
Triggering Event:	Vendor just agreed/cancel to serve new client.	
Brief Description:	Vendor clicks Me, scrolls down to Calendar section, clicks 'Edit Calendar', clicks the specific date, change the status to 'unavailable/available', and clicks 'Save'.	
Actors:	Vendor.	
Related Use Cases:	View calendar.	
Stakeholders:	Vendor: To update her/his availability.	
Preconditions:	The specific date has been set.	
Postconditions:	Vendor/client should be able to see the calendar.	
Normal/Alternate Flow:	Actor	System
[REQ002-A1]	1. Actor clicks Me 2. Actor scrolls down to Calendar section	1.1 System displays vendor's profile

	3. Actor clicks 'Edit Calendar' 4. Actor clicks the specific date and change the status to 'unavailable/available' 5. Actor clicks 'Save'.	3.1 System displays vendor's calendar 5.1 System save the date and status.
Exception Flow:		
[SRS-0015-E5.2]	If the actor clicks 'Cancel', the date and status will not be saved.	
[SRS-0015-E5.3]	If the actor entered wrong date, he/she need to edit the calendar again.	

Table 31 Use Case Description for Edit Calendar

1.1..3 System Sequence Diagram

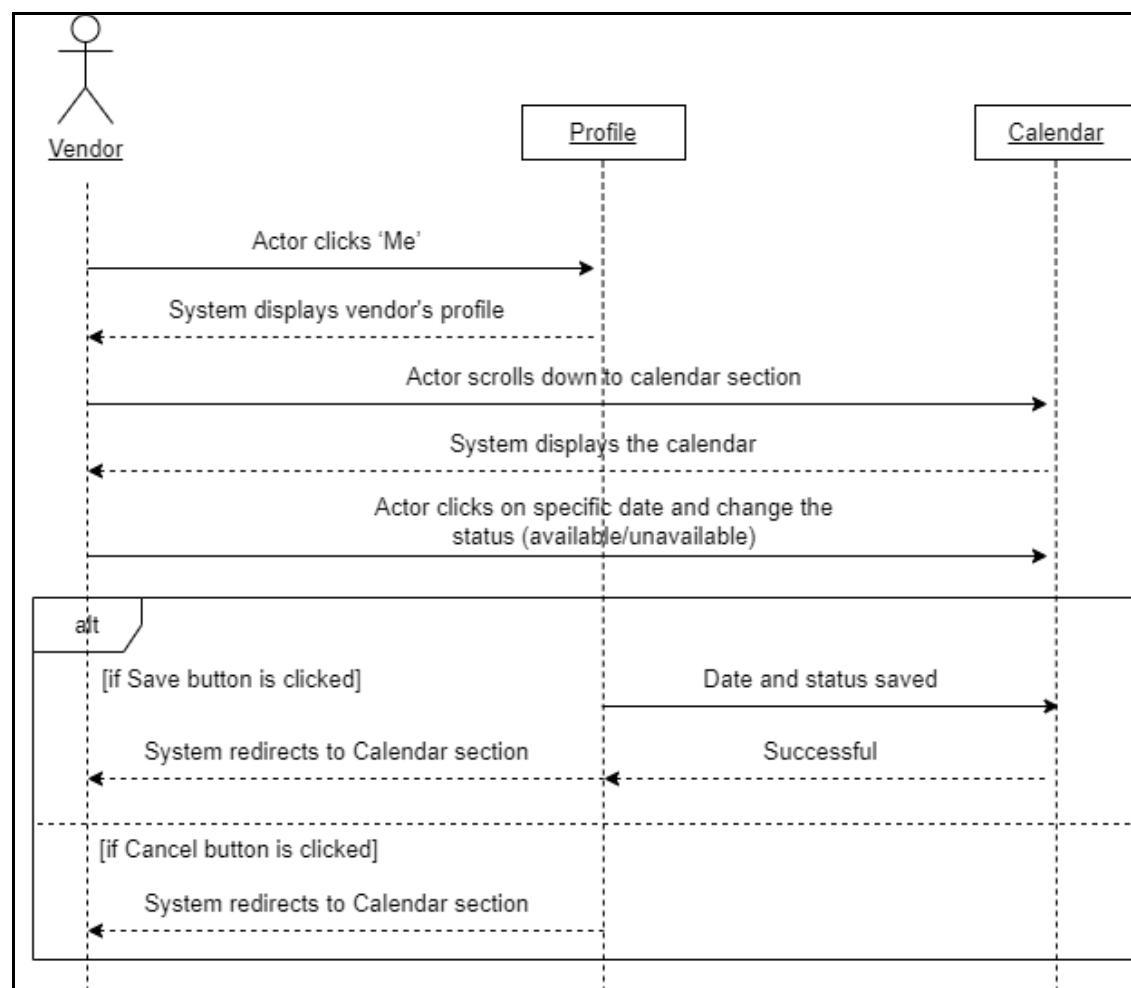


Figure 28 Use Case Description for Edit Calendar

2.6.6 View the calendar

1.1..1 Identifier: [SRS-0016]

1.1..2 Use Case Description

The client may refer to the vendor's calendar before booking the service to know the vendor's availability on that date.

Table ...: Use Case Description for View Calendar

Use Case Name:	View calendar	
Scenario:	Client would like to know the vendor's availability.	
Triggering Event:	Client would like to book for the service.	
Brief Description:	Client clicks on vendor's profile icon or search vendor's name and scrolls down to Calendar section.	
Actors:	Client	
Related Use Cases:	Edit calendar.	
Stakeholders:	Client: To know the vendor's availability.	
Preconditions:	Vendor must update his/her calendar.	
Postconditions:	Client able to see the updated calendar.	
Normal/Alternate Flow:	Actor	System
[REQ002-A2]	1. Client clicks on vendor's profile icon or search vendor's name and 2. Actor scrolls down to Calendar section.	1.1 System displays vendor's profile 2.1 System displays vendor's calendar

Table 32 Use Case Description for View Calendar

1.1..3 System Sequence Diagram

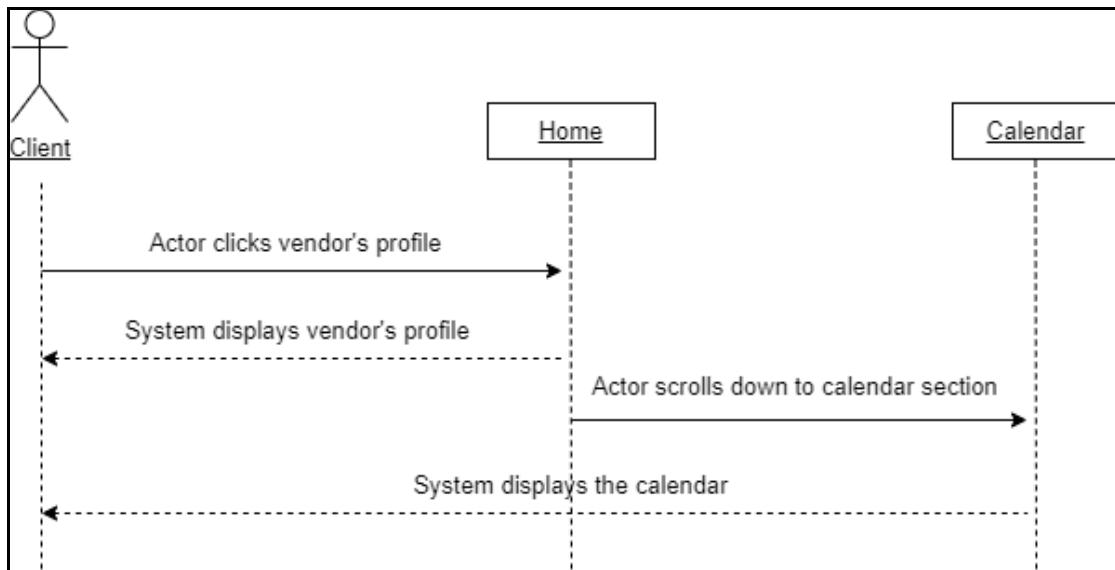


Figure 29 Use Case Description for View Calendar

2.6.7 Search for service

1.1..1 Identifier: [SRS-0017]

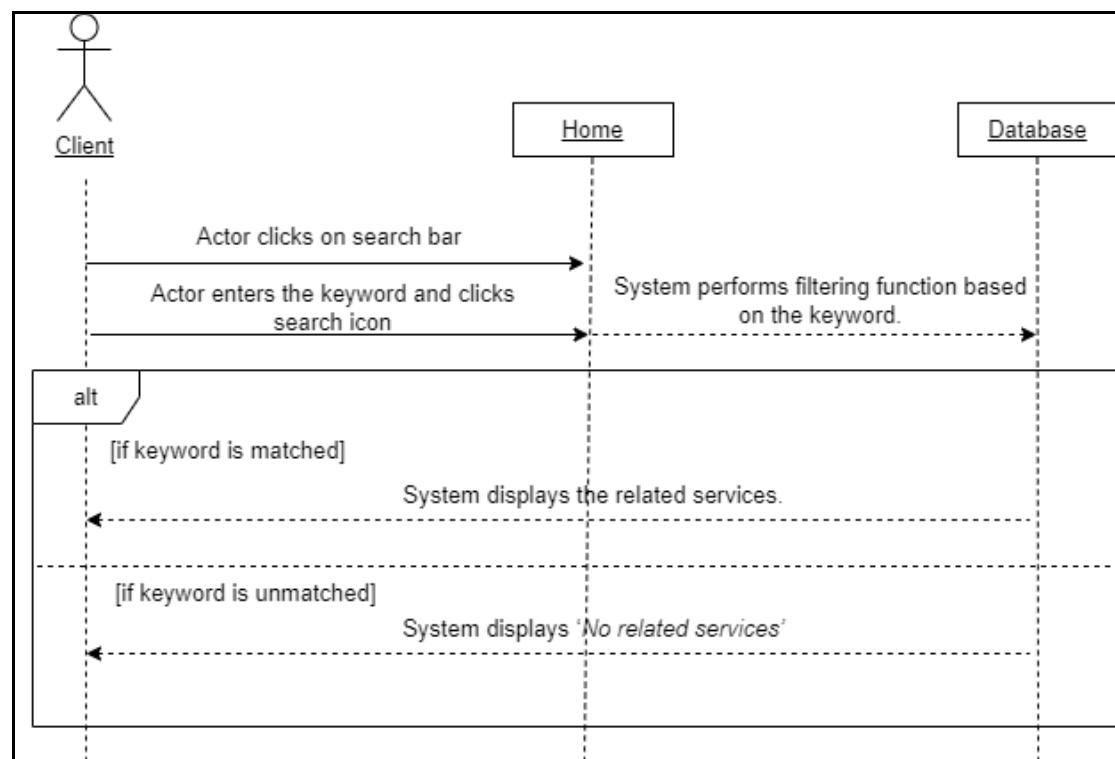
1.1..2 Use Case Description

Allow the client to search for their desired service by entering the keyword.

Table ...: Use Case Description for Search Service

Use Case Name:	Search service	
Scenario:	Client wants to search for their desired service by entering the keyword	
Triggering Event:	Client has any event to be conducted and wants to book for the service.	
Brief Description:	Client clicks on Search bar, enters keyword, clicks search icon, and the related services are displayed.	
Actors:	Client	
Related Use Cases:	-	
Stakeholders:	Client: to search for their desired service.	
Preconditions:	Client must have the keyword beforehand.	
Postconditions:	Client should be able to see the related services.	
Normal/Alternate Flow:	Actor	System
[REQ002-A1]	1. Actor clicks on Search bar. 2. Actor enters keyword and clicks search icon.	1.1 System performs filtering function based on the keyword. 2.1 System displays the related

		services.
Exception Flow:		
[SRS-0017-E2.2]	If the keyword entered is not found, ' <i>No related services</i> ' is displayed.	

Table 33 Use Case Description for Search Service**1.1..3 System Sequence Diagram****Figure 30 Use Case Description for Search Service****2.6.8 Filter the service by category, location, and price****1.1..1 Identifier: [SRS-0018]****1.1..2 Use Case Description**

Allow the client to filter the service based on her/his criteria.

Table: Use Case Description for Filter Service

Use Case Name:	Filter service
Scenario:	Actor wants to filter the service by location, category, or price.
Triggering Event:	Actor wants to compare the available services in the system.

Brief Description:	Actor clicks on filter icon, chooses the filter criteria (category/location/price), chooses the category/fill in the location or price, and be able to see the related services.	
Actors:	Client	
Related Use Cases:	-	
Stakeholders:	Client: To compare the available services in the system.	
Preconditions:	Client must have her/his desired criteria to compare the services.	
Postconditions:	Client should be able to see the related services based on the filtering criteria.	
Normal/Alternate Flow:	Actor	System
[REQ004-A1]	1. Actor clicks on filter icon 2. Actor chooses the filter criteria 3. Actor chooses the category/fill in the location or price.	1.1 System displays the criteria (category/location/price). 2.1 System displays the category page or location/price form. 3.1 System displays the related services.
Exception Flow:		
[SRS-0019-E3.2]	If the location/price entered is not found, 'No related services' is displayed.	

Table 34 Use Case Description for Filter Service

1.1..3 System Sequence Diagram

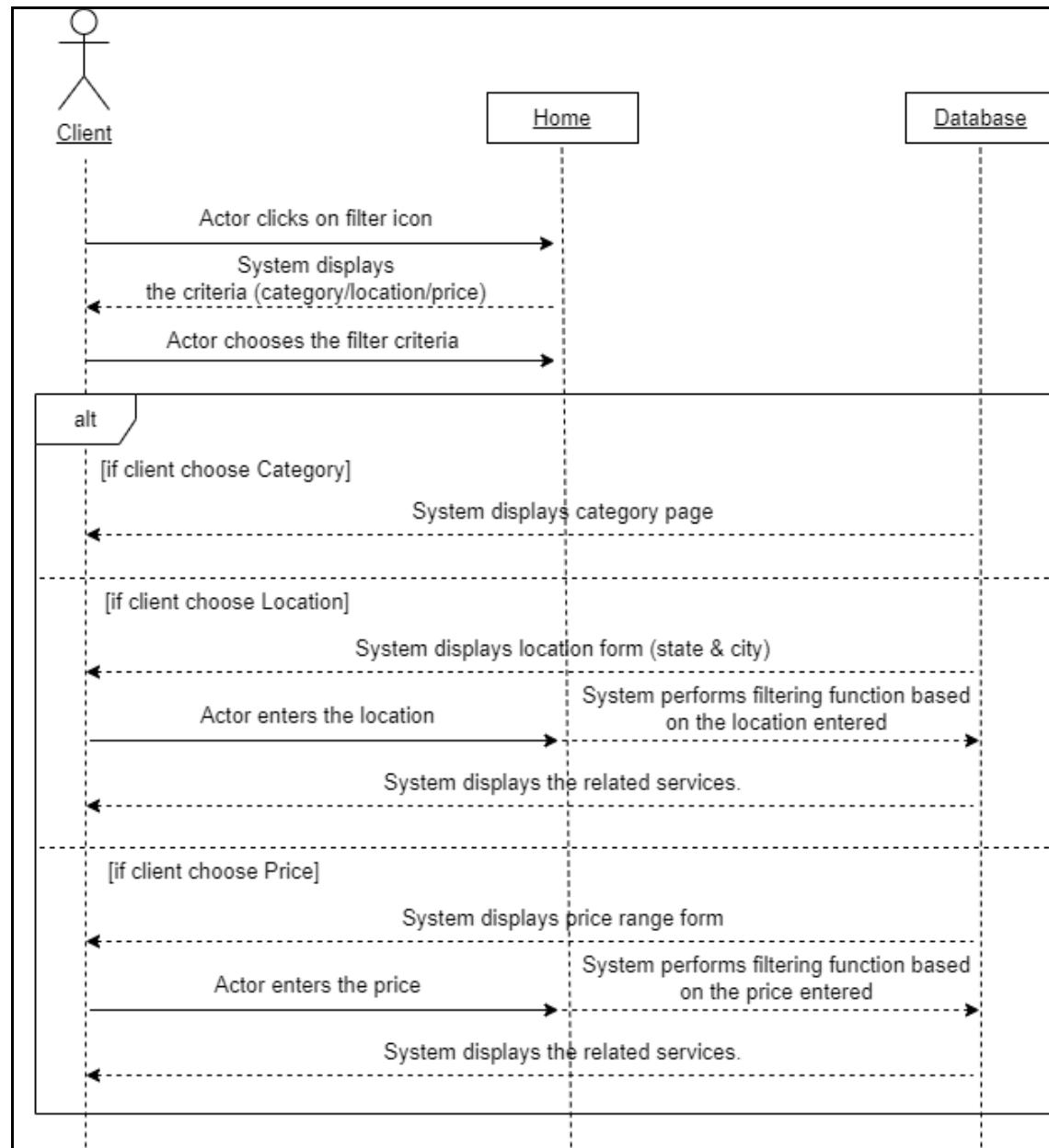


Figure 31 Use Case Description for Filter Service

2.6.9 Manage Advertisement data

1.1..1 Identifier: [SRS-0019]

1.1..2 Use Case Description

Allow the admin to organize all the Advertisements data.

Table: Use Case Description for Manage Advertisement Data

Use Case Name:	Manage Advertisement data.	
Scenario:	Admin manages the advertisement subsystem data.	
Triggering Event:	User saves advertisement/calendar/review data into the system.	
Brief Description:	User entered information into the system, decides to save the information, and admin is responsible to manage the data.	
Actors:	Admin.	
Related Use Cases:	-	
Stakeholders:	Client: To save review data. Vendor: To save advertisement or calendar data.	
Preconditions:	Admin must have access to the system	
Postconditions:	Admin should be able to add, edit, and delete information stored in the system.	
Normal/Alternate Flow:	Actor	System
[REQ009-A1]	<ol style="list-style-type: none"> 1. Admin choose the data to be managed. 2. Admin add/edit/delete the data. 3. Admin click 'Save'. 	<p>1.1 System displays the related data.</p> <p>3.1 System saves the changes.</p>

1.1..3 System Sequence Diagram

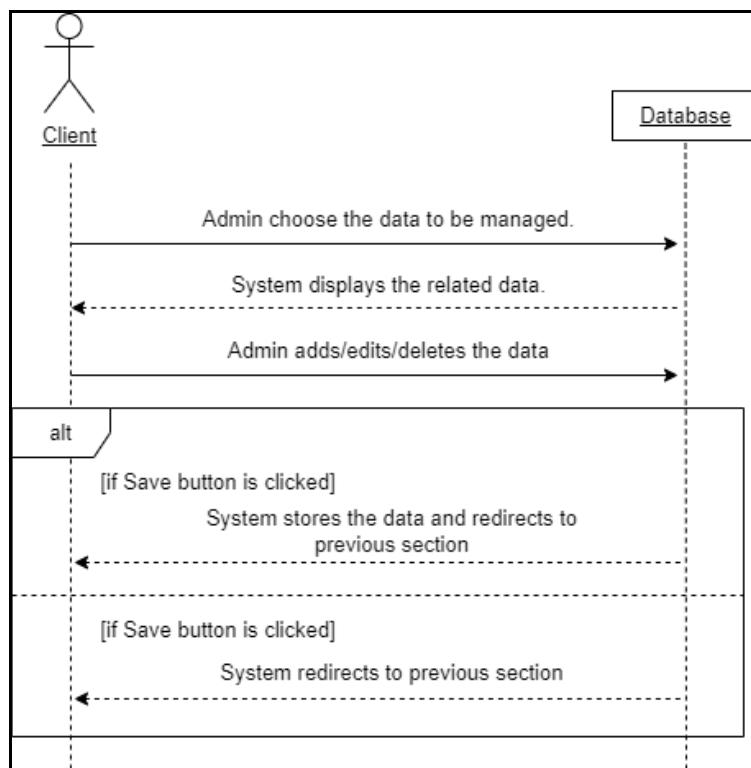


Table 35 Use Case Description for Manage Advertisement Data

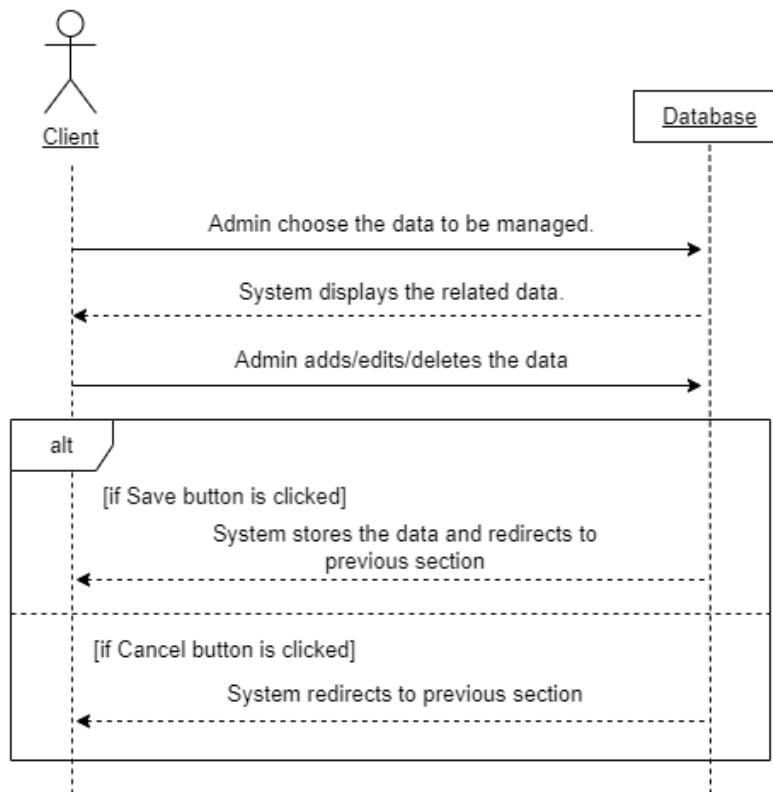


Figure 32 Use Case Description for Manage Advertisement Data

2.7 Internal Interfaces Requirements for [Subsystem 3: Reservation]

List of requirements:

Requirement ID	Requirement Name	Description
SRS-0020	Add cart item	Client able to add interested service to the cart
SRS-0021	Remove cart item	Client able to remove the service in the cart when required.
SRS-0022	View cart item	Client able to view all services put in the cart.
SRS-0023	Make booking request	Client able to make booking request to the vendor for their upcoming event.
SRS-0024	View booking details	Client able to view all booking details like booking status and payment status.
SRS-0025	View booking request	Vendor able to see all booking request made by the client.

SRS-0026	Manage booking request	Vendor able to accept, cancel or reject the booking request made by the client according to their availability.
SRS-0027	Confirm service received	Client able to make double confirmation in the system once the booked service is received.
SRS-0028	Cancel/Refund booking	Client able to request for cancellation or refund of the booking when required.
SRS-0029	Make payment booking	Client able to make payment to secure the booking made once booking status is accepted by the vendor.
SRS-0030	Manage reservation data	Admin able to manage all data in reservation subsystem covering cart data, booking data and payment data.

Table 36 Lists of Reservation Subsystem Requirements

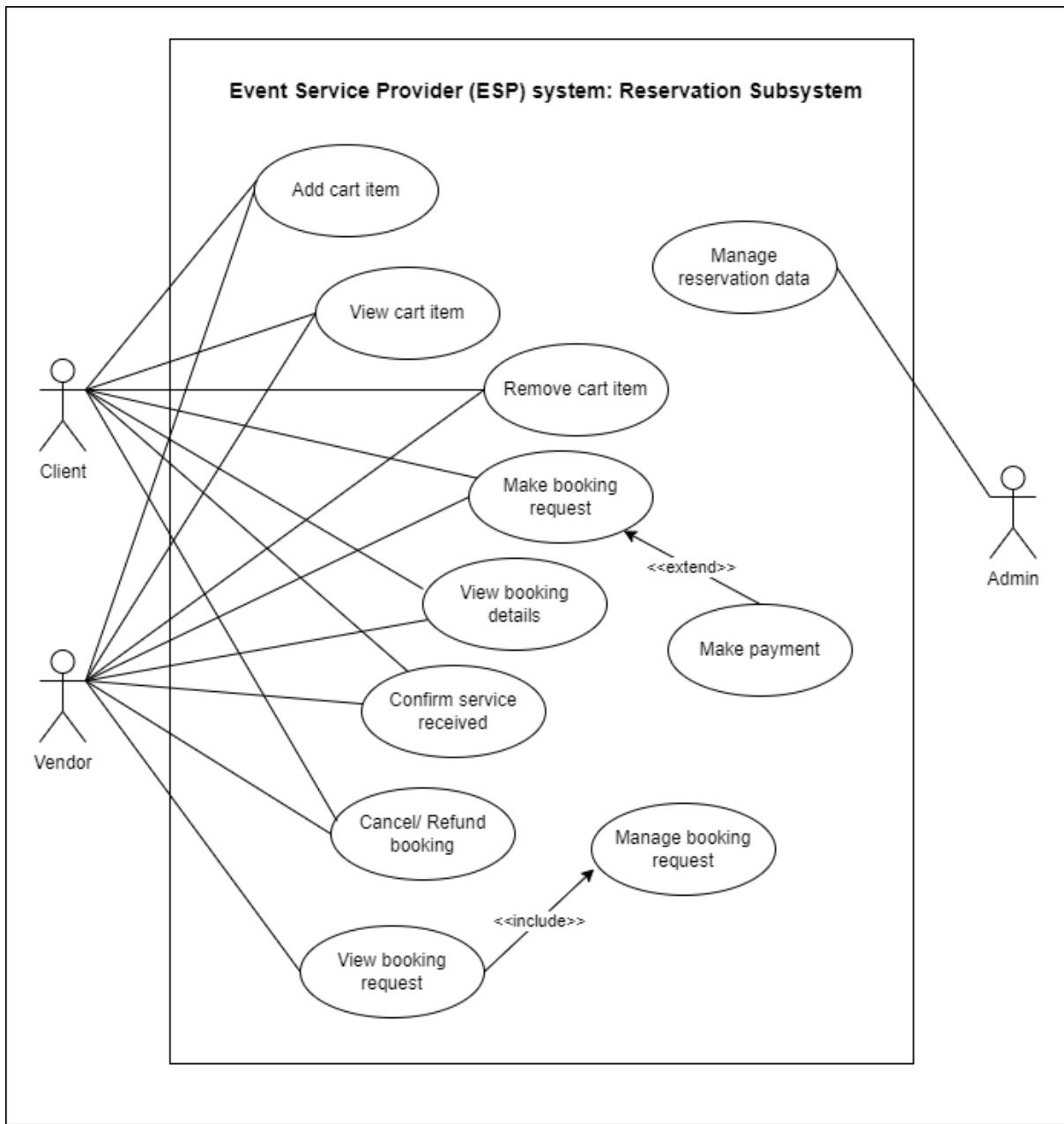


Figure 33 Use Case Diagram of Reservation Subsystem

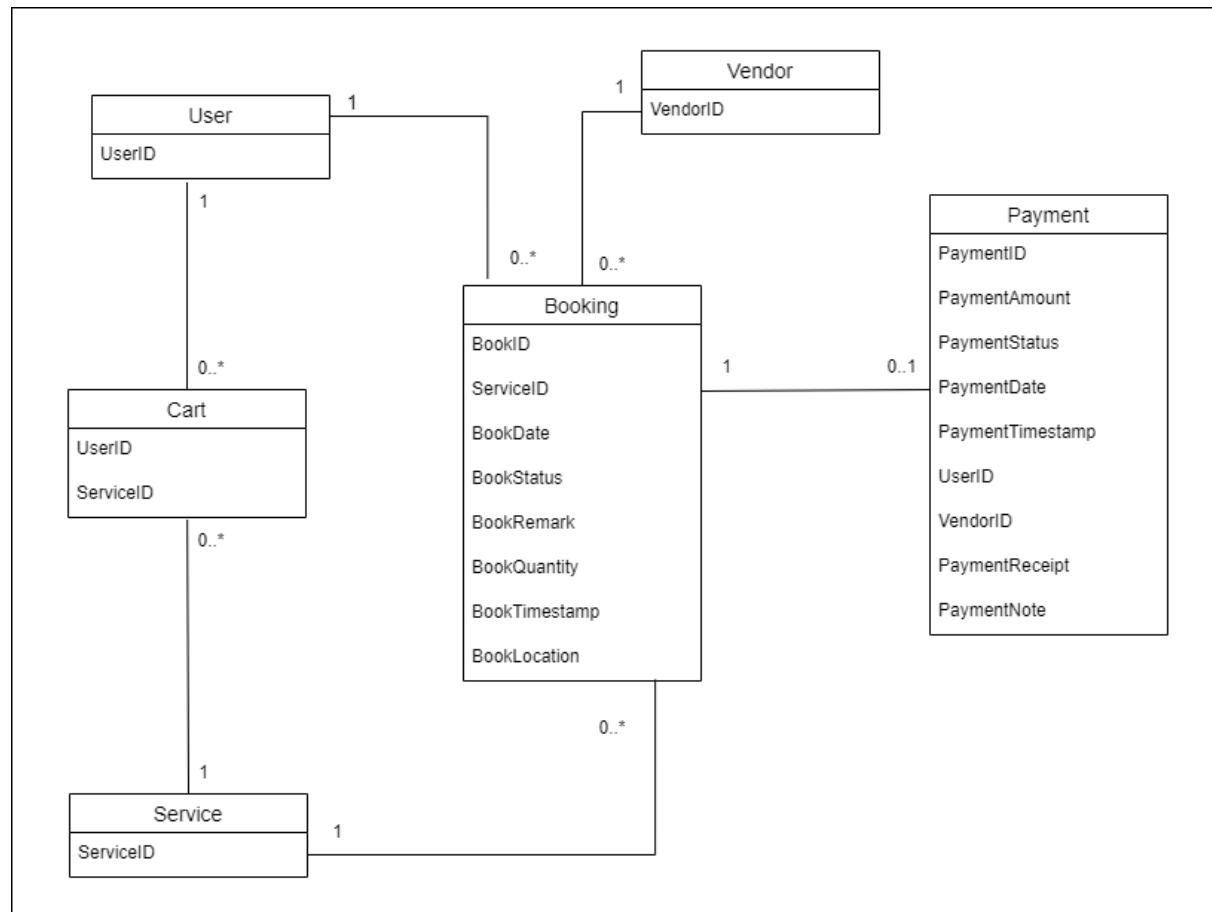


Figure 34 Domain Class Diagram of Reservation Subsystem

2.7.1 Add cart item

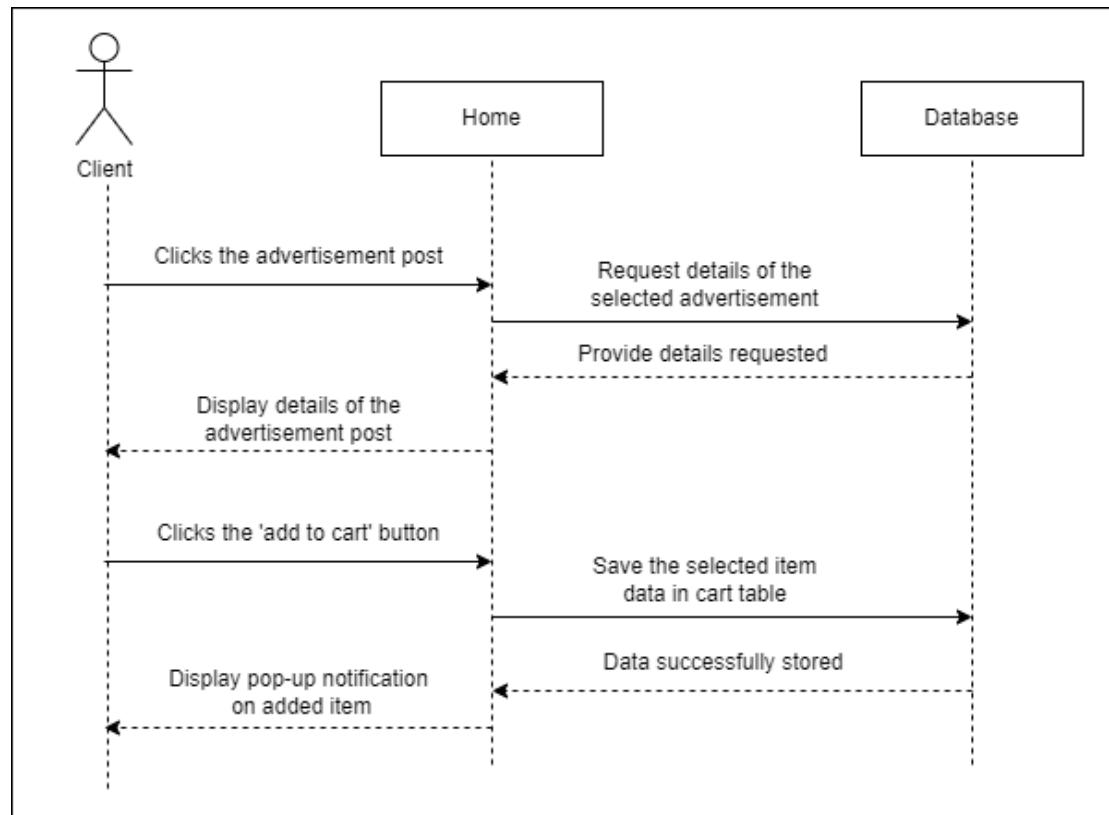
1.1..4 Identifier: [SRS-0020]

1.1..5 Use Case Description

Client able to add interested service to the cart

Use Case Name:	Add Cart Item	
Scenario:	Client adds interested item to the cart	
Triggering Event:	Client would like to keep the interested item in the cart for later review	
Brief Description:	Client views the details of the interested service, client clicks the “add to cart” button at the bottom of the page, a pop-up notification on the successful action is prompted, the added item is saved in the cart	
Actors:	Client	
Related Use Cases:	View cart item	
Stakeholders:	Client: To save the interested service for later access.	
Preconditions:	<ul style="list-style-type: none"> - The service status should be available - The total quantity of item in the cart does not exceed 100. 	
Postconditions:	The client should be able to see the added item in the cart list.	
Normal/Alternate Flow:	Actor	System

REQ0005-A1	<ol style="list-style-type: none"> 1. The client views the details of service posted. 2. The client clicks the 'add to cart' button at the bottom of the page 	<ol style="list-style-type: none"> 2.1 The system displays a pop-up notification to the client on the saved item.
-------------------	---	--

Table 37 Use Case Description for Add Cart Item**1.1..6 System Sequence Diagram****Figure 35 Use Case Description for Add Cart Item****2.7.2 Remove Cart Item****1.1..1 Identifier: [SRS-0021]****1.1..2 Use Case Description**

Client able to remove the service in the cart when required.

Use Case Name:	Remove Cart Item
Scenario:	Client removes the item in the cart
Triggering Event:	Client would like to remove the uninterested item in the cart

Brief Description:	Client clicks the cart icon in the menu bar, list of items in the cart is displayed, client click the 'remove' button at the right side of the service card, the service is discarded from the list in the cart.	
Actors:	Client	
Related Use Cases:	View cart item	
Stakeholders:	Client: To remove the uninterested service item from the cart list	
Preconditions:	The service item is existed in the cart	
Postconditions:	The selected service item is removed from the cart list	
Normal/Alternate Flow:	Actor	System
[REQ0007-A2]	<ol style="list-style-type: none"> 1. The client clicks the cart icon on the menu 2. The client clicks the 'remove' button at the right side of the selected service item. 	<ol style="list-style-type: none"> 1.1 The system displays the cart view to the client 2.1 The system removes the selected service item from the list and display the new cart list.

Table 38 Use Case Description for Remove Cart Item

1.1..3 System Sequence Diagram

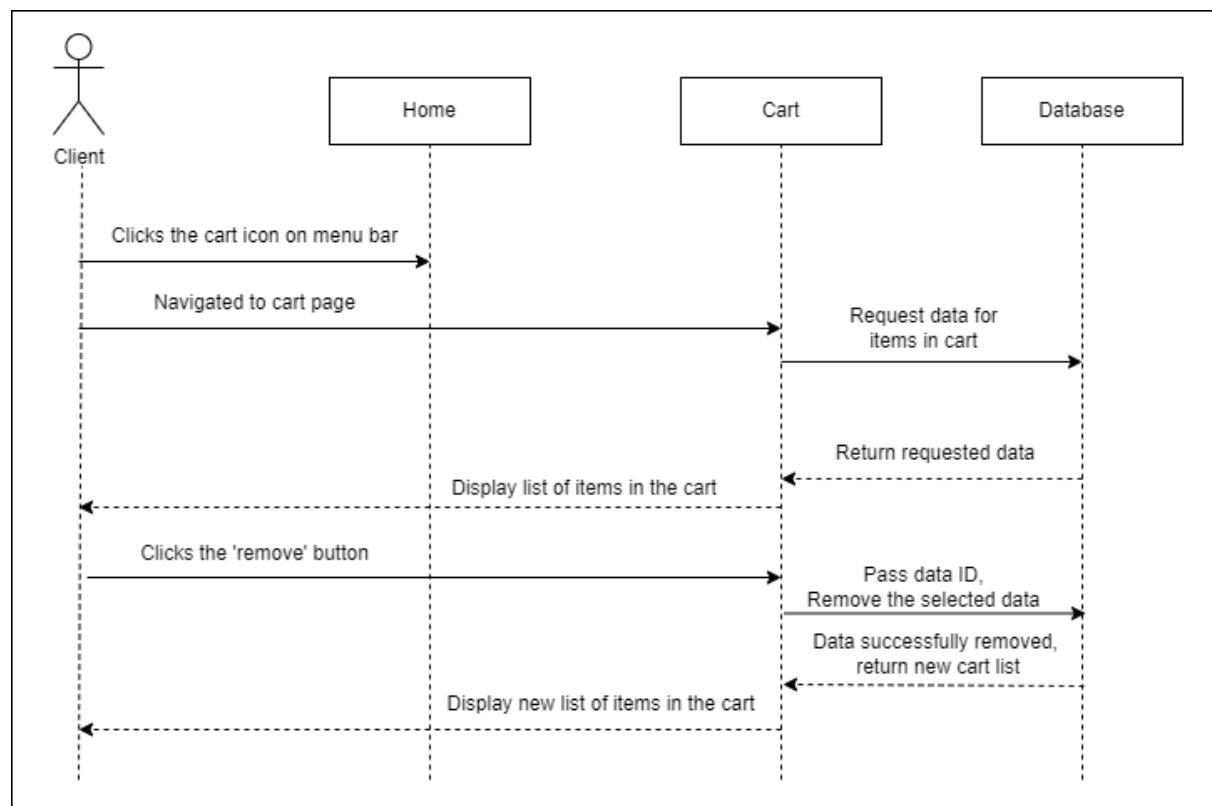


Figure 36 Use Case Description for Remove Cart Item

2.7.3 View Cart Item

1.1..4 Identifier: [SRS-0022]

1.1..5 Use Case Description

Client able to view all of the shortlisted interested service in the cart

Use Case Name:	View Cart Item	
Scenario:	Client view shortlisted interested item in the cart	
Triggering Event:	Client would like to review all added item in the cart	
Brief Description:	Client clicks the cart icon in the menu bar, the client is navigated to the cart page, the list of items in the cart is displayed	
Actors:	Client	
Related Use Cases:	-	
Stakeholders:	Client: To view all items in the cart	
Preconditions:	The client clicks the cart icon in the menu bar	
Postconditions:	The client able to view the list of all items in the cart	
Normal/Alternate Flow:	Actor	System
[REQ0007-A1]	1. The client clicks the cart icon at the menu bar	1.1 The system navigates the client to the cart page 1.2 The system displays the list of all items in the cart

Table 39 Use Case Description for View Cart Item

1.1..6 System Sequence Diagram

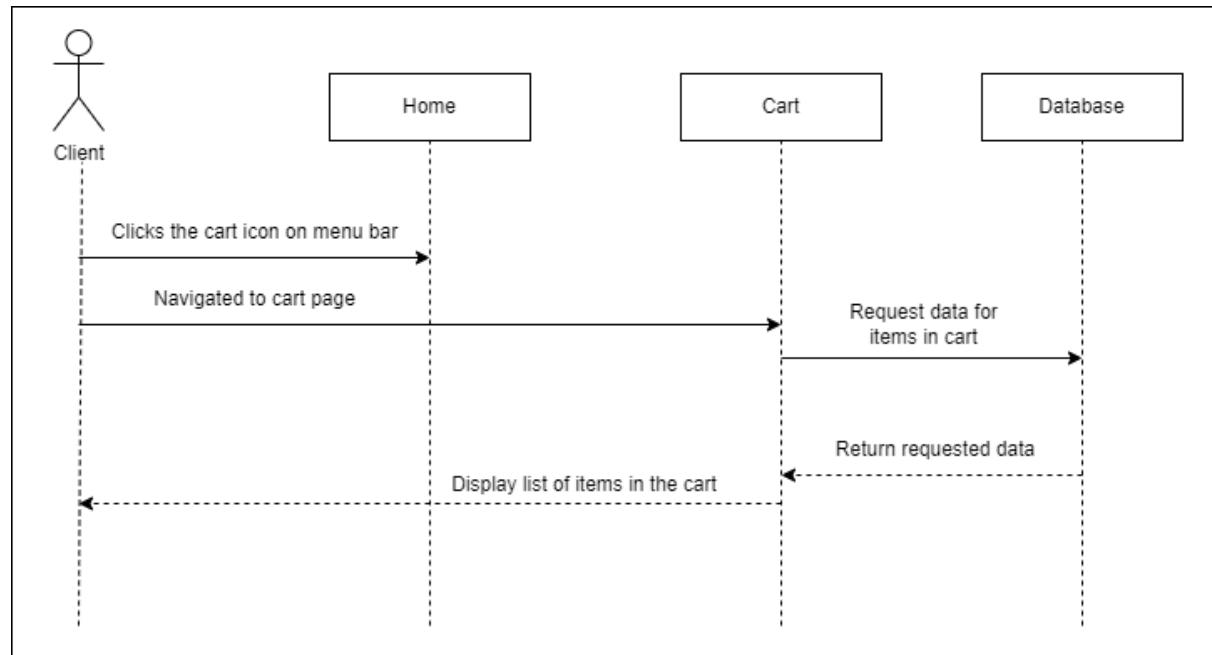


Figure 37 Use Case Description for View Cart Item

2.7.4 Make booking request

1.1..7 Identifier: [SRS-0023]

1.1..8 Use Case Description

Client able to issued booking request to vendor for the interested service

Use Case Name:	Make booking request	
Scenario:	Client wants to book the interested service	
Triggering Event:	Client clicks 'make booking' button	
Brief Description:	Client views the advertisement page from home page, client clicks the 'make booking' button to proceed with the service booking, a booking form is displayed to the client to be filled in before booking request been send to the vendor.	
Actors:	Client	
Related Use Cases:	View advertisement	
Stakeholders:	Client: To make booking request to vendor in order to book the service	
Preconditions:	Client must view the advertisement details	
Postconditions:	Client able to view booking form, filled in the required details and the system will save the data input and update booking status.	
Normal/Alternate Flow:	Actor	System

[REQ0006-A3]	<ol style="list-style-type: none"> 1. Client views the advertisement details 2. Client clicks the 'make booking' button at the bottom of the page 3. Client fills in the form. 4. Client clicks 'submit' button on the form 	<ol style="list-style-type: none"> 2.1 The system displays the booking form to the client 4.1 The system checks all the required details needed to fill in the form field. 4.2 The system saves the data input and updates the booking status to pending.
Exception Flow:		
[SRS-0023-E4.2]	If the data entered invalid, prompt alert to client	

Table 40 Use Case Description for Make Booking Request

1.1.9 System Sequence Diagram

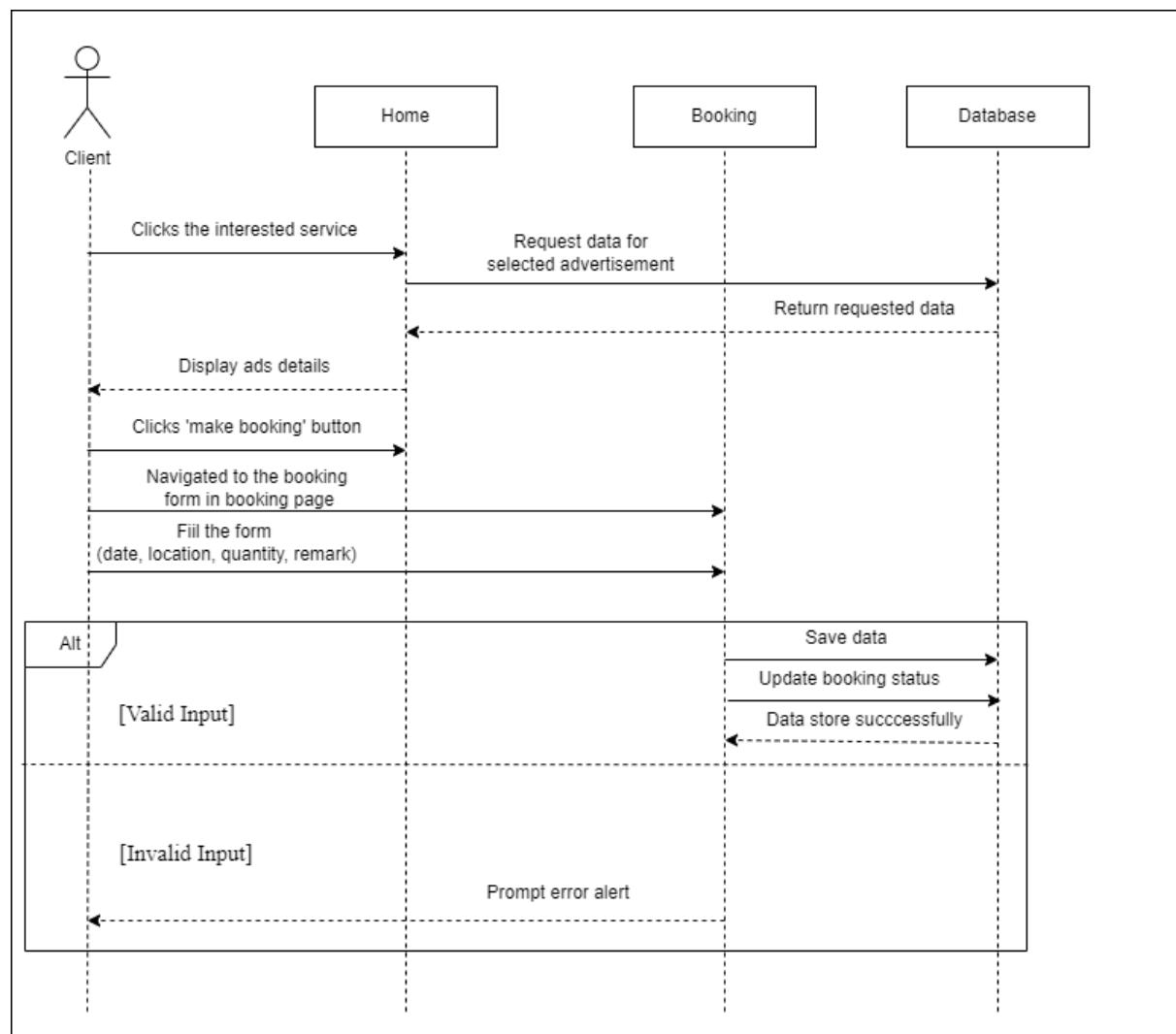


Figure 38 Use Case Description for Make Booking Request

2.7.5 View booking details

1.1..10 Identifier: [SRS-0024]

1.1..11 Use Case Description

Client able to see all booking details placed to the vendor

Use Case Name:	View Booking Details	
Scenario:	Client would like to view all the booking that had been made.	
Triggering Event:	Client would like to check the booking details made.	
Brief Description:	Client clicks on the booking icon on the menu, client is navigated to the booking page, the system will display the list of booking that had been made	
Actors:	Client	
Related Use Cases:	-	
Stakeholders:	Client: To check booking made.	
Preconditions:	Client clicks on the booking icon at the menu bar.	
Postconditions:	Client able to view content of the booking page and the list of the booking placed.	
Normal/Alternate Flow:	Actor	System
[REQ0006-A2]	1 Client clicks on the booking icon on the menu 2 Client views all the list displayed	1.1 The system navigates the client to the booking page. 1.2 The system displays the list of booking request received.

Table 41 Use Case Description for View booking Request

1.1..12 System Sequence Diagram

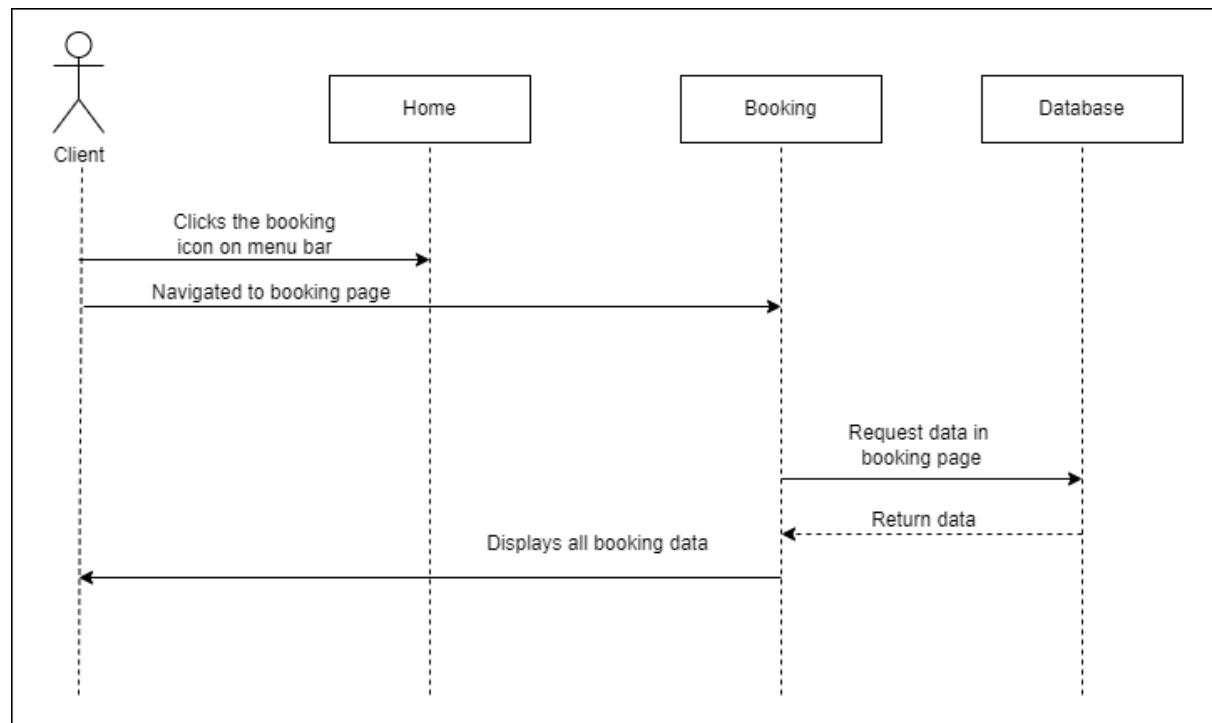


Figure 39 Use Case Description for View booking Request

2.7.6 View booking request

1.1..13 Identifier: [SRS-0025]

1.1..14 Use Case Description

Vendor able to see all booking request made by the client

Use Case Name:	View Booking Request	
Scenario:	Vendor would like to check all the booking request received.	
Triggering Event:	Vendor would like to check the booking request received.	
Brief Description:	Vendor clicks on the booking icon on the menu, vendor is navigated to the booking page, vendor clicks on booking request menu, the system will display the list of booking request received.	
Actors:	Vendor	
Related Use Cases:	-	
Stakeholders:	Vendor: To check booking request of the client	
Preconditions:	Vendor must login to have access to the checking features.	
Postconditions:	Vendor able to view content of the booking request page and the list of the request received.	
Normal/Alternate Flow:	Actor	System

[REQ0006-A2]	1 Vendor clicks on the booking icon on the menu 2 Vendor clicks on booking request menu	1.3 The system navigates the vendor to the booking page. 2.1 The system displays the list of booking request received.
--------------	--	---

Table 42 Use Case Description for View booking Request

1.1..15 System Sequence Diagram

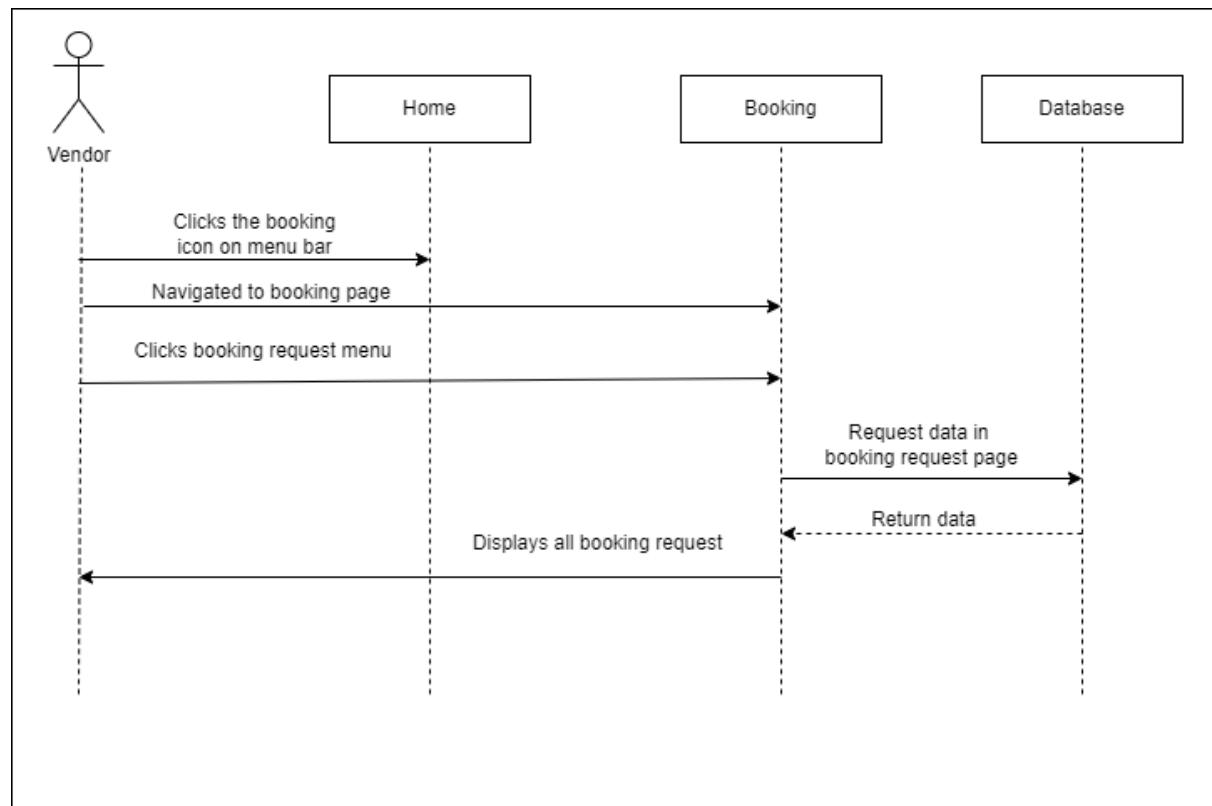


Figure 40 Use Case Description for View booking Request

2.7.7 Manage booking request

1.1..16 Identifier: [SRS-0026]

1.1..17 Use Case Description

Vendor able to accept or reject the booking request made by the client according to their availability.

Use Case Name:	Manage Booking Request
Scenario:	Vendor would like to accept or reject the booking request received
Triggering Event:	Vendor receives booking request and would like to accept or reject the booking request received

Brief Description:	Vendor clicks the booking request page, the vendor views the booking request at the booking request page, vendor clicks the accept or reject button provided at the intended booking request.	
Actors:	Vendor	
Related Use Cases:	View booking request	
Stakeholders:	Vendor: To accept or reject the booking request	
Preconditions:	Vendor receives booking request by the client, vendor able to view the booking request	
Postconditions:	Vendor able to click on the accept or reject button and the booking status is updated to accepted or rejected.	
Normal/Alternate Flow:	Actor	System
[REQ0006-A2]	1 The vendor clicks the booking request page 2 The vendor views the booking request at the booking request page and the vendor clicks the accept button provided at the right side of the booking request.	1.1 The system displays the booking request page 2.1 The system updates the booking status of the booking request to accepted
Exception Flow:		
[SRS-0026-E2.1]	If rejected, remove the selected booking from list of booking request	

Table 43 Use Case Description for Manage Booking Request

1.1.18 System Sequence Diagram

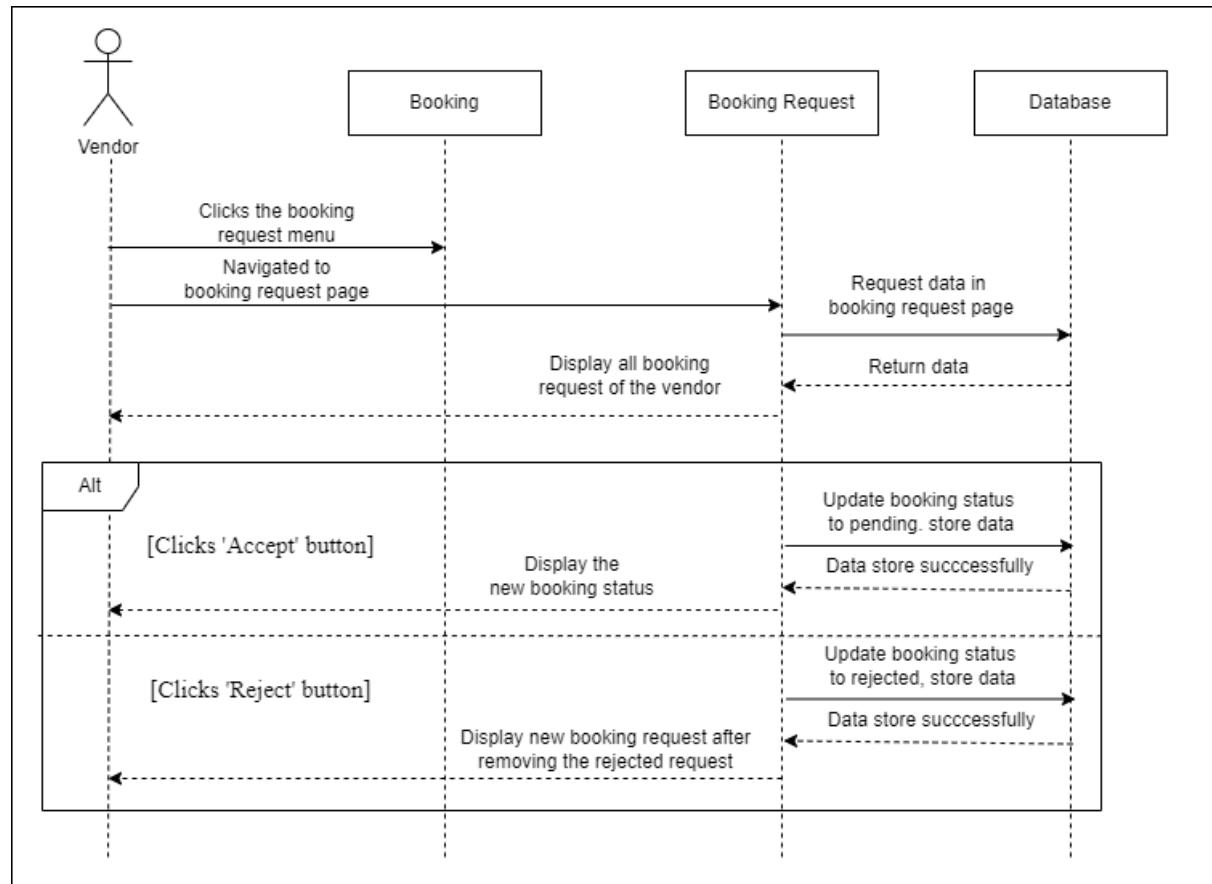


Figure 41 Use Case Description for Manage Booking Request

2.7.8 Confirm service received

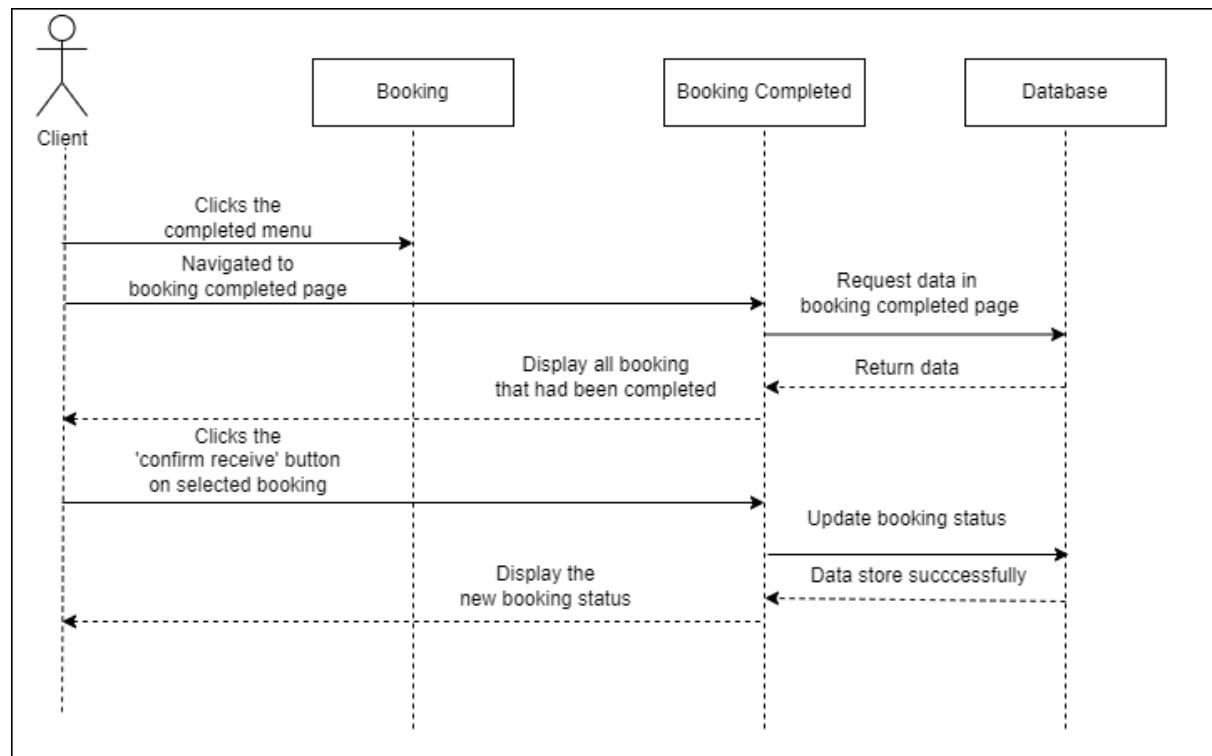
1.1.19 Identifier: [SRS-0027]

1.1.20 Use Case Description

Client able to make double confirmation in the system once the booked service is received.

Use Case Name:	Confirm Service Received
Scenario:	Client would like to confirm that the booked service is received
Triggering Event:	The service is delivered as agreed and the client would like to confirm it.
Brief Description:	Client clicks the completed button on booking page, client can view the list of completed service, client clicks on the 'confirm receive' button of the recently received service
Actors:	Client
Related Use Cases:	View booking details
Stakeholders:	Client: To confirm the booked service is received
Preconditions:	Client should book the service, client should be able to view the booking

	in the completed booking page	
Postconditions:	Client able to click the 'confirm received' button, the booking status of the booking is updated	
Normal/Alternate Flow:	Actor	System
[REQ0006-A2]	1. Client clicks the completed button on booking page 2. Client can view the list of completed service, client clicks the 'confirm receive' button at the right side of the recently received service	1.1 The system navigates the client to the completed booking page 2.1 The system updates the booking status of the completed service.

Table 44 Use Case Description for Confirm Service Received**1.1..21 System Sequence Diagram****Figure 42 Use Case Description for Confirm Service Received****2.7.9 Cancel/Refund booking****1.1..1 Identifier: [SRS-0028]****1.1..2 Use Case Description**

Client able to request for cancellation or refund of the booked service when required.

Use Case Name:	Cancel/Refund booking	
Scenario:	Client would like to request for cancellation of the booking request or refund of the booked service	
Triggering Event:	Client encounters some issues and would like to cancel or refund the booking.	
Brief Description:	Client clicks the booking icon menu bar, clients is navigated to the booking page, client clicks the pending booking page, client clicks cancel/refund button.	
Actors:	Client	
Related Use Cases:	View booking details	
Stakeholders:	Client: To make cancellation or refund on the booked service	
Preconditions:	Client makes booking request or had placed booking on the intended service	
Postconditions:	Client able to click the cancel/refund button, the booking status and payment status of the booked service is updated	
Normal/Alternate Flow:	Actor	System
[REQ0006-A3]	1 Client clicks the booking icon menu bar 2 Client views the booking page, client clicks the pending booking page 3 Client clicks cancel/refund button at the right side of booking.	1.1 The system navigates the client to the main booking page. 2.1 The system displays the list of items in pending booking page. 3.1 The system updates the booking and payment status of the selected booking.

Table 45 Use Case Description for Cancel/ Refund Booking

1.1..3 System Sequence Diagram

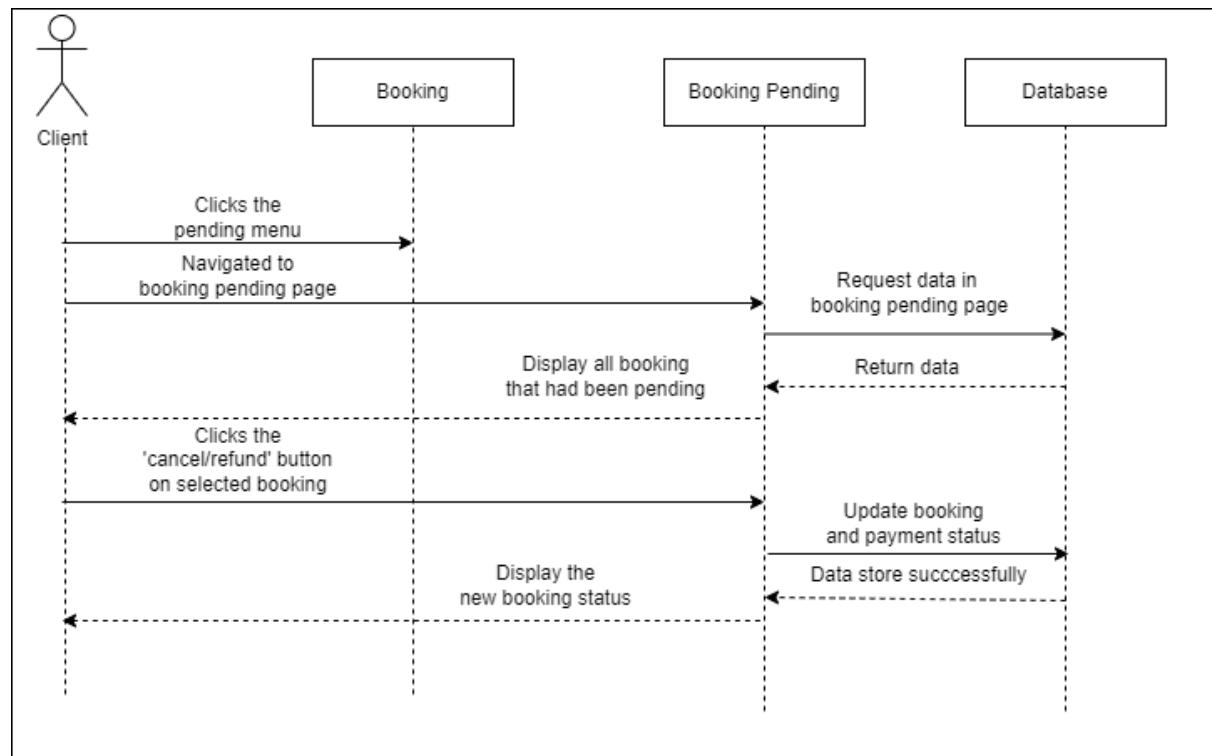


Figure 43 Use Case Description for Cancel/ Refund Booking

2.7.10 Make payment booking

1.1..4 Identifier: [SRS-0029]

1.1..5 Use Case Description

Client able to make payment to secure the booking once booking status is accepted by the vendor

Use Case Name:	Make Payment Booking	
Scenario:	Client would like to make payment on the booking made	
Triggering Event:	Client would like to confirm and secure the booking with payment	
Brief Description:	Client clicks the booking icon on menu bar, client clicks the pending booking page and views the list of items in the page, client clicks 'make payment' button at the right side of the selected booking, client fills in the payment form and click submit button after finish filling up all details.	
Actors:	Client	
Related Use Cases:	View booking page	
Stakeholders:	Client: To make payment on the booking made	
Preconditions:	Client needs to make service booking, the booking request is accepted by the vendor	
Postconditions:	Client able to make payments	
Normal/Alternate Flow:	Actor	System

[REQ0008-A3]	<p>1 The client clicks the booking icon on menu bar</p> <p>2 The client clicks the pending booking page menu</p> <p>3 The client views the list of items in the page and clicks ‘make payment’ button at the right side of the selected booking.</p> <p>4 The client fills up the form and click submit button provided.</p>	<p>1.1 The system displays the booking page to the client</p> <p>2.1 The system displays the list of items in the page</p> <p>3.1 The system displays the payment form to the client.</p> <p>4.1 The system checks the filled data and saves the form.</p> <p>4.2 The system updates the payment status of the booking</p>
--------------	--	--

Exception Flow:

[SRS-0029-E4.2]	If invalid, prompt alert to client
-----------------	------------------------------------

Table 46 Use Case Description for Make Payment Booking

1.1.6 System Sequence Diagram

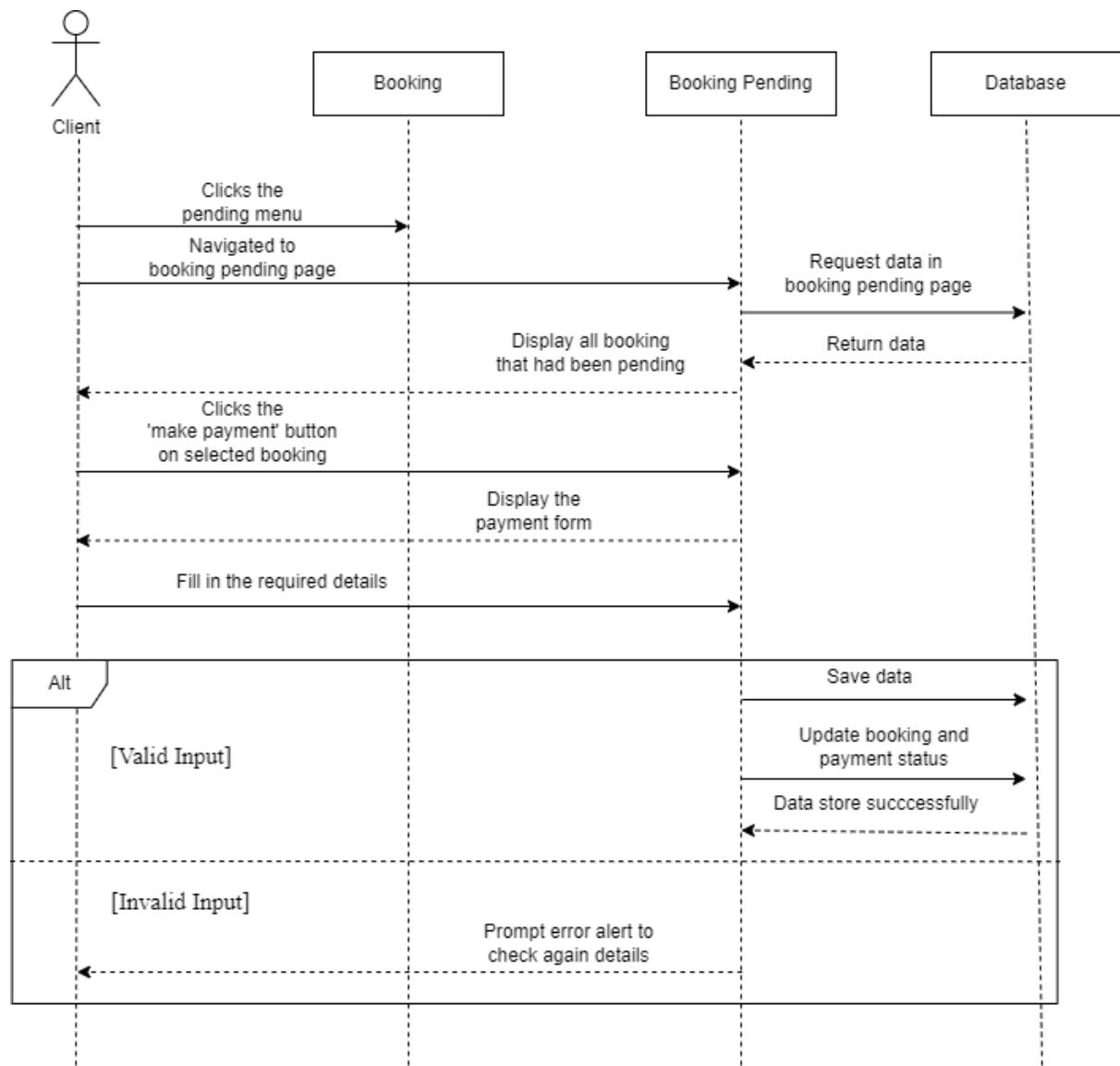


Figure 44 Use Case Description for Make Payment Booking

2.7.11 Manage reservation data

1.1.7 Identifier: [SRS-0030]

1.1.8 Use Case Description

Admin able to manage all data in reservation subsystem covering cart data, booking data and payment data.

Use Case Name:	Manage Reservation Data
Scenario:	Admin manages the reservation subsystem data
Triggering Event:	User saves the cart, booking and payment data into the system

Brief Description:	User entered information into the system, decides to save the information, and admin is responsible to manage the data.	
Actors:	Admin	
Related Use Cases:	-	
Stakeholders:	Client: To save cart, booking and payment data Vendor: To save booking data	
Preconditions:	Admin must have access to the system	
Postconditions:	Admin should be able to add, edit and delete information stored in the system.	
Normal/Alternate Flow:	Actor	System
[REQ0009-A1]	1 Admin choose the data to be managed 2 Admin add/edit/delete the data 3 Admin click 'Save'.	1.1 System displays the related data. 3.1 System saves the changes.
Exception Flow:		
[SRS-0030-E4.2]	If invalid, system redirect to previous section	

Table 47 Use Case Description for Manage Reservation Data

1.1.9 System Sequence Diagram

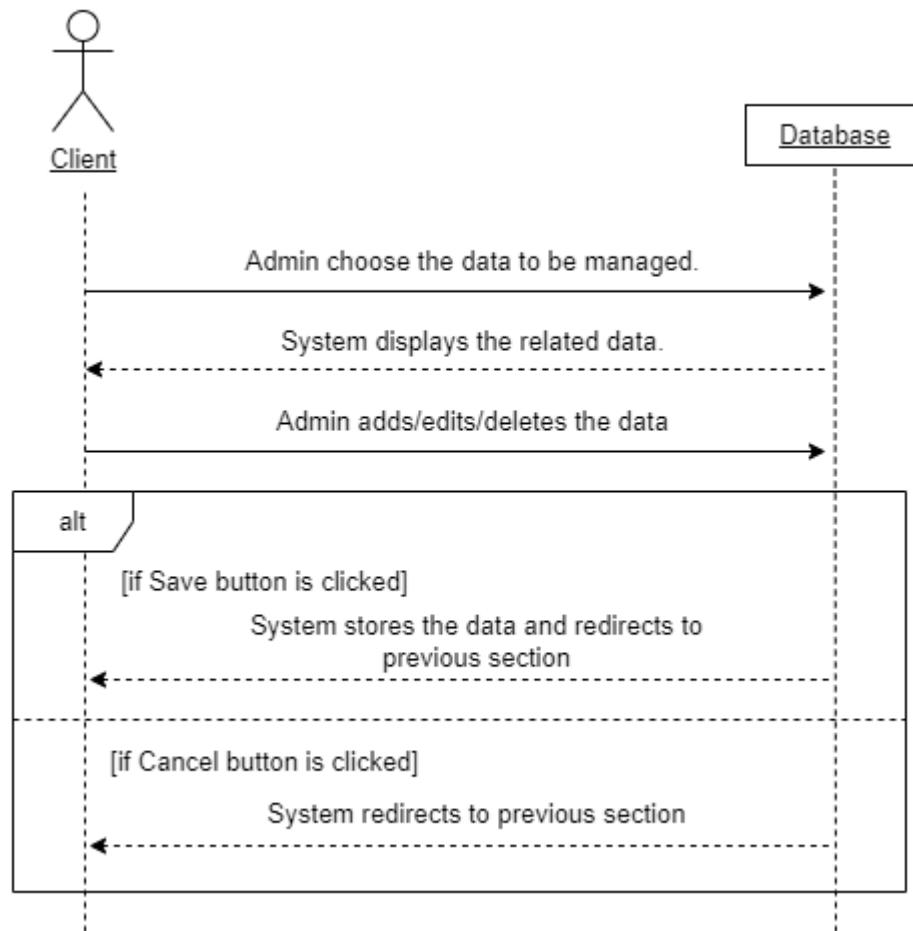


Figure 45 Use Case Description for Manage Reservation Data

2.8 Non-Functional Requirements

2.8.1 Performance Requirement

The following table indicates the system response time limits for processing inputs:

Response Time	Input	Description	Output
Minimum response time is one second.	Login: Username and password.	Response time taken to process user's data and redirects to user profile should be less than 10 seconds.	User profile page is displayed.
Maximum number of users access per second of 500	Less than 500 users at one time accessing	High number of users at one time causes high traffic and risk of system lag.	Correct output is displayed at

users	the system.		appropriate response time when the system is not lag.
-------	-------------	--	---

Table 48 System Timing Targets

2.8.2 Other Relevant Non-Functional Requirement

The final system will have to meet the following performance goals:

Metric	Description	Goal
Usability	<ol style="list-style-type: none"> 1. Time taken to learn the features in the system. 2. Time taken to use the features. 	<ol style="list-style-type: none"> 1. Min. 3 minutes 2. Min. 10 minutes
Availability	<ol style="list-style-type: none"> 1. Percentage of the system will be available to user. 2. Time taken to restart after system failure. 	<ol style="list-style-type: none"> 1. 99% performance 2. Min. 5 minutes

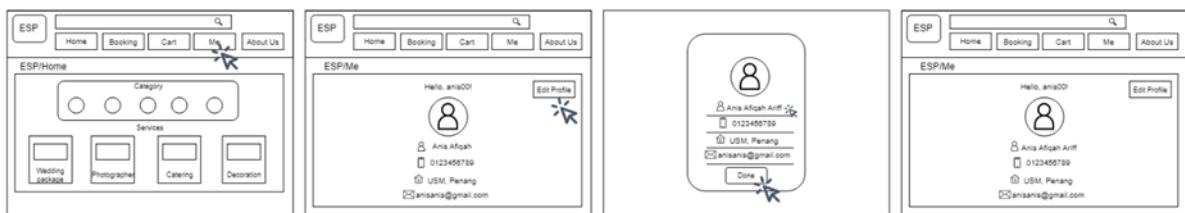
Table 49 System Performance Goals

3. Software Design Description (SDD)

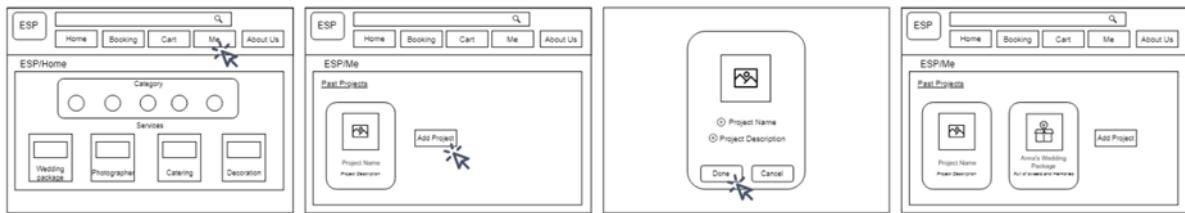
3.1 Storyboard



3) Manage profile



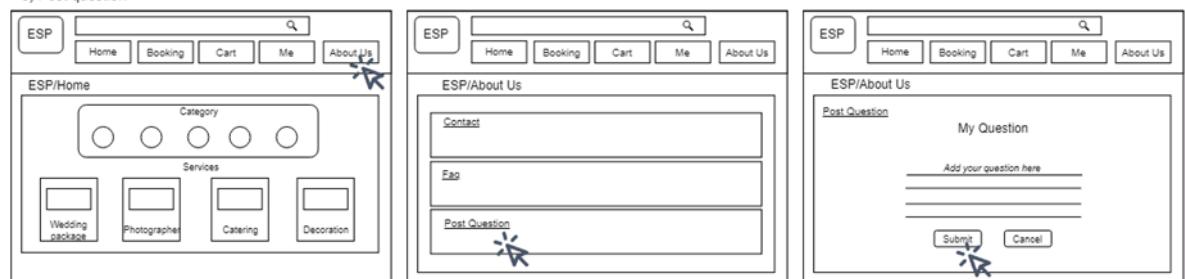
4) Publish past project



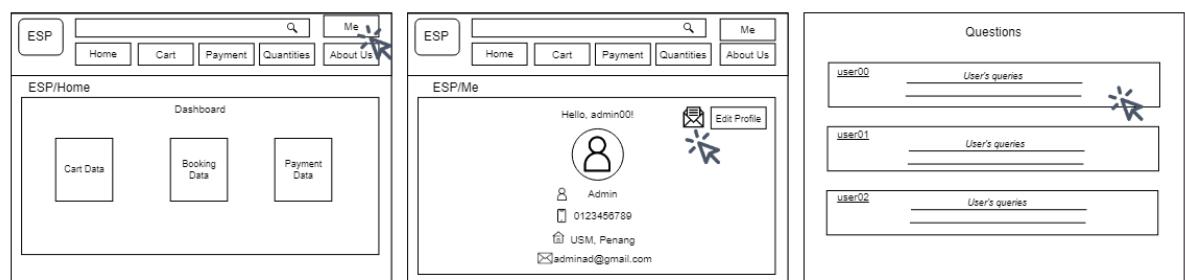
5) Review Past Project



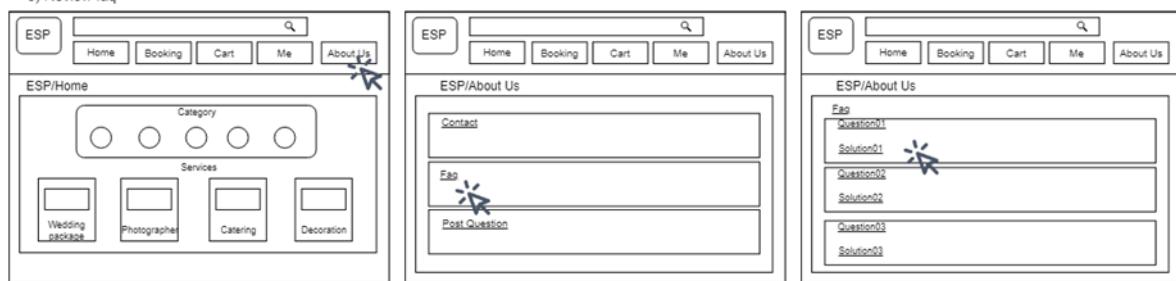
6) Post question



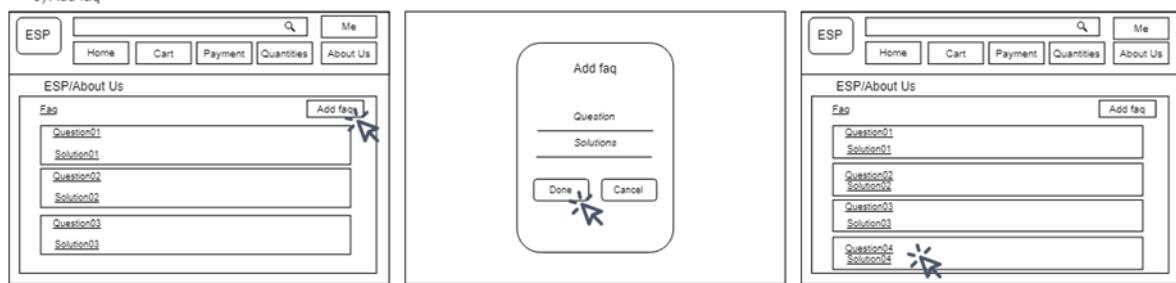
7) Reply Question



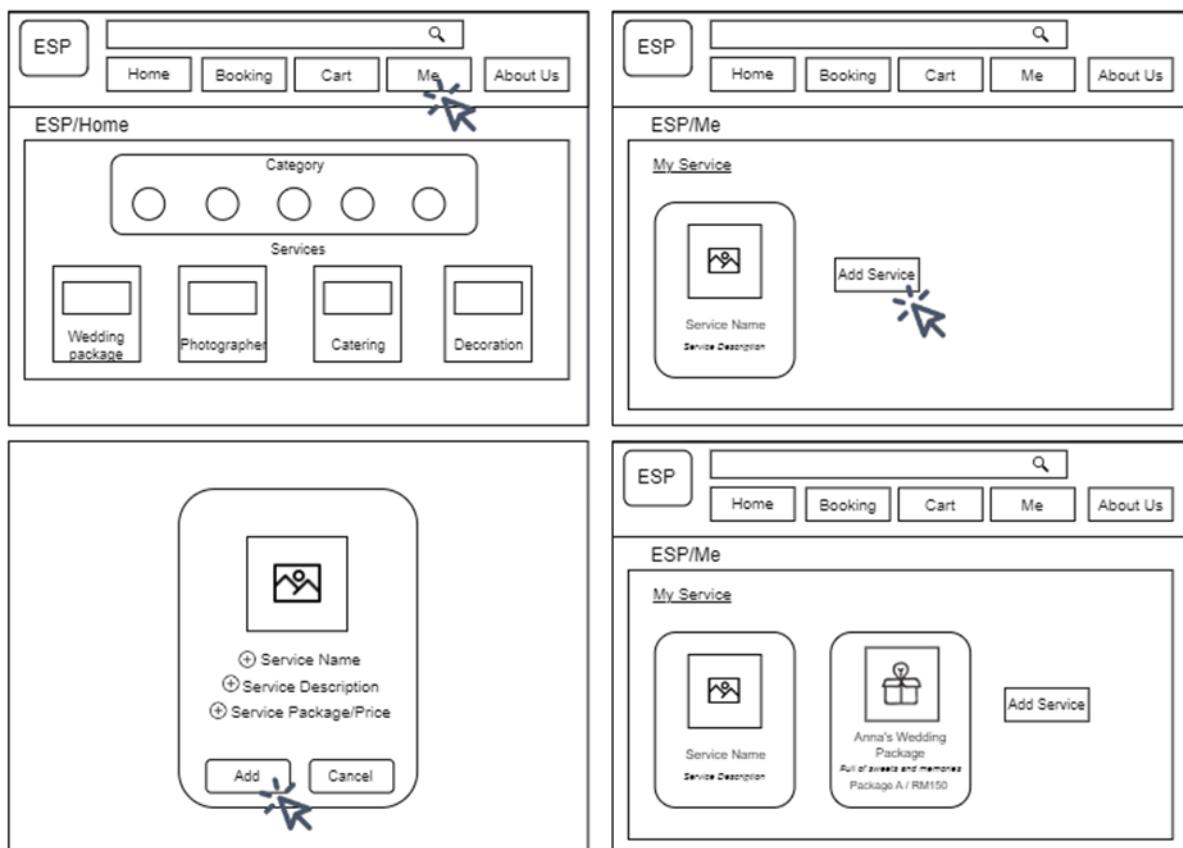
8) Review faq



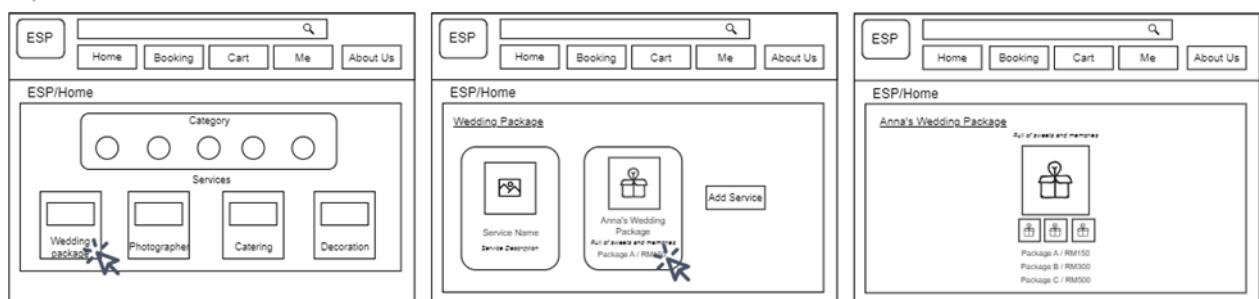
9) Add faq



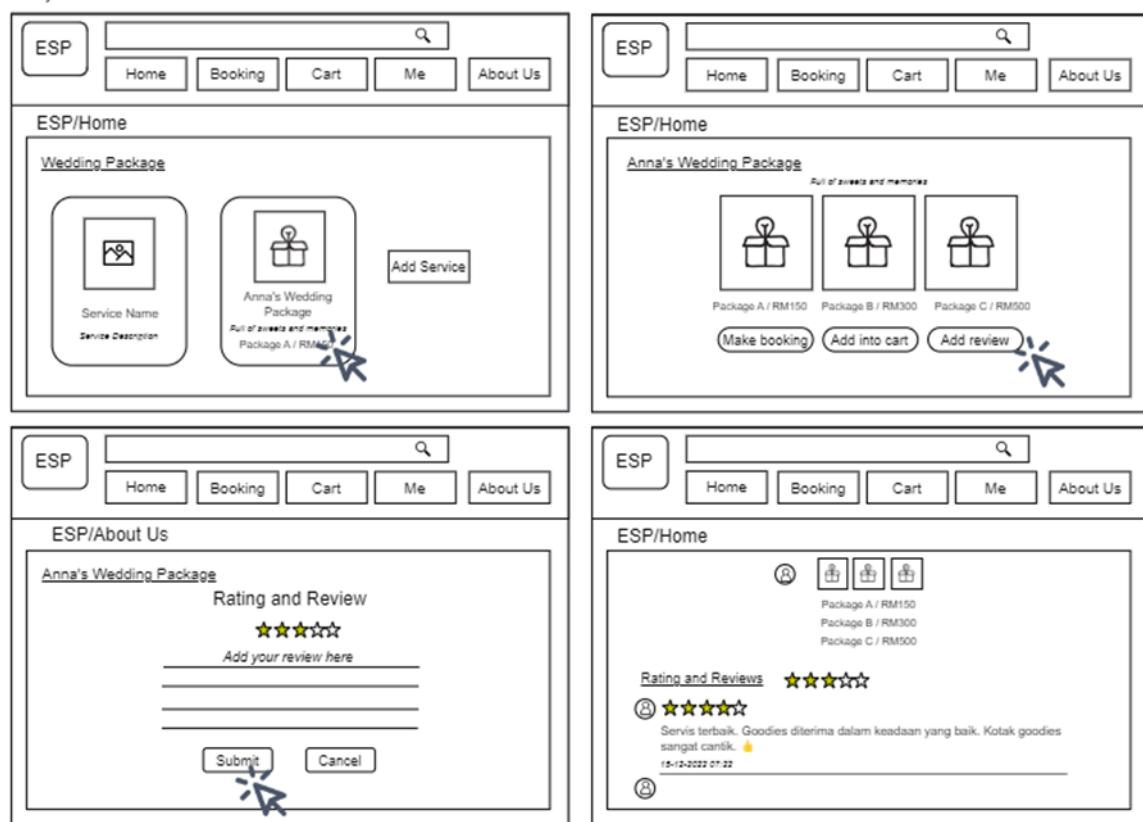
10) Add advertisement



11) View advertisement



12) Write review



13) View review

The figure consists of four wireframe screenshots arranged in a 2x2 grid, illustrating the user interface for viewing wedding packages and reviews.

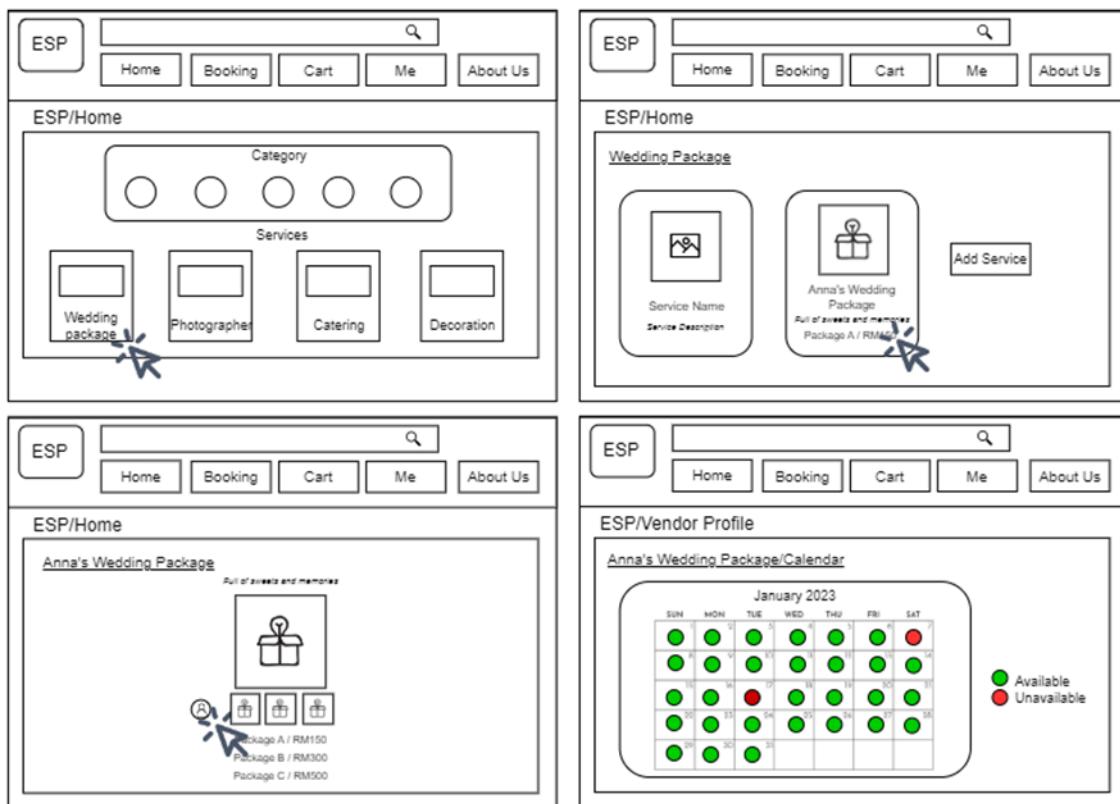
- Top Left:** Shows the "ESP/Home" screen. It features a navigation bar with "Home", "Booking", "Cart", "Me", and "About Us" buttons. Below the navigation bar is a search bar. The main content area displays a "Category" section with five circular icons and a "Services" section with four rectangular boxes labeled "Wedding package", "Photographer", "Catering", and "Decoration". A yellow starburst points to the "Wedding package" box.
- Top Right:** Shows the "ESP/Home" screen for a specific "Wedding Package". It includes a search bar and navigation buttons. The main content shows two service cards: "Service Name" (with a gift icon) and "Anna's Wedding Package" (with a gift icon). A button labeled "Add Service" is also present. A yellow starburst points to the "Anna's Wedding Package" card.
- Bottom Left:** Shows the "ESP/Home" screen for "Anna's Wedding Package". It displays a title "Anna's Wedding Package" and a subtitle "Full of sweets and memories". Below this is a large gift icon. At the bottom, there are three service options: "Package A / RM150", "Package B / RM300", and "Package C / RM500". A yellow starburst points to the "Package A / RM150" link.
- Bottom Right:** Shows the "ESP/Home" screen for reviews. It includes a search bar and navigation buttons. The main content displays a "Rating and Reviews" section with a 5-star rating icon. Below it are two review snippets from users. A yellow starburst points to the first review snippet.

14) Edit calendar

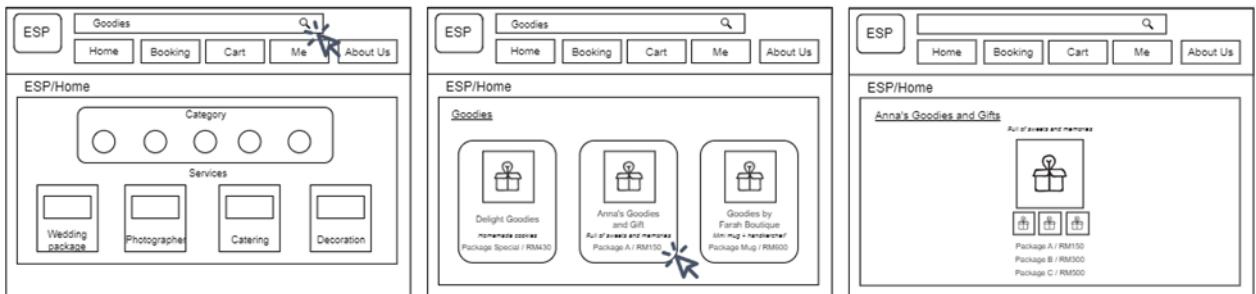
The figure consists of four wireframe screenshots arranged in a 2x2 grid, illustrating the user interface for editing a calendar.

- Top Left:** Shows the "ESP/Home" screen. It features a navigation bar with "Home", "Booking", "Cart", "Me", and "About Us" buttons. Below the navigation bar is a search bar. The main content area displays a "Category" section with five circular icons and a "Services" section with four rectangular boxes labeled "Wedding package", "Photographer", "Catering", and "Decoration". A yellow starburst points to the "Wedding package" box.
- Top Right:** Shows the "ESP/Me" screen for "My Calendar". It includes a search bar and navigation buttons. The main content displays a calendar for "January 2023" with days from Sunday to Saturday. Green dots represent "Available" dates, while red dots represent "Unavailable" dates. A legend indicates "Available" (green dot) and "Unavailable" (red dot). A button labeled "Edit Calendar" is located in the bottom right corner. A yellow starburst points to the "Edit Calendar" button.
- Bottom Left:** Shows the "ESP/Me" screen for "My Calendar". It includes a search bar and navigation buttons. The main content displays a calendar for "January 2023" with days from Sunday to Saturday. Green dots represent "Available" dates, while red dots represent "Unavailable" dates. A legend indicates "Available" (green dot) and "Unavailable" (red dot). A "Save" button is located at the bottom right. A yellow starburst points to the "Save" button.
- Bottom Right:** Shows the "ESP/Me" screen for "My Calendar". It includes a search bar and navigation buttons. The main content displays a calendar for "January 2023" with days from Sunday to Saturday. A "Set date as" dropdown menu is open, showing "Available" (green dot) and "Unavailable" (red dot) options. A "Done" button is located at the bottom right. A yellow starburst points to the "Done" button.

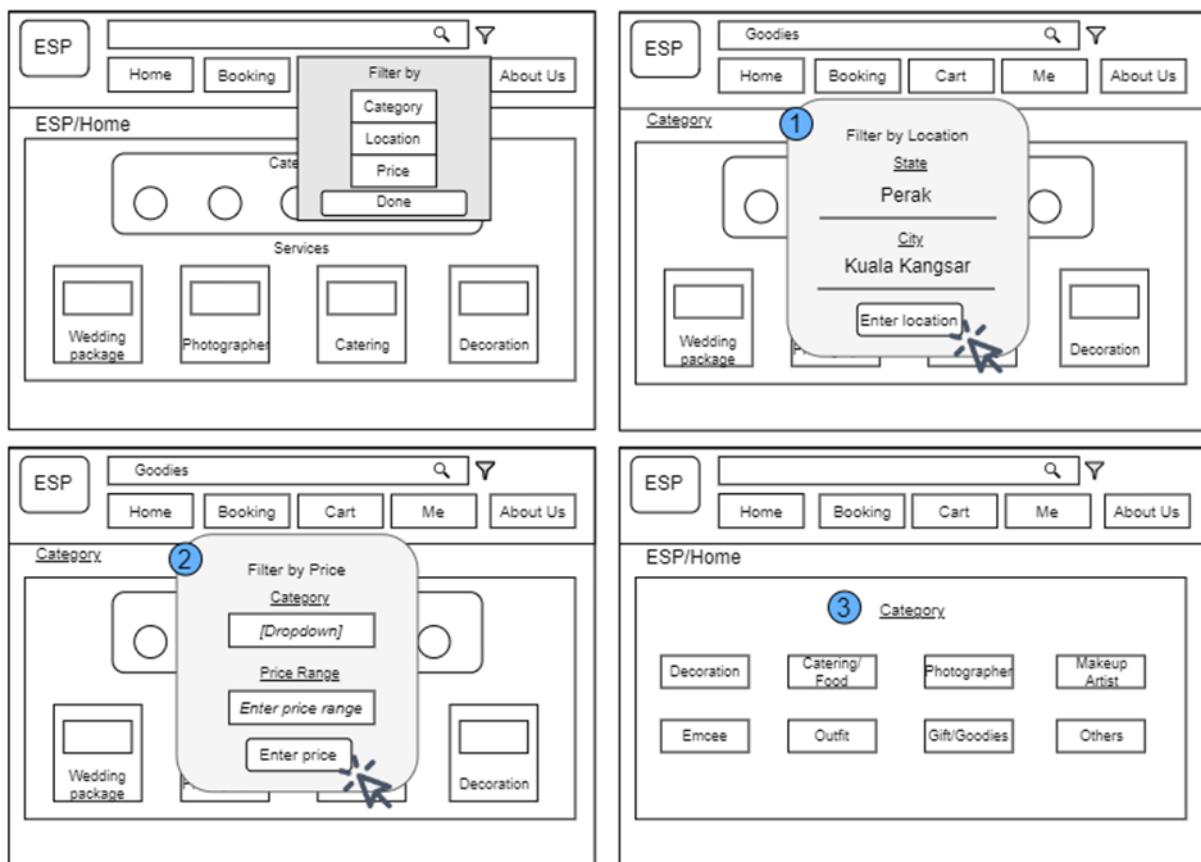
15) View calendar



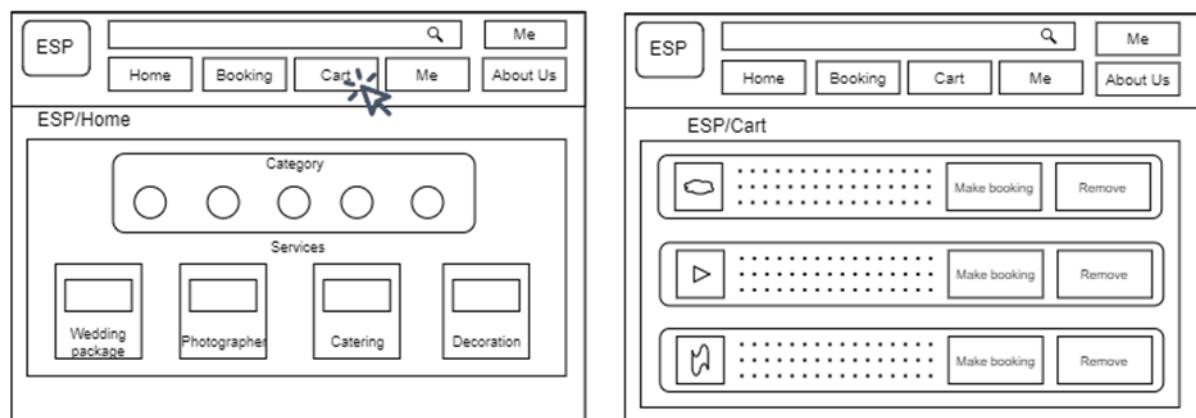
16) Search service



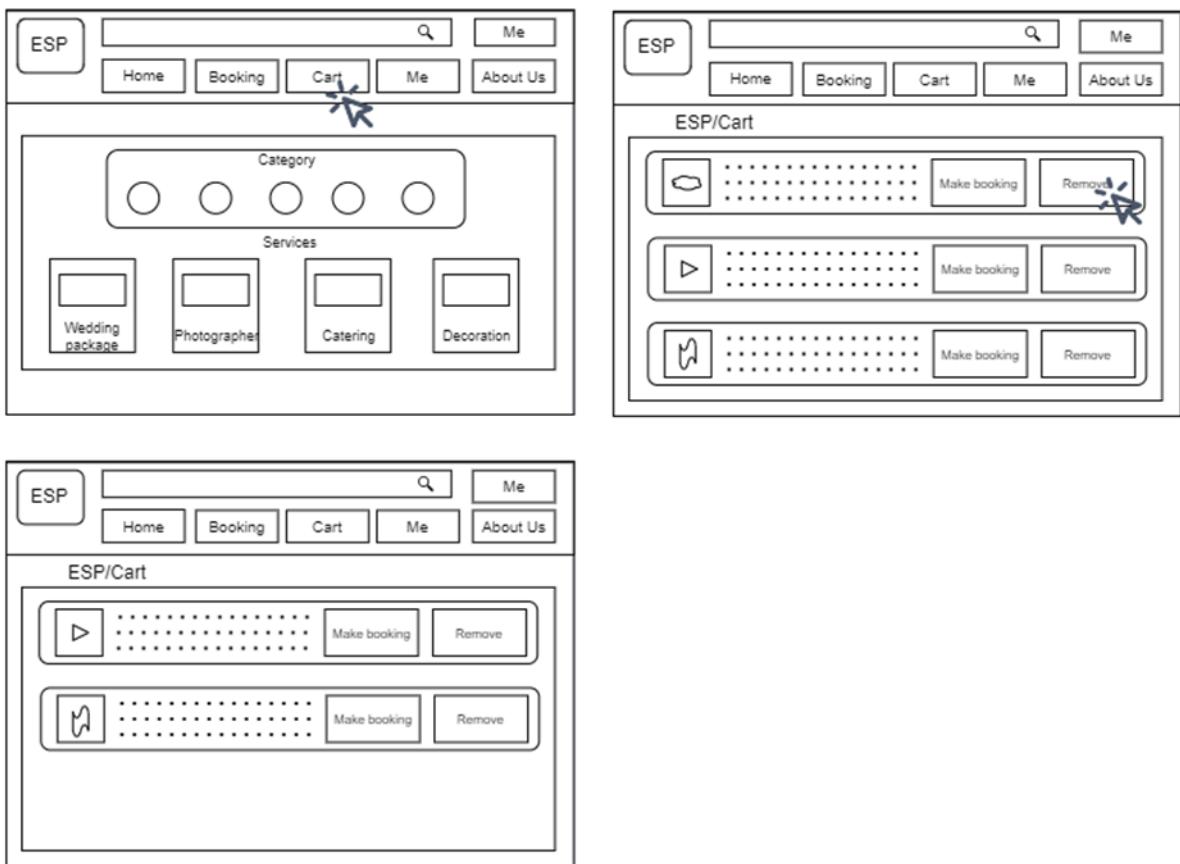
17) Filter the service



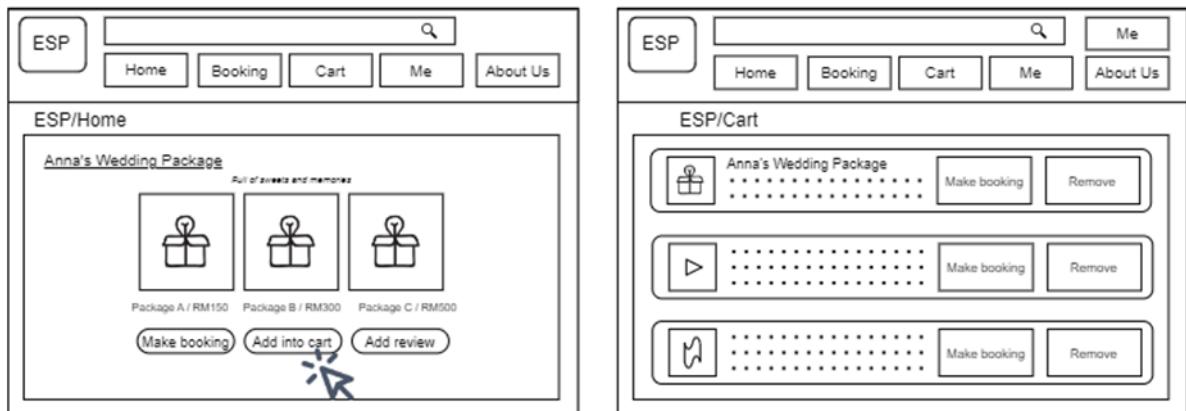
18) View item in cart



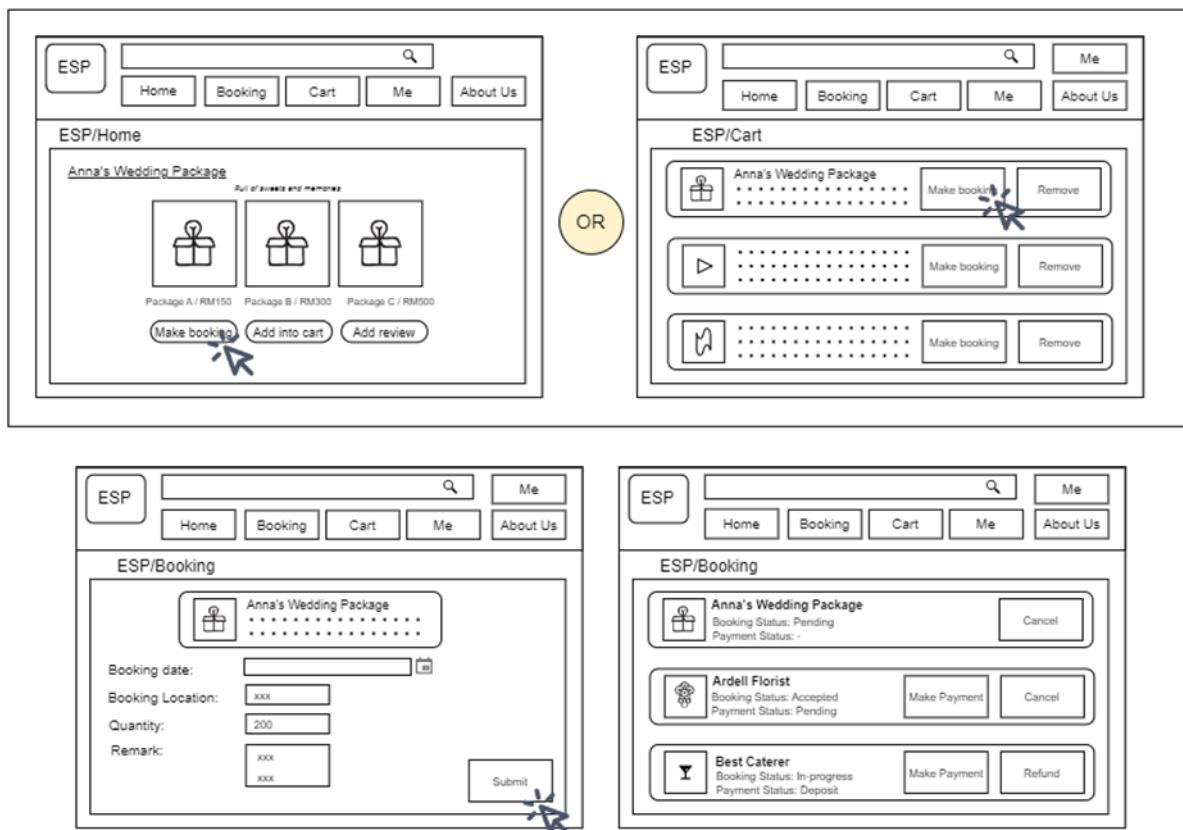
19) Remove item from cart



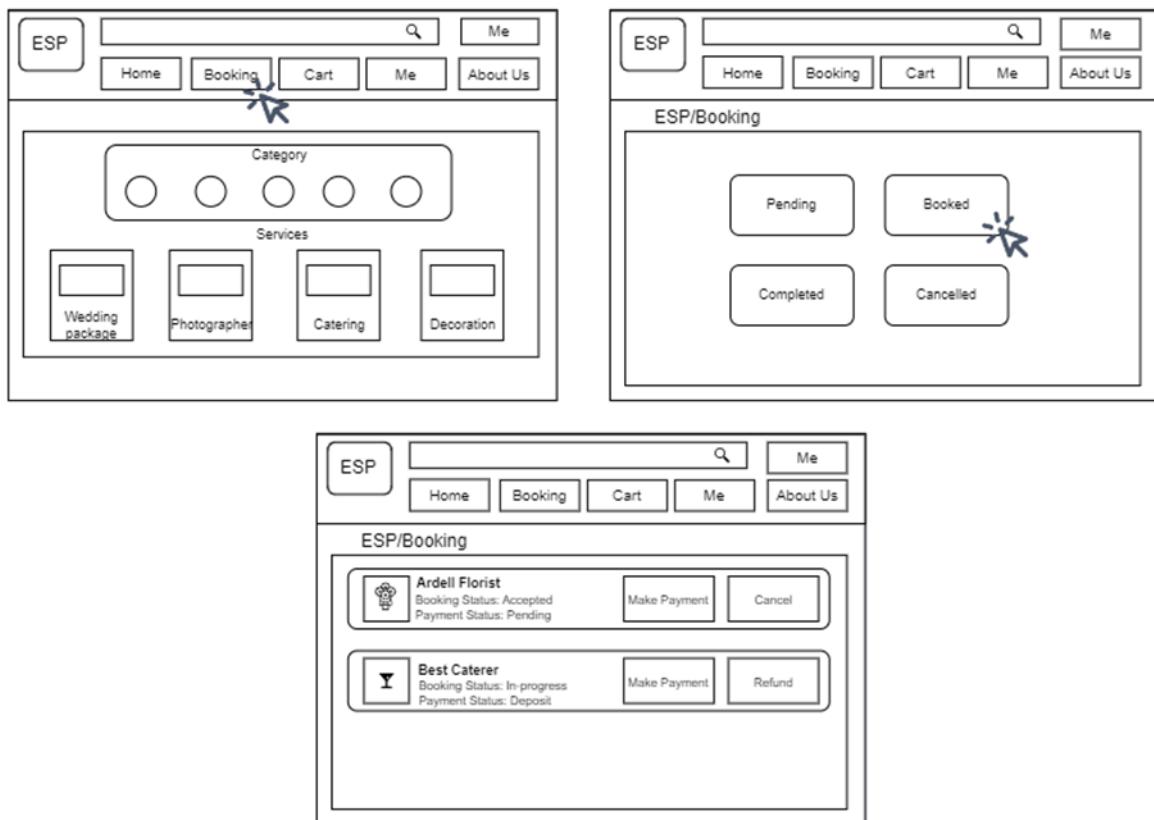
20) Add item into cart



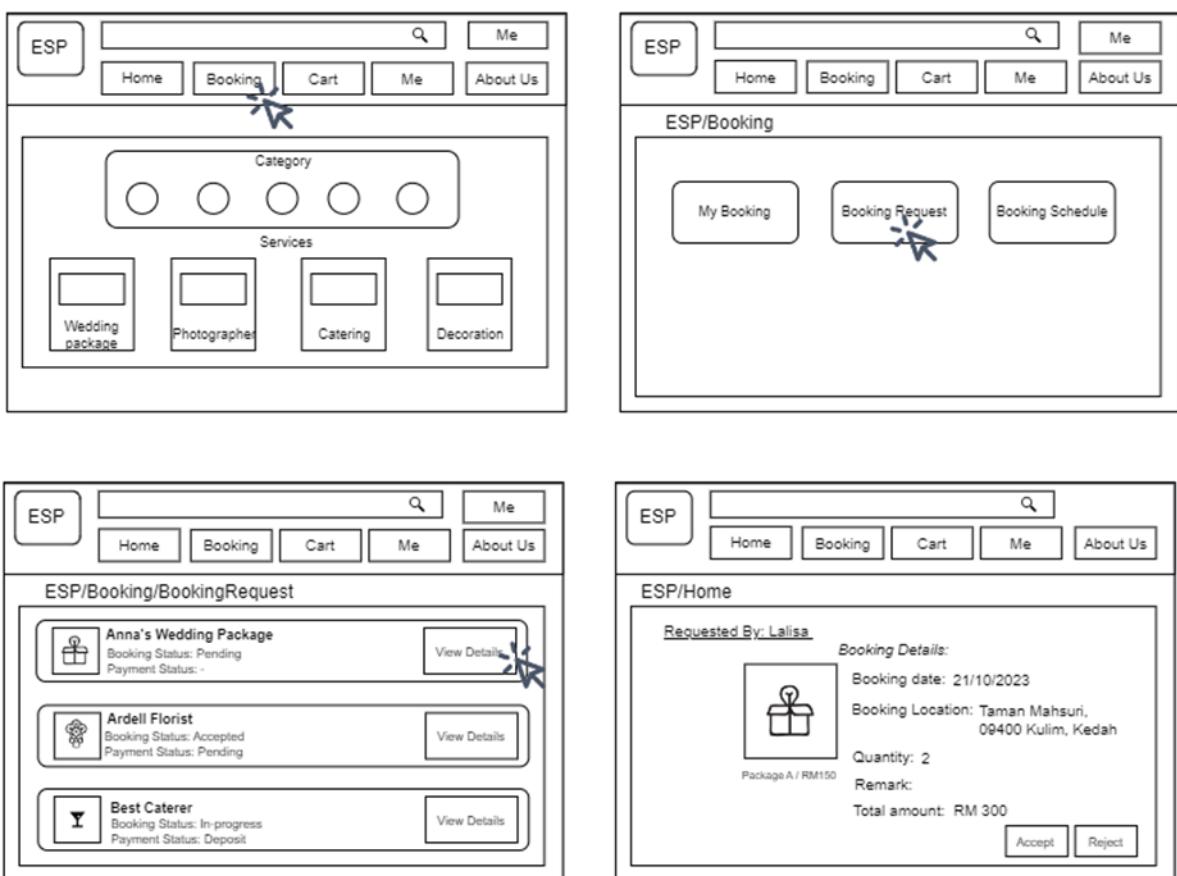
21) Make booking request



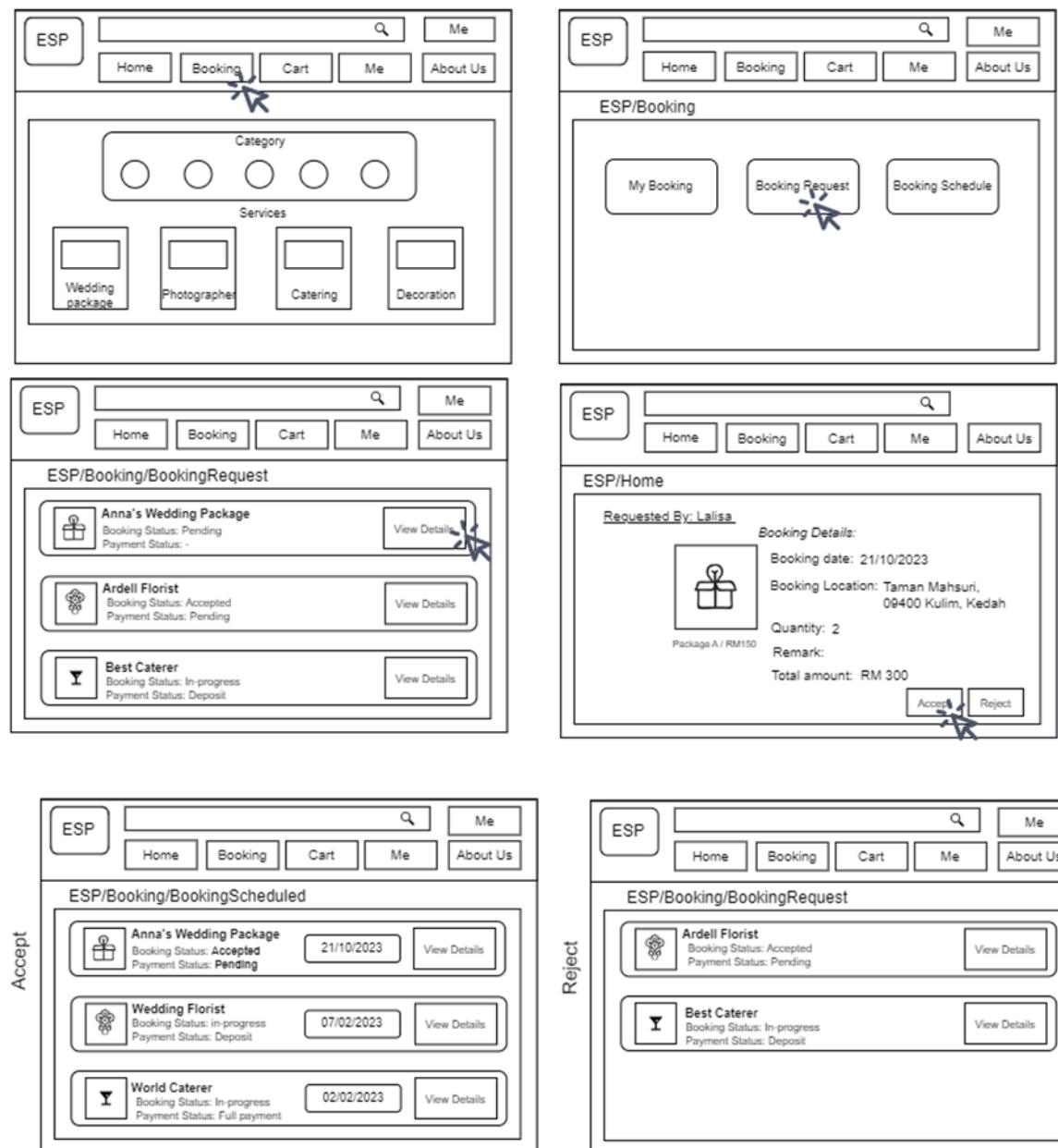
22) View booking details



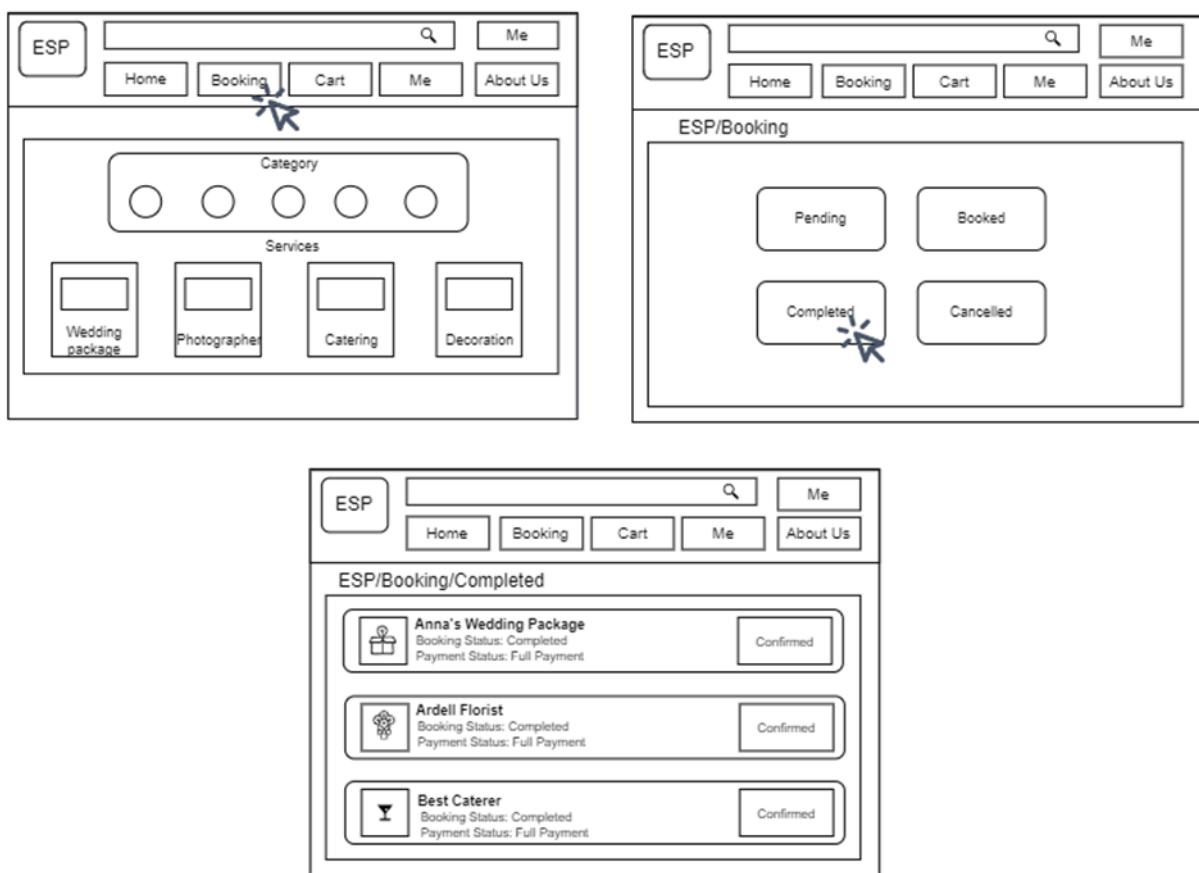
23) View booking request



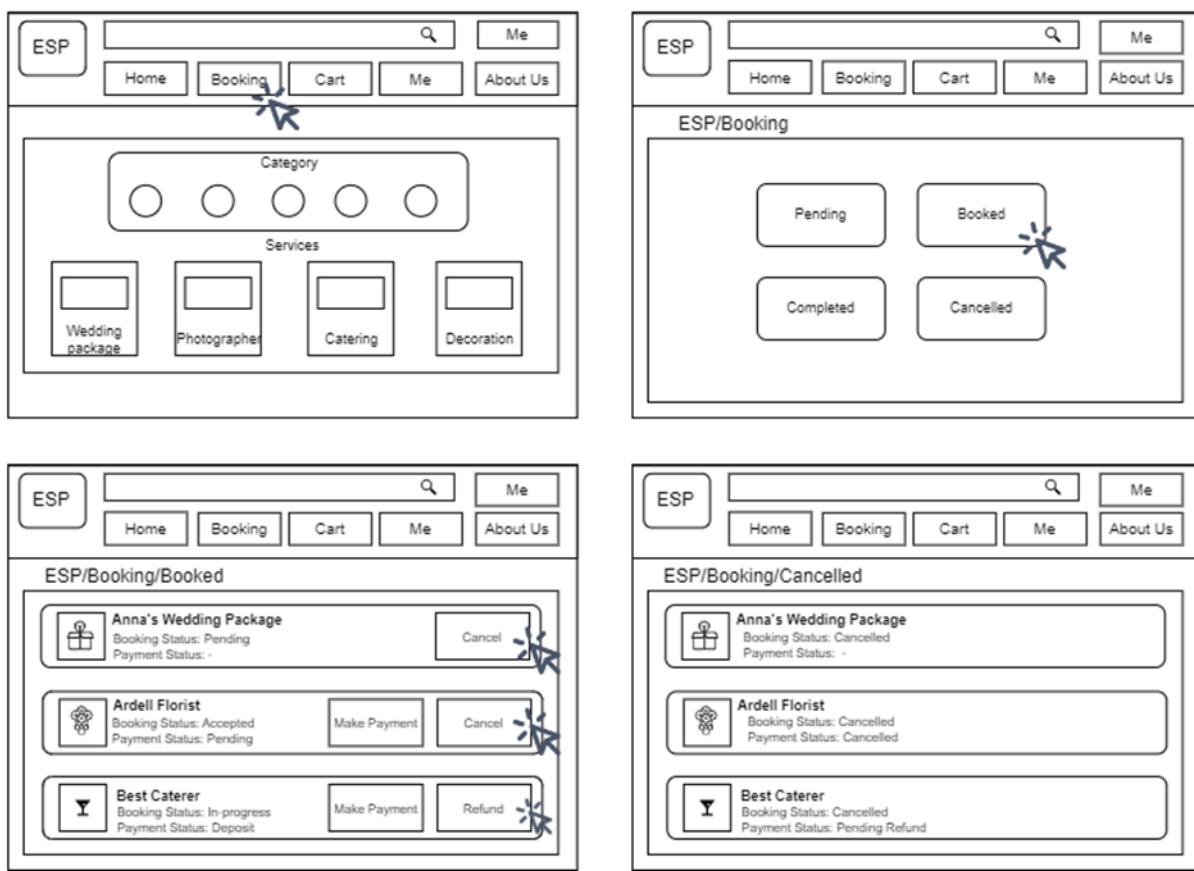
24) Manage booking request



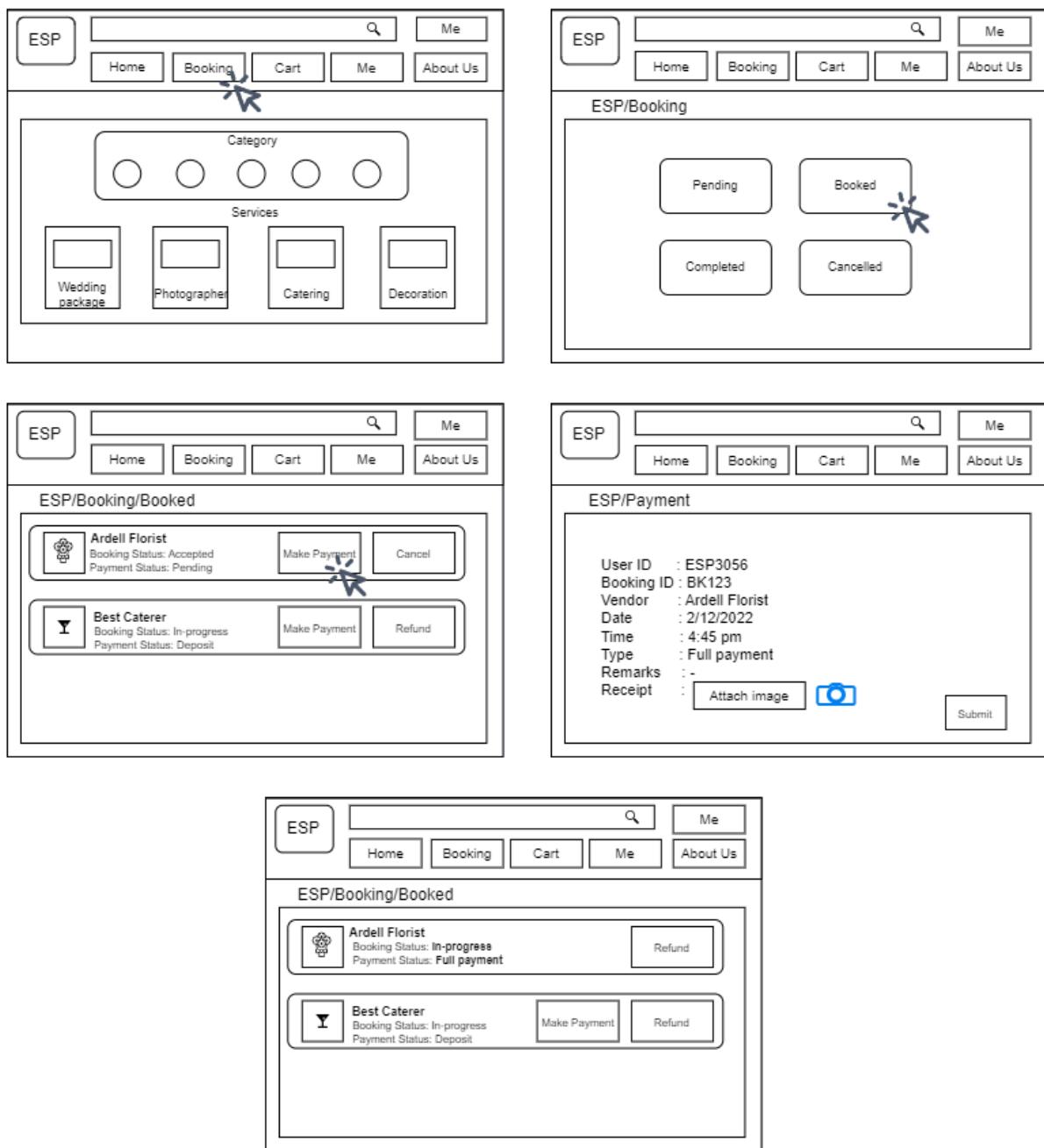
25) Confirm service received



26) Cancel/ Refund booking



27) Make payment



3.2 High Level Design

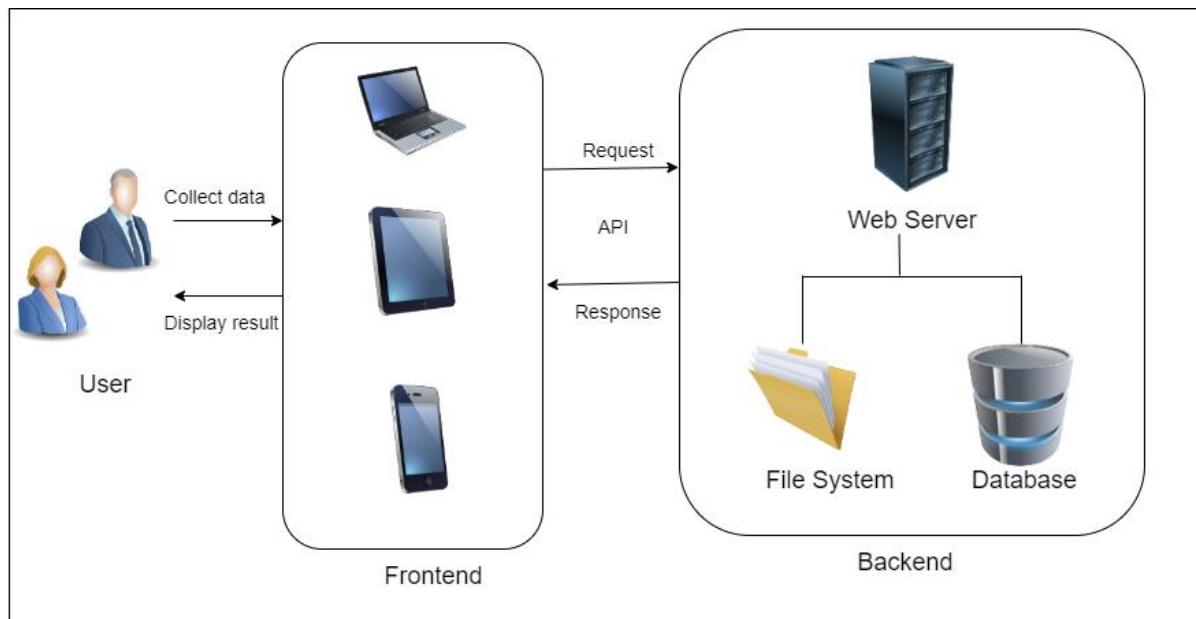


Figure 46 Network Diagram of ESP System

3.2.1 System Architecture

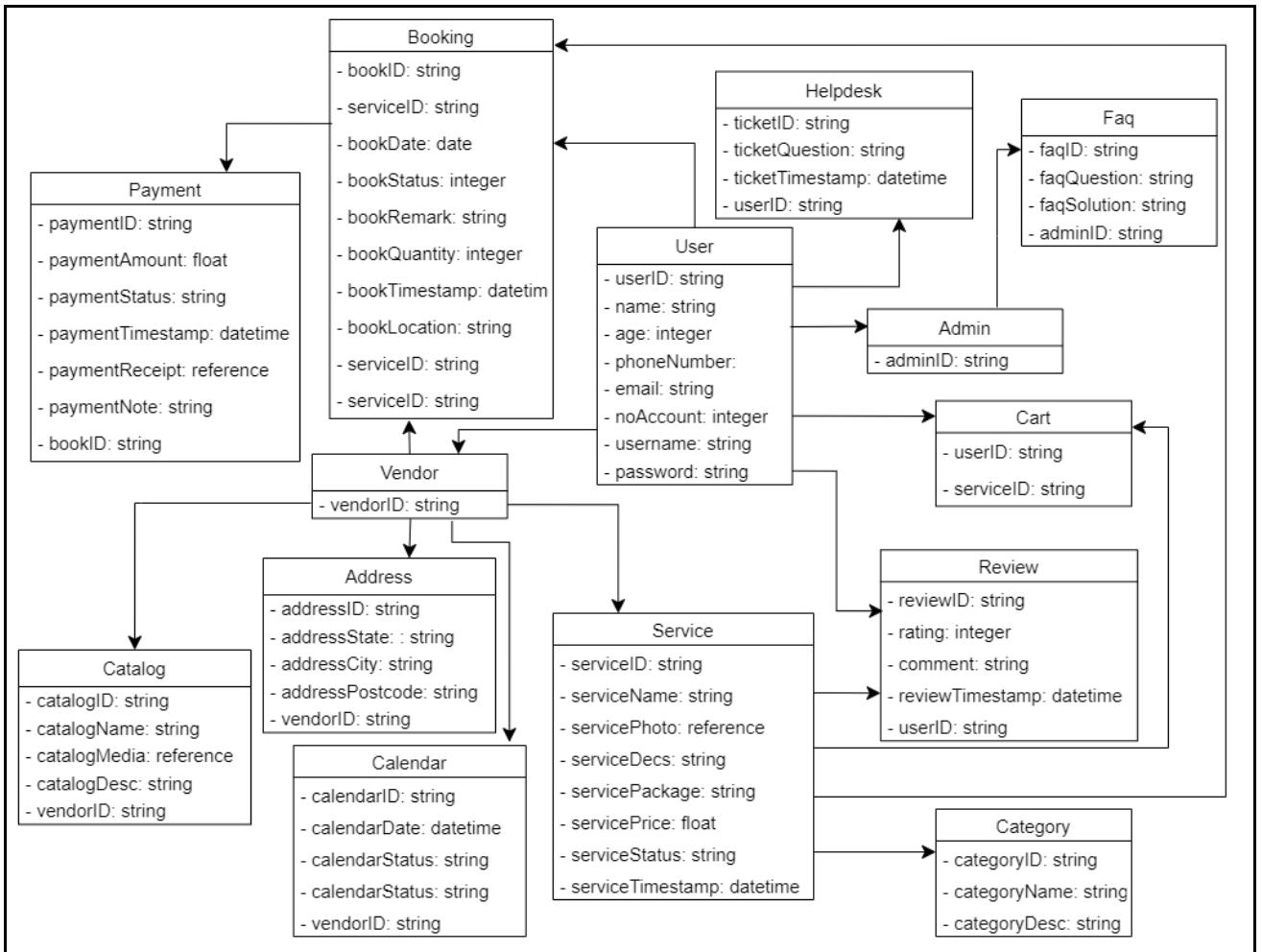


Figure 47 Design Class Diagram of ESP System

4. Software Test Plan

4.1 Purpose and scope

There are multiple objectives from conducting software testing before delivering the final software product to customer, including finding defects, delivering a reliable system that meets the needs of stakeholders and improving the performance of the system. The quality of the system also can be validated based on the target performance. Thus, a software test plan has been documented in this section to describe the features that must be tested, as well as the criteria that determine whether the features tested pass or fail.

This software project implements software testing by using test cases as the standard to achieve the software testing objectives. The Event Service Provider (ESP) System consists of 30 features compiled from three subsystems; the Management Subsystem, the Advertisement Subsystem, and the Reservation Subsystem, all of which must be tested based on the pass and fail criteria defined. Pass criteria will determine whether the system features function in accordance with the requirement specification, whereas fail criteria describe the expected outcomes that are not achieved.

4.2 Test items

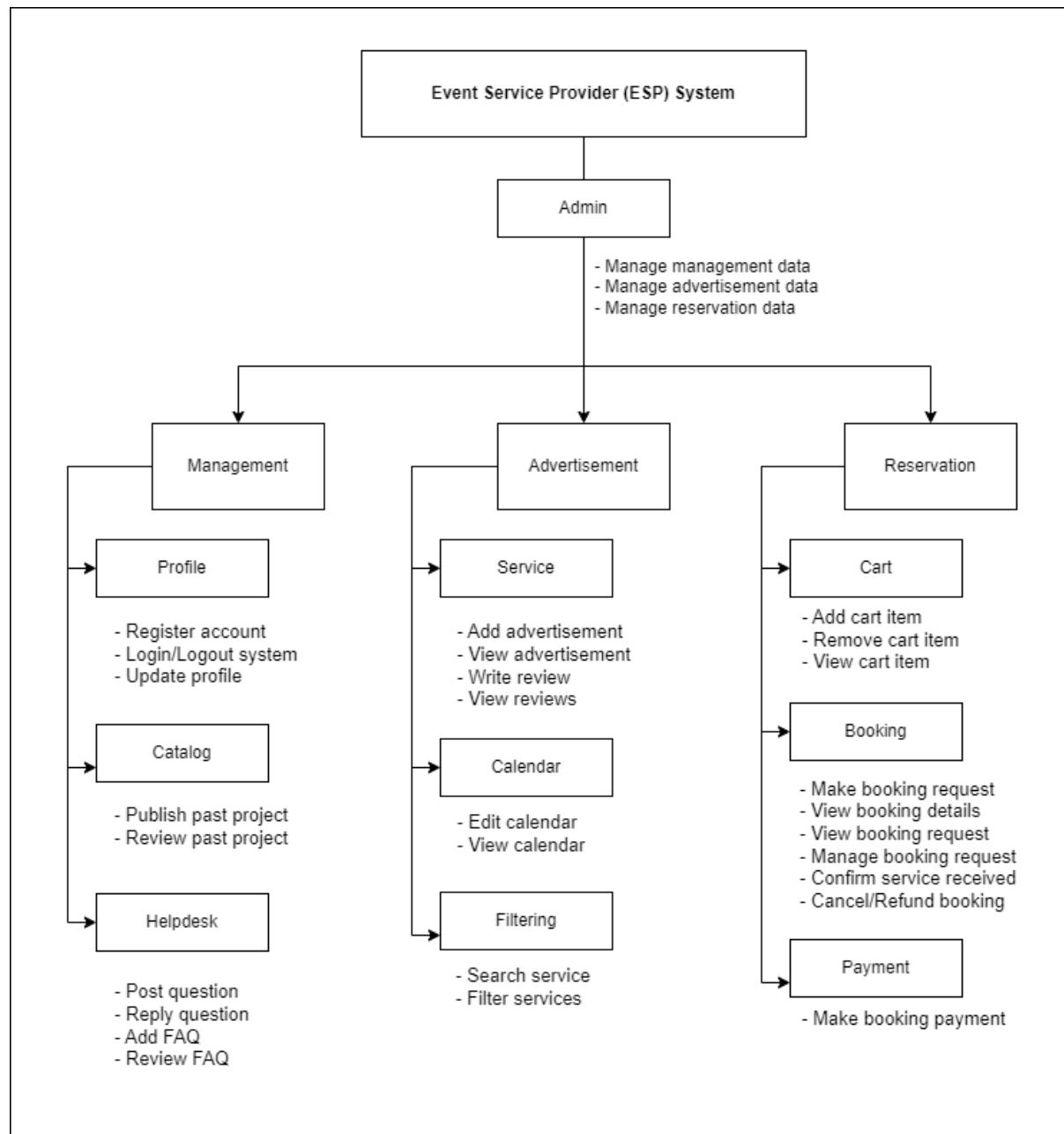


Figure 48 Overall Features of ESP System

The test items for Event Service Provider (ESP) System are Management subsystem, Advertisement subsystem and Reservation subsystem. Shown in the figure above are the overall modules and use cases involved in the system. The admin module will have all access towards the features involved in the system therefore the admin module is involved with three features of manage management data of

management subsystem, manage advertisement data of advertisement subsystem and manage reservation data of reservation subsystem.

The first subsystem of the ESP system is the Management subsystem. This subsystem is aimed to manage users of the system, manage the catalog of the vendor, and manage the complaint or any issue raised by the clients or vendors to the admin. In this subsystem, there are three modules involved which are profile module, catalog module and helpdesk module. In profile module, there are several features involve which are registration account features to enable the user to have an account to proceed with login and logout of the system, login or logout features to provide access to the system only for the authenticated user and manage profile features to give user access to review and update their account profile. The second module of catalog is covering two features which are publish past project feature that enable vendor to showcase their past project and credibility to the interested client and review past project feature that allow all users to be able to review all posted project showcase of the vendor. The third module of the helpdesk covers four features. Starting with post question feature to ease user in channeling their inquiries or issues related to the system, reply questions feature for the admin to reply all submitted questions, review Frequently Ask Questions (FAQ) feature that provide list of frequently asked questions and answers related to the system and manage FAQ feature that enables admin to include the answers for the asked questions in the FAQ list.

Meanwhile in subsystem 2, it involves three modules which are service, calendar and filtering. This subsystem aims to manage advertisement or services registered in the system, manage the availability of the services provided and manage the service listings according to the client's preference. In the first modules of service, it consists of four features which are add service advertisement feature to allow vendor to put advertisement regarding the service offered, the view advertisement feature to enable the client to view the posted ads, write review feature to enable the client to share their user experience regarding the booked service and lastly the view review feature that enable all users across the system to be able to view all reviews posted regarding that particular service. In the second module of calendar, there are two features involve which are edit calendar feature that enable the vendor to set the date that had been booked and view the calendar feature that enable the other user to

check the vendor's availability on that specific date. The third module of the subsystem is the filtering module that consists of a search service feature that enables the client to search based on specific keywords and filter service feature that will filter services against the criteria defined by the client.

Furthermore, the third subsystem that makes up the ESP system is the reservation module that aims to manage the item in the cart, manage the booking process of the service and manage the payment transaction of the booked service. This subsystem is made up of three modules too which are cart module, booking module and payment module. In the cart module, there are three features involve which are add item to the cart feature that enables the client to make a wish list that can hold the interested service in the cart for later review, view cart item feature that enable the client to check back all the item in the cart and remove item from cart feature to allow the uninterested service in the cart to be removed. The next module is the booking module that conducts and controls all the booking transactions and process throughout the system. This module are made up of make booking request feature that allows the client to request for service booking to the vendor, view booking details feature that enable the vendor and client to see the details of the booking like booking status and payment status, view booking request feature to allow vendor to check for any service booking request made by the client, manage booking request feature for the vendor to accept or reject the service booking request based on their availability, confirm service received feature that allow the client to make double confirmation that the booked service is received as agreed and lastly the cancel or refund booking feature that enable the client or vendor to make cancellation on the booked service or request refund for the paid service booking if required. The last module of the subsystem is the payment module that consists of a make booking payment feature that enables the client to make payment for the service booking placed.

4.3 Requirements/Features to be tested

No	Subsystem	Identifier	Requirements
1.		TC-001	Register an account
2.		TC-002	Login and logout the system

3.	Management	TC-003	Update profile
4.		TC-004	Publish past project
5.		TC-005	Review past project
6.		TC-006	Post question
7.		TC-007	Reply question
8.		TC-008	Add FAQ
9.		TC-009	Review FAQ
11.	Advertisement	TC-010	Add advertisement
12.		TC-011	View advertisement
13.		TC-012	Write review
14.		TC-013	View reviews
15.		TC-014	Edit calendar
16.		TC-015	View calendar
17.		TC-016	Search service
18.		TC-017	Filter service
20.	Reservation	TC-018	Add cart item
21.		TC-019	Remove cart item
22.		TC-020	View cart item
23.		TC-021	Make booking request
24.		TC-022	View booking details
25.		TC-023	View booking request
26.		TC-024	Manage booking request
27.		TC-025	Confirm service received
28.		TC-026	Cancel/Refund booking
29.		TC-027	Make booking payment

Table 50 Requirements/Features to be tested

4.4 Test approach/strategy

Testing level involved for this system are unit testing, integration testing, and system testing. Unit testing involves testing individual function before they are integrated with other units. Next, the function that have been processed in unit testing will be joined together to undergo integration testing. System testing, which is the whole system will be tested to meet the requirement specifications of the whole system.

Moreover, the techniques applied to perform testing are white-box and black-box testing. Black-box testing will be performed by possible end-user which only focuses on the input and output of the system. On the other hand, white-box testing will be carried by the team members to test the system's internal structure, design, and source code.

4.5 Item pass/fail criteria

Test Case ID	Related Feature ID	Test Input	Expected Result	Pass Criteria	Fail Criteria
TC001-1	Register an account (enter valid information)	Name: Khairina Email: kaijen@usm.co.m.my Phone No: 011892384 Bank Account Number: 225031456 Bank Account Name: Maybank Username: kaikai Password: kaicute	Registration successful. Information is saved to databases.	Account created.	User unable to register an account.
TC001-2	Register an account (enter invalid information) 1. Email 2. Phone Number	Input 1: Name: Khairina Email: kaijen@usm Phone No: 011892384 Bank Account Number:	Account failed to be created. Error message will prompt out.	Account not created. User needs to re-enter the information.	Account is created.

		<p>225031456 Bank Account Name: Maybank Username: kaikai Password: kaicute</p> <p>Input 2: Name: Khairina Email: kaijen@usm.co.m.my Phone No: 0118923AA Bank Account Number: 225031456 Bank Account Name: Maybank Username: kaikai Password: kaicute</p>			
TC002-1	Login the system (enter valid email and password)	<p>Email: kaijen@usm.co.m.my Password: kaicute</p>	Login success and navigate to homepage	Successfully login to the system	Login failed
TC002-2	Login account (invalid password)	<p>Email: kaijen@usm.co.m.my Password: kaivite</p>	Login fail and cannot navigate to homepage.	Fail to log into the system	Login successful
TC003-1	Update profile (input valid information)	<p>Name: Ali bin Abu Phone Number: 013456789 Email: aliabu@gmail.com Bank Account Number:</p>	Profile updated to latest details.	Profile updated.	Fail to update profile.

		225031456 Bank Account Name: Maybank			
TC003-2	Update profile (input invalid information) 1. Bank Account Number	Name: Ali bin Abu Phone Number: 013456789 Email: aliabu@gmail.com Bank Account Number: 225031ABC Bank Account Name: Maybank	Profile failed to be updated. Error message will prompt out.	Profile not updated. User need to re-enter the information.	Profile is updated.
TC004-1	Publish past project	Click on 'Done' button after selecting medias and enter description.	Pictures or videos selected published to the page with description.	Page showing the past projects uploaded is displayed.	Unable to navigate to the past project section.
TC004-2	Publish past project	Click on 'Cancel' button after selecting medias and enter description.	Pictures or videos selected would not be published to the page.	Redirects to the past project section.	Pictures or videos selected published to the page or unable to navigate back to past project section.
TC005-1	Review past project	Click on vendor's name or vendor icon.	Vendor profile shown and redirects to past project section.	Correct page shown.	Incorrect page shown or page not shown.
TC006-1	Post question	Click on 'Done' button after fill in question form.	Notification of question submitted should be displayed.	Question submitted.	Unable to submit question.
TC006-1	Post question	Click on	Question	Question	Notification

		'Cancel' button after fill in question form.	failed to be submitted. No notification prompt out.	not submitted. Redirects to About Us page.	of questions submitted prompt out.
TC007-1	Reply question (admin review questions submitted)	Admin click on message icon.	All questions related to the system should be displayed filtered by timestamp.	About Us page shown.	Incorrect page shown or page not shown.
TC008-1	Add FAQ	Click on 'Done' button after fill in FAQ form.	New FAQ added and navigates to the FAQ section.	New FAQ displayed.	Unable to review latest FAQ.
TC008-2	Add FAQ	Click on 'Cancel' button after fill in FAQ form.	FAQ failed to be added and navigates to FAQ section.	About Us page shown.	Incorrect page shown or page not shown.
TC009-1	Review FAQ	Click on About Us menu.	About Us page shown and redirects to FAQ section.	Correct page shown.	Incorrect page shown or page not shown.
TC010-1	Add advertisement (valid information)	Service name: Zahra Goodies and Gift Photo: <i>related photo</i> Description: We provide variety of goodies and gift such as cookies, muffin, and chocolates. Package: Package A,B,C (based on photo) Price: A- RM200, B- RM400, C-	Service info are saved.	Advertisement successfully posted.	User unable to post advertisement.

		RM550 Status: Available			
TC010-2	Add advertisement (invalid information)	Service name: Zahra Goodies and Gift Photo: <i>related photo</i> Description: We provide variety of goodies and gift such as cookies, muffin, and chocolates. Package: Package A,B,C (based on photo) Price: A- RM200, B- RM400, C- RM550 Category: Goodies/ Food Status: Available	Service info are saved.	Advertisement successfully posted.	User unable to post advertisement.
TC011-1	View advertisement	Click on advertisement box.	Redirects to full advertisement.	Full advertisement of service description is shown.	Incorrect page shown or unable to show any page.
TC012-1	Write review	Review: The vendor is friendly and easy to deal with. The service quality is so good. I will recommend this service to others.	Review is posted.	Review is written and submitted.	No review is written, thus cannot be submitted.
TC013-1	View reviews	Click on the advertisement and scroll down	All reviews are displayed.	Correct section shown.	Incorrect section or no review

		to review section box.			section displayed.
TC014-1	Edit calendar	Input: Specific date Status: Available/ Unavailable	The date is set.	The updated date and status are shown on the calendar.	The updated date and status are not shown on the calendar.
TC014-2	Edit calendar	Input: Specific date Status: <i>not entered</i>	Error message will prompt. Actor should choose the status,	Calendar not updated.	Calendar is updated.
TC015-1	View calendar	Click on the vendor profile icon and scroll down to calendar section.	Vendor's calendar is shown.	The correct calendar is shown.	Incorrect calendar is shown.
TC016-1	Search service (Keyword matched)	Keyword is entered on search bar.	Related services are shown.	The correct services are shown.	Incorrect services are shown.
TC016-2	Search service (Keyword unmatched)	Keyword is entered on search bar.	'No related services' is displayed.	No services are shown on the page.	Services are shown.
TC017-1	Filter service (correct page)	Filter criteria is selected.	Redirects to correct page.	Correct page is shown.	Incorrect page is shown
TC018-1	Add cart item	Click 'Add to cart' button at advertisement details page	Pop up notification on added item is displayed	Added item from advertisement page is saved in the cart	Added item from advertisement page is not exist in the cart
TC018-2	Add cart item	Click 'Add to cart' button at advertisement details page	Pop up notification on added item is not displayed	Added item from advertisement page is not saved in the cart	Added item from advertisement page is saved in the cart
TC019-1	Remove cart item	Click 'Remove' button at the cart page of the	The selected item is deleted from	The selected item is not	The selected item is still

		intended item	the cart.	existed in the cart list anymore.	exist in the cart list.
TC020-1	View cart item	Cart icon is clicked from the menu bar	All items in the cart are displayed correctly	All items in the cart are displayed correctly	The cart items are not shown correctly or not according to the set format
TC021-1	Make booking request	'Make booking' button is clicked, and the form is filled before clicking 'Send' button.	Booking form is displayed and all the field can be filled accordingly before being displayed in booking page.	The details of booking request made is display in the booking page	The details of booking request made is not display in the booking page
TC021-2	Make booking request	'Make booking' button is clicked, and the form is not filled before clicking 'Send' button.	Booking form is displayed and error pop up is displayed to filled in the required details before clicking 'Send' button	Error notification is pop up and displayed. The page remain in booking form.	Error notification is not pop up and not displayed. The page is navigated to booking page.
TC022-1	View booking details	Booking icon is clicked on menu bar	Booking pages is opened, all booking made will be listed down with the details.	Navigated to booking page and all bookings made is displayed	Navigated to booking page and the list of bookings made is not displayed
TC023-1	View booking request	Booking icon is clicked on menu bar and button 'client' is	Navigated to client booking request page	Navigated to client booking request	Navigated to client booking request

		clicked	and all booking request is displayed	page and all booking request is displayed correctly.	page and booking request is not displayed
TC024-1	Manage booking request	'Accept' button on client booking request page is clicked	Navigated to client booking planned page and the accepted booking request details is displayed there.	Navigated to client booking planned page and the accepted booking request details is displayed correctly	Navigated to client booking planned page and the accepted booking request details is not displayed
TC024-2	Manage booking request	'Reject button on client booking request page is clicked	The rejected booking request is removed from the booking request page and booking status updated	The rejected booking request is removed from the booking request page and booking status is changed to rejected	The rejected booking request is not removed from the booking request page but booking status is changed to rejected
TC024-3	Manage booking request	'Reject button on booking request page is clicked	The rejected booking request is removed from the booking request page and booking status updated	The rejected booking request is removed from the booking request page and booking status is changed to rejected	The rejected booking request is removed from the booking request page but booking status is not updated to rejected
TC025-1	Confirm service received	'Confirm received' button	Pop up notification is	Pop up notification	Pop up notification

		of the respective booking is clicked on the booking page	displayed and booking status is changed to completed	is displayed and booking status is changed to completed	is displayed but booking status is not changed to completed
TC026-1	Cancel/Refund booking	'Cancel' or 'Refund' button of the respective booking is clicked on the booking page	Pop notification on continue with the action is displayed and booking status is updated to cancel if no payment made or issue refund if deposit/full payment is made	Pop notification on continue with the action is displayed and booking status is updated	Pop notification on continue with the action is displayed and booking status is not updated
TC027-1	Make booking payment	'Make payment' button of respective booking is clicked on booking page	Payment form is displayed, all required field is filled, submit button is active and once clicked payment status is updated	Payment form is displayed, all required field can be filled accordingly, submit button is active and once clicked payment status is updated on booking page	Payment form is displayed, all required field can be filled accordingly, submit button is active and once clicked payment status is not updated on booking page
TC027-2	Make booking payment	'Make payment' button of respective booking is clicked on	Payment form is displayed, all required field is filled,	Payment form is displayed, all required field can be	Payment form is displayed, all required field can be

		booking page	submit button is active and once clicked payment status is updated	filled accordingly, submit button is active and once clicked payment status is updated on booking page	filled accordingly, but submit button is not active and unclickable
--	--	--------------	--	--	---

Table 51 Item pass/fail criteria

REFERENCES

1. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all. United Nations. According to <https://sdgs.un.org/goals/goal8>.
2. RunningMen Catering. According to <https://runningmen.my/>.

APPENDICES

Event Service Provider System

54 responses

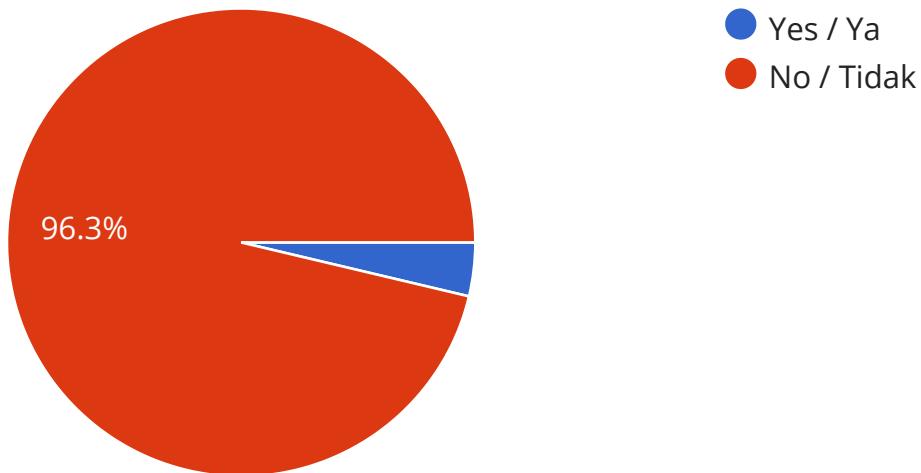
[Publish analytics](#)

1. Do you have any experiences using any event planner system?

Adakah anda mempunyai pengalaman menggunakan 'Event Planner System'?

 Copy

54 responses



2. If Yes, please state the name of the event planner system that you have used.

Jika ada, sila nyatakan nama 'Event Planner System' yang pernah anda guna.

4 responses

Planner Do

Wedding planner

Tak pernah.

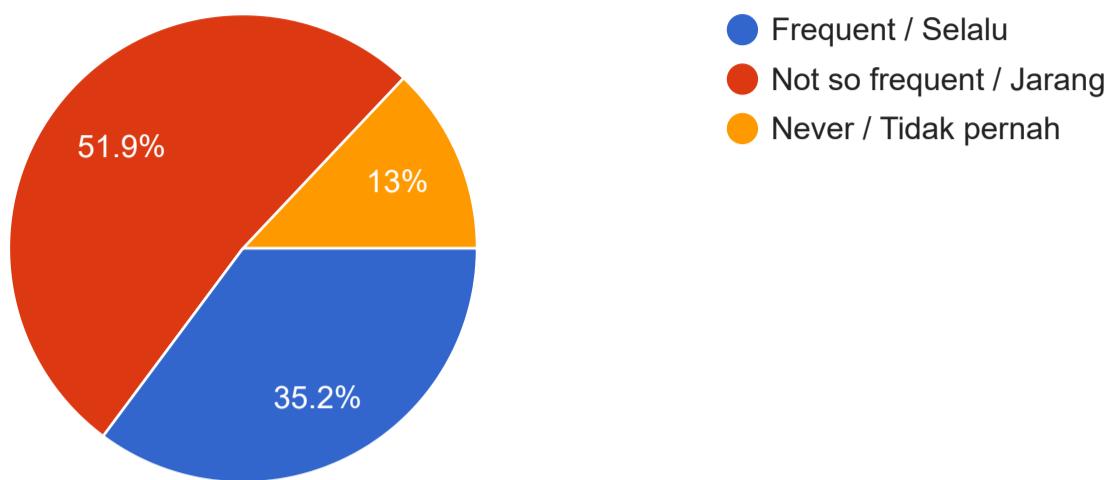
-

3. How frequently do you book services online?

 Copy

Berapa banyak kali anda pernah menempah servis dalam talian?

54 responses



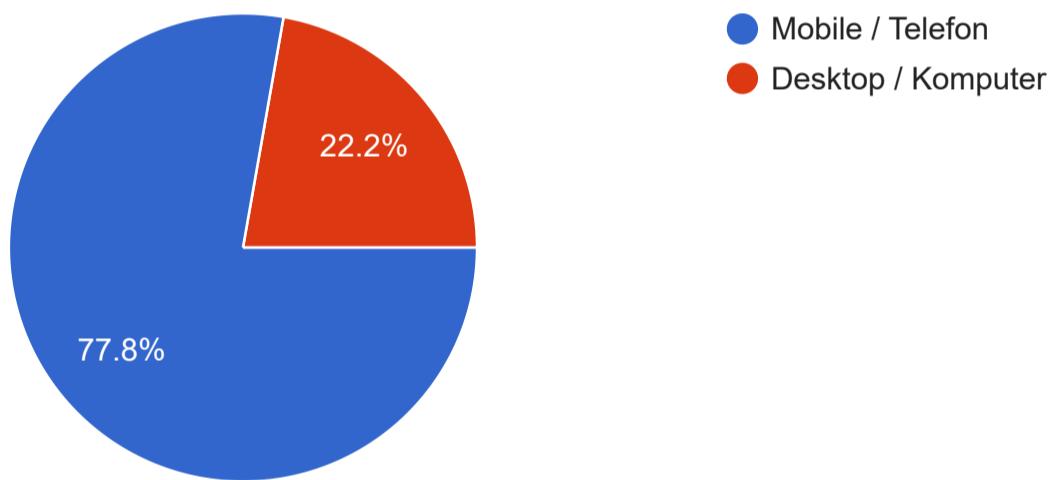
- Frequent / Selalu
- Not so frequent / Jarang
- Never / Tidak pernah

4. Which medium do you prefer to book services online?

 Copy

Medium manakah yang anda lebih suka untuk menempah servis dalam talian?

54 responses



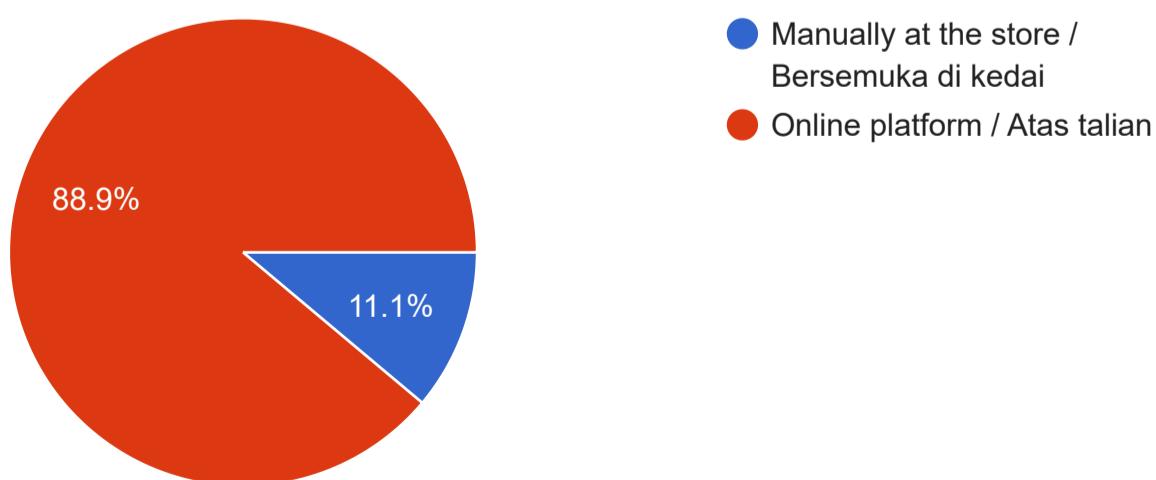
- Mobile / Telefon
- Desktop / Komputer

5. For booking a service, do you prefer to book it manually at the store or online platform?

 Copy

Untuk menempah servis, anda lebih suka untuk menempah secara bersemuka di kedai atau secara atas talian?

54 responses



- Manually at the store / Bersemuka di kedai
- Online platform / Atas talian



6. Do share with us your justification on the above matter.

Sila kongsi justifikasi berkaitan kenyataan di atas.

45 responses

Save time

Save time, can book services anywhere and anytime, save transportation cost for those who live far from vendor office

lebih mudah untuk berkomunikasi dan lebih dipercayai untuk melakukan pembayaran

Lebih mudah Dan cepat

because i dont have to deal with people

more convenient and takes less time

it's easier and i can book whenever and wherever i want without the need of going to their premise.

would be more trusted to discuss it face to face

Lebih mudah dan menjimatkan masa

Senang untuk kedua dua pihak memahami kehendak masing masing.

Dont have to waste time and energy just to go to the store

Save time and sometime can apply voucher on online platform

Faster & save time

introvert

because it is easy, cost saving (if the venue if far from us)

lebih mudah , tak perlu beratur

More efficient and less time consuming

Tempah di dalam website

Mudah, jimat masa, jimat tenaga, pantas.

Availability.

Anywhere Everywhere anytime

Easy and save time



Lebih senang berurusan secara bersemuka

Easier to do it on the go, transport reasons and more to ease chores

Mudah

easy and save time

i can book it anywhere

More convenient

More convenience

More convenient

Convenient

Faster and easier

it's easier to book it online as it is just one click away

it is easier to do it online since we can still booked any desired services despite our packed schedule

Easy to cooperate between the customers and owners

Because online platform is faster and don't need the customer to go to the counter, so it can save time, energy, and money

So much easier

I prefer to book any services or reservations on their website

Booking via online is more convenient as I can directly booked the service/things without going to the venue/store. Time efficient also

Lebih flexible, mudah dan menimatkan kos serta masa

Easy to book

Using Facebook, Whatsapp and blog

Ianya lebih diyakini dan mengelakkan kekeliruan semasa mengisi borang atas talian.

because faster and efficient



7. Have you ever faced any bad experiences when using an online booking platform? If yes, briefly describe your experience.

Adakah anda pernah mengalami pengalaman yang tidak memuaskan semasa menggunakan sistem tempahan di atas talian? Jika ada, sila ceritakan pengalaman anda.

54 responses

No

no

Tidak

Unresponsive booking page, information was not updated, system was confusing to use (lack of explanation on how to book etc)

If the info provided in the online platform is useless, its hard to communicate rather than manually book at the store.

Ya, saya pernah buat perjanjian untuk tempahan makanan untuk 200 orang untuk event pada pukul 2.00 petang tetapi kuantiti makanan tidak cukup dan servis terlalu lambat.

Benda Yang sampai tidak seperti gambaran

Yes. Suddenly the website crash and my order cant proceed.

i find it difficult to book anything if the system is hard to use and confusing

yes. the replied late

Ya. Perkhidmatan pembayaran atas talian tergendala sementara

Ya.

Delay in response after booking

Yes, booking was cancelled last minute

yes

So far not yet

probably system crash

tiket bas di tbs , kena print out dulu tiket tu walaupun dah beli online , kalau lambat tak sempat naik bas

-

Tidak pernah.



Yes.

The booking process is slow due to network barrier or admin working time.

The booking is not as expected.

Webpage not found.

System lock the booking spot too long

Not yet

Yes. Got different things from what i ve booked.

tidak

Tengah isi maklumat tapi kena isi semula sebab gangguan internet

No, so far the online bookings are smooth and easy

Inaccurate location detection when using e-hailing app

The information is not valid

No.

System took too long to respond

yes. the online booking system isn't coherent with the store.

Nope

No

site crashed

Yes, for example, number provided on website is not available for me to make further check.

Yes. Website crashed/ you can't make the payment

Admin kurang responsive, kurang mendapat penyelesaian berkesan tentang sesuatu masalah yang dihadapi (contoh: tersalah order @ urusan refund)

Details of the event or things unsynchronized with the result

Saya mengalami kekeliruan semasa mengisi kerana kurang faham dengan kehendak borang diatas talian.

yes, just like system down and lagging

-

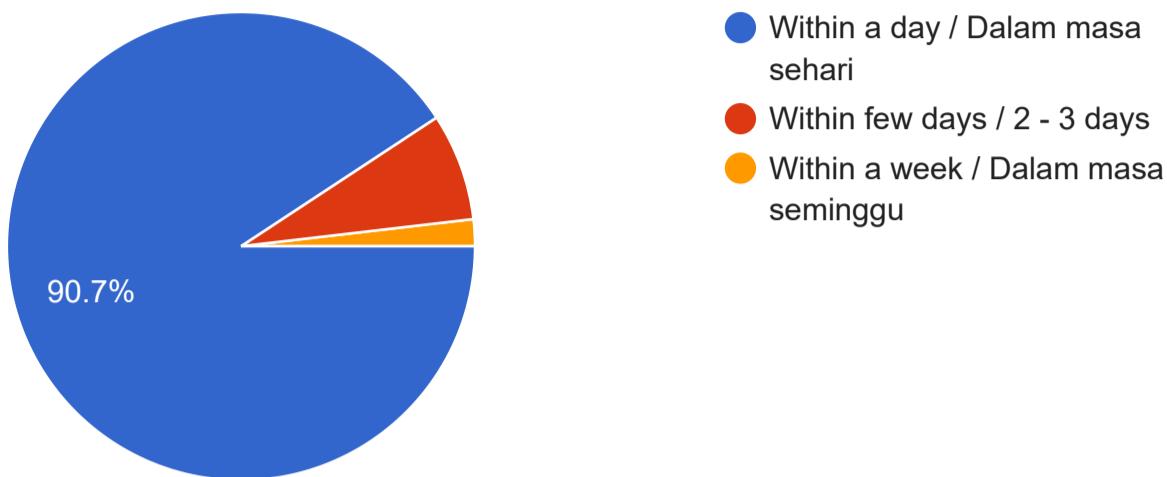


8. As a user, how quick do you want the admin response to your questions?

Copy

Sebagai pengguna, berapa cepat anda mahu admin menjawab kepada soalan anda?

54 responses

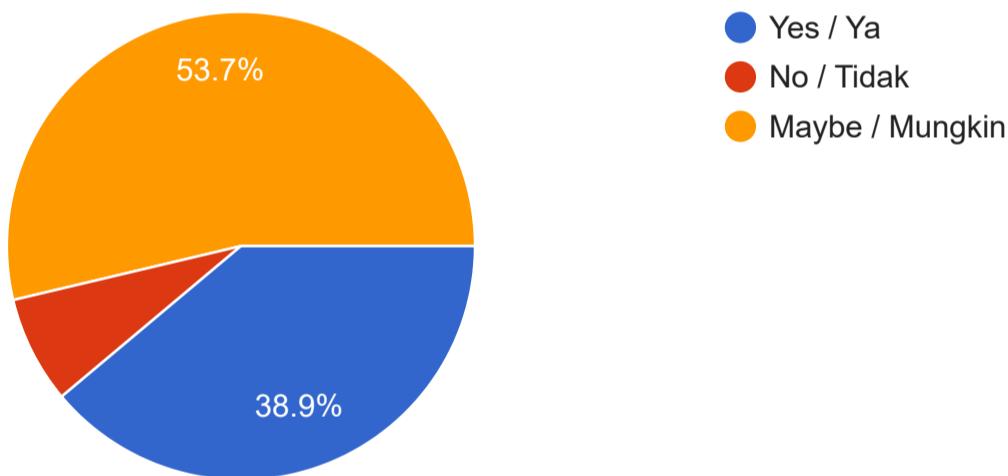


9. Do frequently asked questions (FAQ) usually help solve your issues?

Copy

Adakah soalan lazim selalu membantu anda menyelesaikan masalah?

54 responses

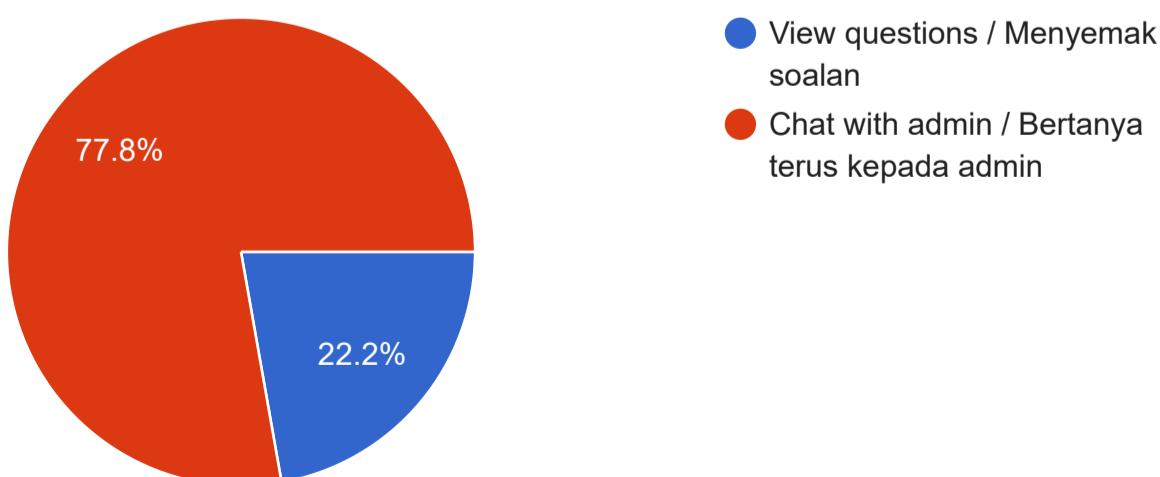


10. Do you prefer to view a list of questions related to the system or chatting with admin to ask directly?

Copy

Adakah anda lebih suka untuk menyemak senarai soalan berkaitan sistem atau bertanya terus kepada admin?

54 responses

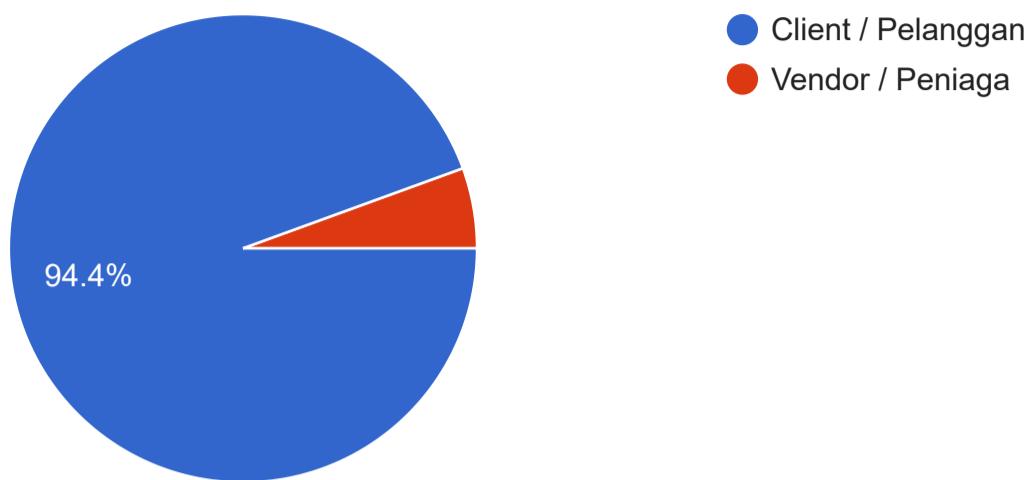


11. Are you a

Copy

Anda seorang

54 responses



● Client / Pelanggan
● Vendor / Peniaga

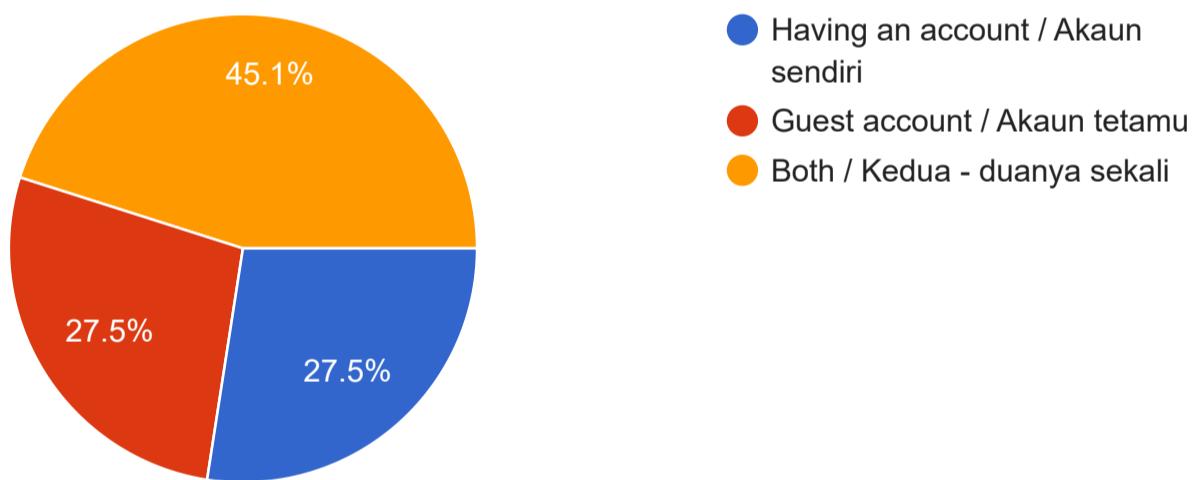
Client Section / Bahagian Pelanggan

1. Do you prefer to have an account to book services online or using a guest account?

Copy

Anda mahu menempah servis dalam talian menggunakan akaun sendiri atau akaun tetamu?

51 responses



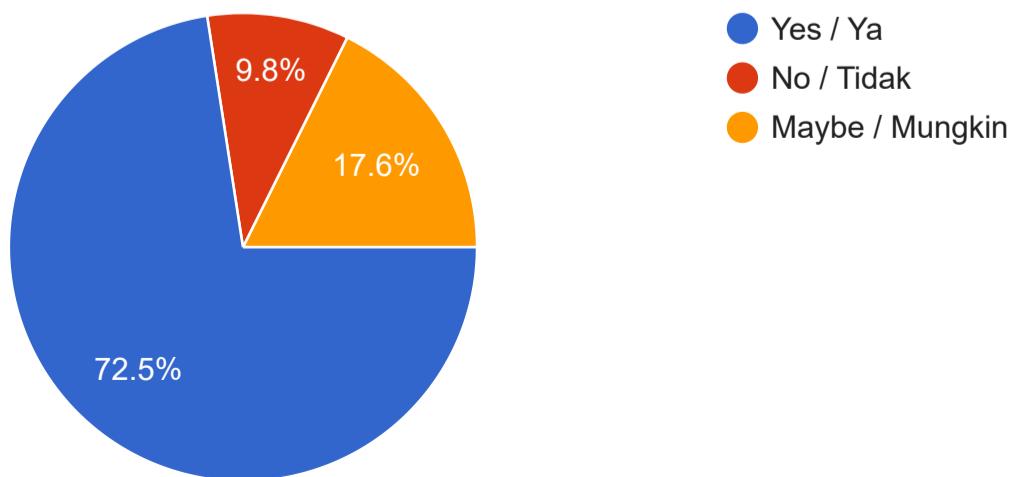
● Having an account / Akaun sendiri
● Guest account / Akaun tetamu
● Both / Kedua - duanya sekali

2. As clients, do you check past projects of the vendors before purchasing or booking the services?

Copy

Sebagai pelanggan, adakah anda menyemak projek - projek peniaga sebelum menempah servis?

51 responses



● Yes / Ya
● No / Tidak
● Maybe / Mungkin



3. If Yes, how do you evaluate the quality of the services?

Jika Ya, bagaimana anda menilai kualiti servis itu?

37 responses

From user reviews

testimonial, rating

Based on previous client experience

dari segi ketepatan masa, kualiti, dan juga bilangan projek yang pernah dikendalikan.

Sekiranya ramai yg memberi feedback Yang baik, maka ia berkualiti

Based on customer reviews, services offered, most of the time I will try to look as much information from every social media platform before proceed with my purchase/booking.

i will read the reviews of previous customers on their experience with the organizer in terms of punctuality, attitude of the staff and overall satisfaction.

level of perfection

Dengan meneliti setiap maklum balas pelanggan yang pernah menggunakan servis tersebut.

Review and rating from previous customer

From feedback or review from other client

rating

Based on my satisfaction and needs

review orang

Their creativity, punctuality and previous customer satisfaction with their work

Melihat gambar gambar dan komen yang diberikan oleh pelanggan sama ad baik atau buruk.

Pricing.

Kepantasan, kecekapan dan servis

fast response and review from customer

Seberapa pantas respon diberikan

Based on how the outcome works out for the clients, are they on time and meet the needs of clients

Cara sikap



based on feedback from past users

no, i dont. But if the but i usually call any contact i found on the page to make sure that the website is legit

Well mannered

Looking at other customer's responses

the way they're communicating with the client & the finishing products.

based on the reviews and the quality of services delivered

Mostly on the quality handed by the vendors, the rating of the vendors play a significant role to boost up their sale

Based on other client's review

based on their official website and reviews from previous customers

the way they serve and give the best quality

The quality of service provided based on feedback from previous customers

Dari segala aspek, melihat feedback yang pernah diberi

Good

Through the previous review from the customers

-



4. What are the most important criteria that you look for when reviewing catalogs or past projects from vendors?

Apakah perkara yang penting anda lihat semasa menyemak katalog atau projek - projek lepas dari peniaga?

51 responses

the project quality, feedback from previous client

testimonial, rating

The quality

Jenis-jenis servis yang ditawarkan bersama dengan harga.

Harga Dan kualiti barang atau servis

Price and quality

quality

The content

price, availability of the service, does the service suit my preference or not

price

Kepelbagaian pilihan

Review and rating, feedback

Service Quality

Presentation of their catalog & reviews from client

price

Price and what the vendors offered to customers

the requirements satisfy the needs or not

customer service

Real pictures of past events that they working with

Melihat gambar dari projek lepas dan komen dari pelanggan lalu.

Reviews from other customers

Choices.



All related informations

Budget and service

-

layout and information provided

Maklum balas pelanggan yang lain

Meeting the client needs

Honesty. The vendor should provide service exactly as what they promised/promoted

Penilaian pelanggan sebelum

punctuality

legit-looking testimonial. I usually google the project to see if it's legit

Quality of the product

Harga

Review

The reviews

Look if the projects fit my need.

If their service is efficient or not

honest reviews from past customers & their works

quality and detailing

-Cost

-Type of service

The quality of the projects and how the vendors react when client facing any issue with their program

The responsiveness

pictures of their products

the quality of what they serve

Quality, efficiency, seller's attitude

Kualiti



First impression

Quality service and satisfaction get from the services itself

harga

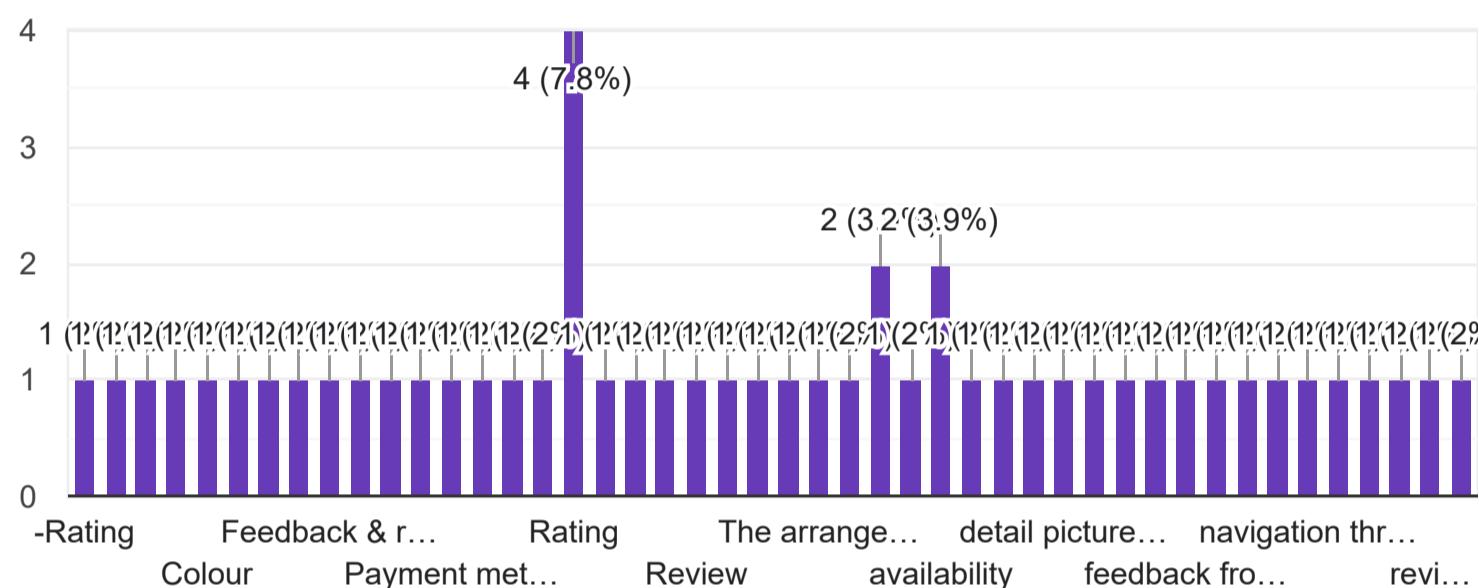
yes

5. To ease your searching experience, what filter options do you look besides price range, categories and location?

Copy

Untuk memudahkan pencarian servis/produk yang anda inginkan, apakah pilihan kriteria yang penting selain harga, kategori dan lokasi?

51 responses

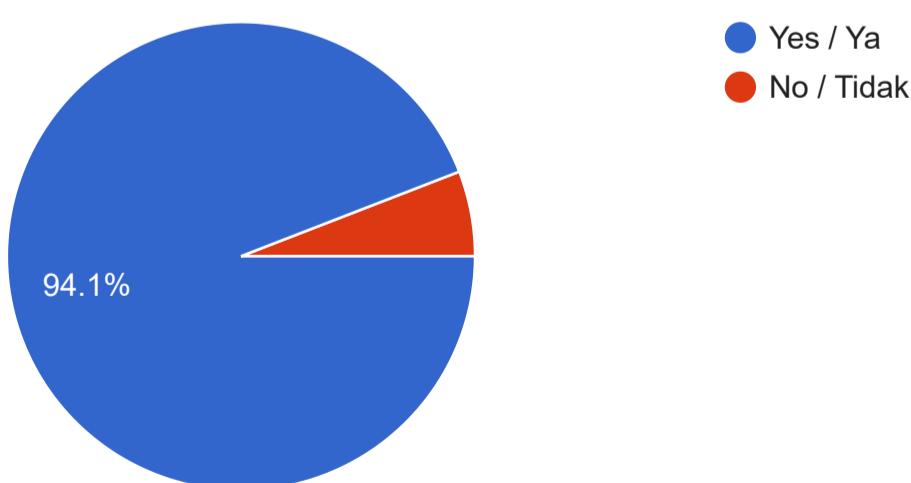


6. Would it be helpful to be notified when the service in the cart approaches its stock limit or has the same booking date with other users?

Copy

Adakah ia membantu untuk mendapat peringatan apabila produk di dalam troli mendekati limit stok atau servis anda ditempah pada tarikh yang sama dengan pengguna lain?

51 responses

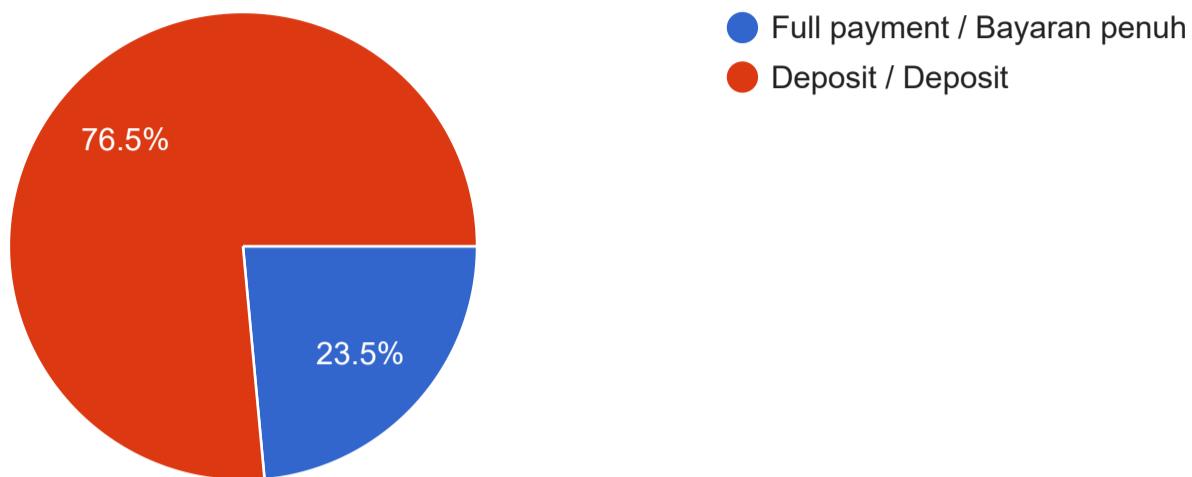


7. For the booking, would you prefer to make full payment or make a deposit first?

Copy

Untuk melakukan tempahan, adakah anda lebih memilih untuk membuat bayaran penuh atau membuat deposit terlebih dahulu?

51 responses

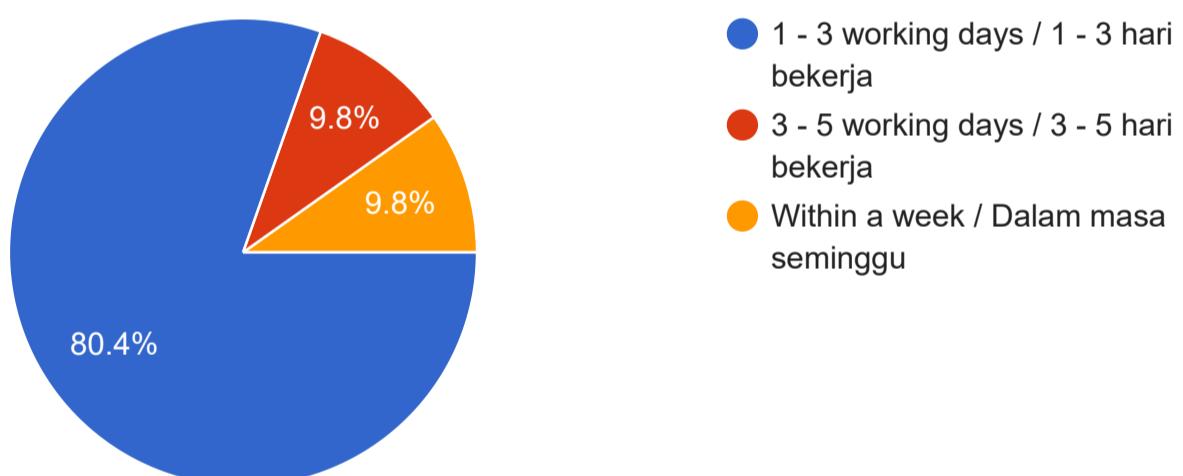


8. In your opinion, what is the maximum days that a client could tolerate to wait in getting the result of the booking whether accepted or rejected?

Copy

Pada pendapat anda, berapakah maksimum hari yang boleh diterima oleh pelanggan untuk menunggu untuk mendapatkan keputusan tempahan sama ada tempahan diterima atau ditolak?

51 responses

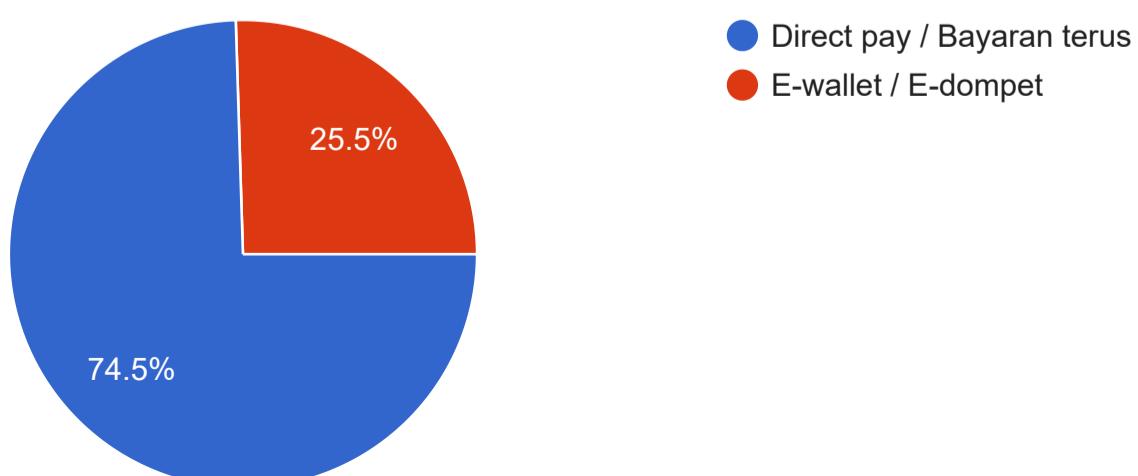


9. Would it be more convenient to have direct pay from online banking than using an e-wallet?

Copy

Adakah anda lebih cenderung menggunakan bayaran terus ke perbankan online atau e-dompet?

51 responses



10. Do share with us your justification on the above matter.

Sila nyatakan pendapat anda bagi pernyataan di atas.

40 responses

Easy

e-wallet usage need users to link their e-wallet account to the system, if using direct pay to online banking, can just navigate users to payment gateway

lebih mudah untuk membuat transaksi atas talian/kad kredit atau debit kerana memegang duit yang banyak pada satu-satu masa berbahaya dan memakan waktu untuk mengeluarkan duit di mesinATM jika pembayaran lebih daripada RM500.

Lebih mudah

sometimes ewallet requires you to topup with a minimum value which is annoying

easier because i don't need to top up my ewallet first

Mudah untuk kedua dua pihak menyemak amaun yang tepat tanpa ada kekeliruan

If the money from e-wallet can be transferred back to our bank account then yes. But if cannot (for example like grab then better just online banking)

Soni dont have to topup the ewallet

trusted

Direct pay from online banking can avoid any double pay from occurring.

some people don't have/utilize e-wallet

lebih senang bagi yang tiada cash

Frequently used that method

Easier that way because not everyone tend to use e-wallet.

Not everyone have ewallet.

No need to top up e-wallet

I think both also okay. Make choices to proceed fot the payment

Dapat mengelakkan kesalahan ketika membuat pembayaran

Actually, both are great because it depends on what i can access faster at the time. Sometimes i might not have enough balance in ewallet, sometimes its easier to transfer a sum from direct bank in



Depends on the price range. Easier to use direct pay for large amount of money

Tiada e wallet

not sure since i never use any event booking system

e-wallet requires less steps

Much more easier

Direct to online banks

Easier

E-wallet is easier and faster

direct pay is easier as we don't need to use a third party app

it is easier and less time consuming but somehow a bit risky

I usually don't carry huge amount of cash. By using the e-wallet services, it can ease my burdens

I am lazy to topup my e-wallet

I would not have to top up my e-wallet

easy to pay

the process was wah more easier

Faster check out since my money is already in the wallet

Easy, fast and convenient

Bukan semua mahir dengan pembayaran atas talian

because does not need us to carry cash anywhere

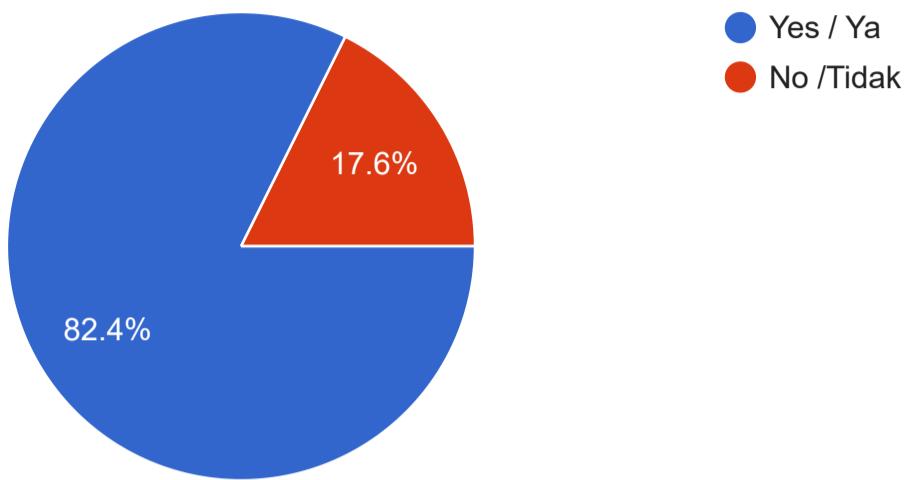


11. Would you suggest to impose cancellation fee to the vendor if the order made by the client is cancelled on the last minute?

Copy

Adakah anda mencadangkan untuk mengenakan denda kepada peniaga jika membatalkan tempahan pada waktu akhir?

51 responses

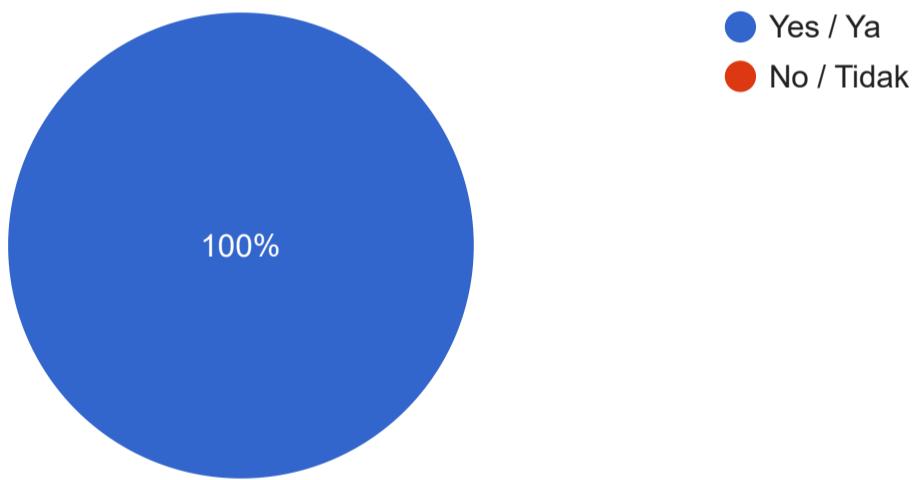


12. Do you think client's review is helpful in making decision?

Copy

Adakah maklum balas yang diberikan membantu dalam proses membuat pemilihan servis?

51 responses

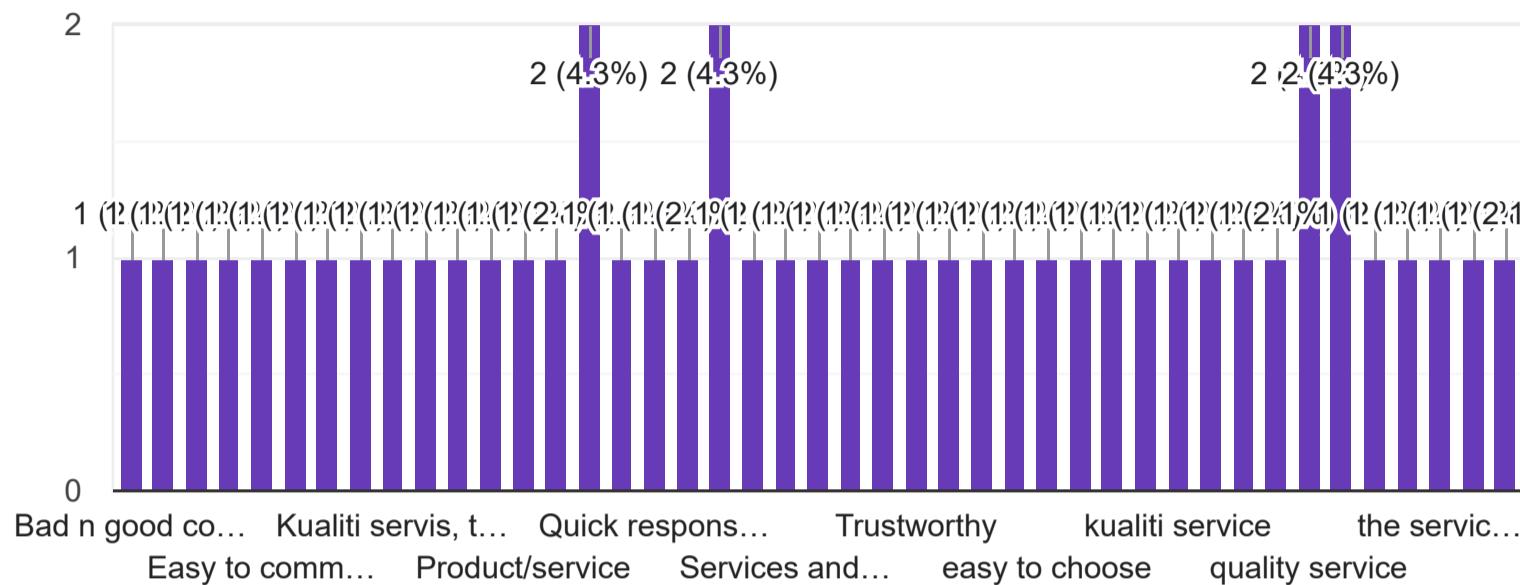


13. If yes, for a service, what kind of criteria that you are looking for in reading the review? Eg: the quality, easy to communicate, updating progress

Copy

Jika ya, apakah kriteria yang dilihat dari maklum balas yang diberikan? Cth: Kualiti servis, cara komunikasi, dll

47 responses



14. In your opinion, what can be done to encourage user to always provide feedback after receiving the service?

Pada pendapat anda, apakah yang perlu dilakukan untuk menggalakkan pengguna memberi maklum balas setelah mendapat servis yang diperlukan?

46 responses

offer a voucher that they can use for another service booking

give a reward

Can get discount for the next service or a mystery gift as for appreciating

beri potongan harga untuk 5-10 maklum balas yang diberikan.

Memberikan sedikit ganjaran

By giving free vouchers

provide the link to google form for online feedback, give the feedback form when the client make the payment

gift like discount voucher if the customer want to book the service again

Setiap kali pihak vendor menyelesaikan satu projek, mereka perlu mengingatkan pengguna untuk memberi maklum balas.

- abang ayi

Can give point or code for discount. Basically like what shopee does where they give out coins for user that submit feedback containing video and images of the purchased product

Give out discount or voucher

customer always right

Give reward like bonus point.

notification, give moderate time to review, point system, a quick easy rating system (ex: star rating system) before navigating through the real platform to review , personal chat to client

ganjaran macam shopee

Send a reminder to them. Asking about their experience with the vendor and if they will recommend others to use the service

Bagi coin/ voucher macam shoppe

Give reward, vouchers or bonus point

Simplicity.



Reward point, just like shopee

Giving discount

Discount for the next purchase

Users like quick access feedback, something like giving stars or happy emojis without a lengthy process of taking to another form, or having to log somewhere else. If users choose the lesser points, then can prompt a quick question for why

Offer some rewards

Semasa berkomunikasi dengan pelanggan ingatkan untuk memberi feedback

provide notification to review after complete booking the event.

ask specific question instead of general feedback like : what do you like the most from your experience in our service? what is could have we done better?

Good quality of the product and freegift

Remind

Implementation of bonus points for client that rate

Impose payment if they did not give feedback before leaving the place

Always give reminder to user to give feedback.

Incentives or rewards

giving freebies or point for every feedback given

give vouchers, discount card or any other token (just like what shopee did)

Rebate on their next service for the feedbacks given

Give free vouchers that will benefit them in future

Vendor can put a note or thank you letter to remind the user to give a review

Give them points for leaving feedback or get discount for next purchase

by giving a discount

Voucher/coins

Memberikan servis yang baik, di samping mengingatkan pengguna untuk memberi maklum balas

Discount or cupon



Attractive n consumer friendly form surely attract people attention

lya

small give or cash back

Vendor Section / Bahagian Peniaga

- As the vendors, what are the most important things you want to promote at your main page?

Sebagai seorang peniaga, apakah perkara penting yang anda mahu promosikan di laman utama anda?

3 responses

Kepelbagaian menu

Gambar produk/servis

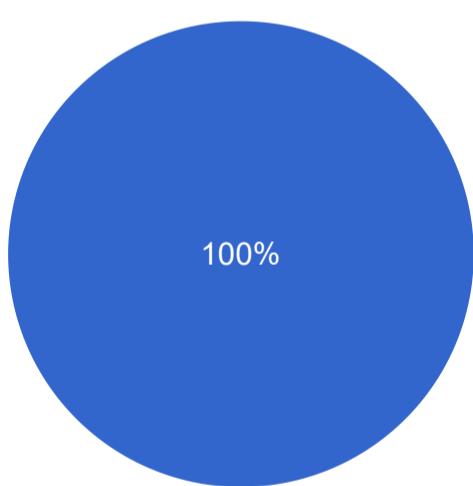
Affordable price, good service, efficiency of the system

- Do you prefer to upload your past projects online?

 Copy

Adakah anda mahu muat naik projek - projek lepas dalam talian?

3 responses



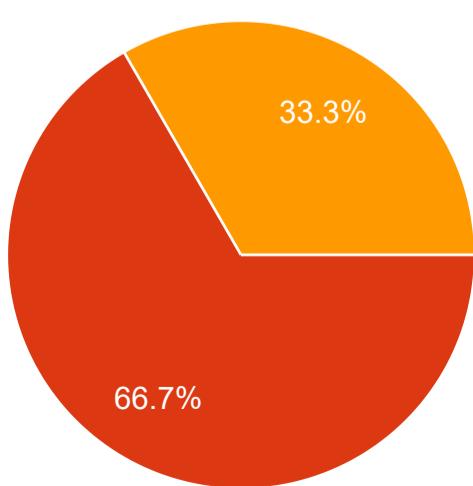
- Yes / Ya
- No / Tidak
- Maybe / Mungkin

- How far your service is available for the customer?

 Copy

Sejauh mana perkhidmatan anda tersedia untuk pelanggan?

3 responses



- Within the region / Di dalam daerah yang sama
- Within the state / Di dalam negeri yang sama
- I don't mind / Saya tidak kisah

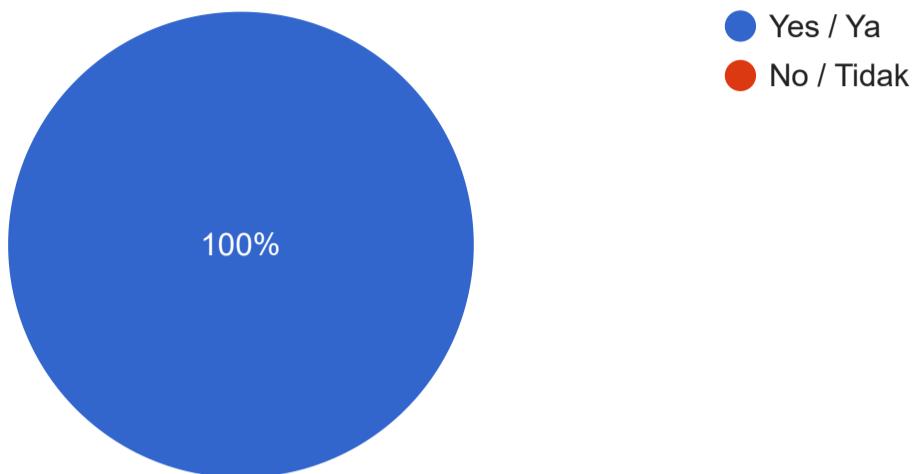


4. Do you wish to publish your service schedule to the client? (the client will know which date you are booked and which date you are available)

Copy

Adakah anda ingin memaparkan jadual perkhidmatan anda kepada pelanggan? (pelanggan dapat melihat tarikh perkhidmatan yang anda tersedia dan tidak tersedia)

3 responses



5. In your opinion, do you think publishing your service schedule to the client is necessary? Why?

Pada pendapat anda, adakah perlu untuk anda memaparkan jadual perkhidmatan anda kepada pelanggan? Mengapa?

3 responses

Ya. Supaya pelanggan mudah untuk membuat pilihan pada masa akan datang. Dan memudahkan urusan vendor untuk membuat persediaan

Ya. Memendekkan proses booking (client tidak perlu bertanya kpd vendor)

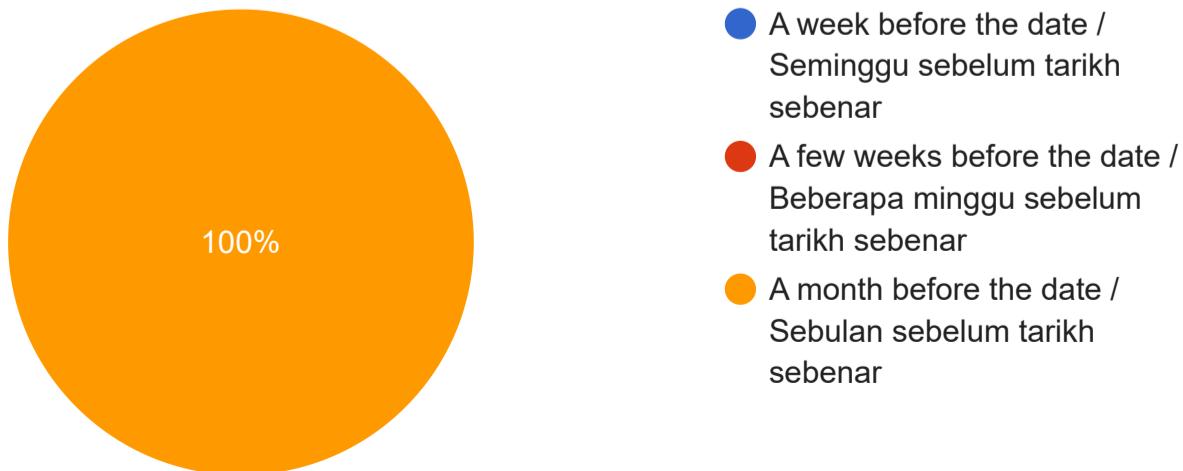
It is necessary, the client will know which date is available. Thus, it will promote the efficiency of decision making for both parties.

6. The customer must book your service at least how many weeks/month before the event date?

Copy

Pelanggan mesti menempah perkhidmatan anda sekurang-kurangnya berapa minggu/bulan sebelum tarikh acara/kenduri?

3 responses

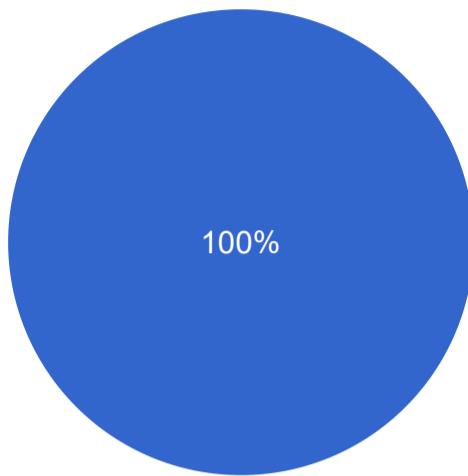


7. Would you prefer the client to make deposit or full settlement for booking purposes?

Copy

Adakah anda memilih untuk klien membuat bayaran deposit terlebih dahulu atau bayaran penuh?

3 responses



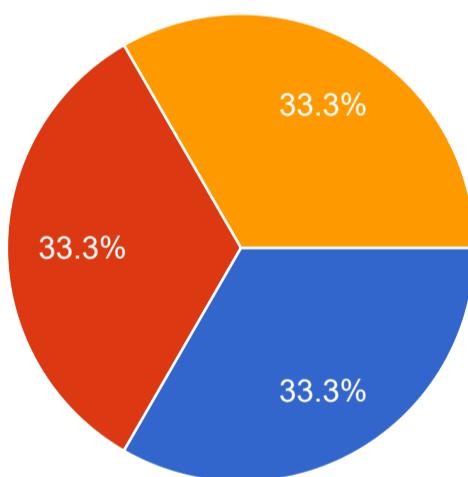
- Deposit / Deposit
- Full settlement / Bayaran Penuh

8. In your opinion, if you choose deposit, what are the suggested amount of days should be allocated to the client to make full settlement?

Copy

Jika anda memilih bayaran deposit, berapakah peruntukan bilangan hari yang sesuai untuk klien membuat bayaran penuh setelah deposit?

3 responses



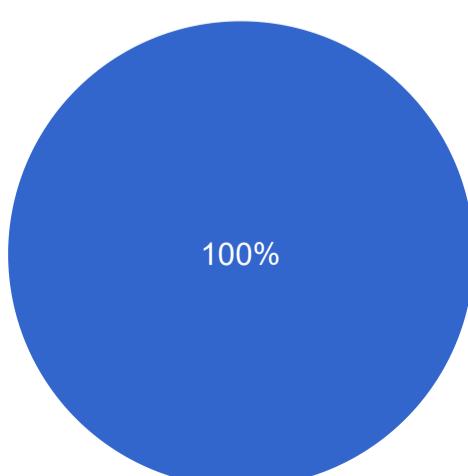
- Within 1 - 3 days / 1 -3 hari
- Within 3 - 5 days / 3 -5 hari
- Within one week / Dalam masa seminggu

9. How many days would it take for a vendor to decide or confirm booking status request made by the client?

Copy

Berapakah bilangan hari yang diperlukan untuk peniaga membuat keputusan sama ada menerima atau menolak permintaan servis daripada klien?

3 responses



- Within 1 - 3 days / 1 -3 hari
- Within 3 - 5 days / 3 -5 hari
- Within one week / Dalam masa seminggu

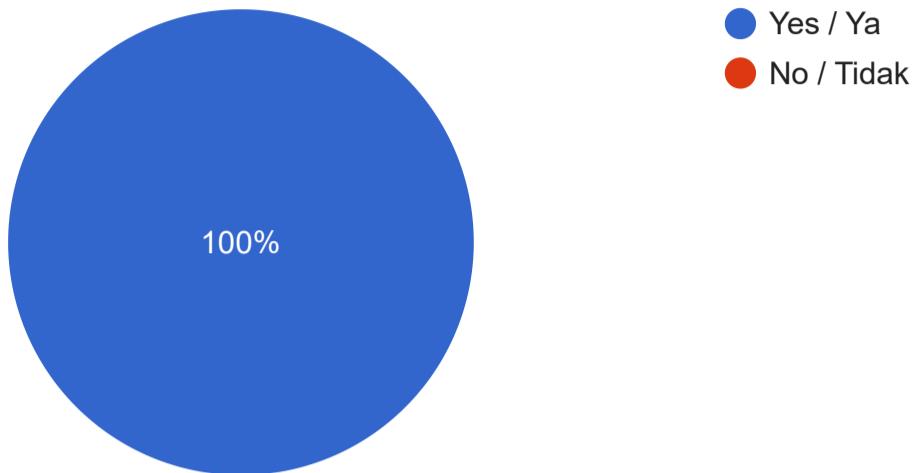


10. Would you prefer to get a reminder before the event so that it will not be missed out?

Copy

Adakah anda memerlukan peringatan untuk servis yang telah diterima beberapa hari sebelum tarikh yang ditetapkan agar tidak terlupa?

3 responses

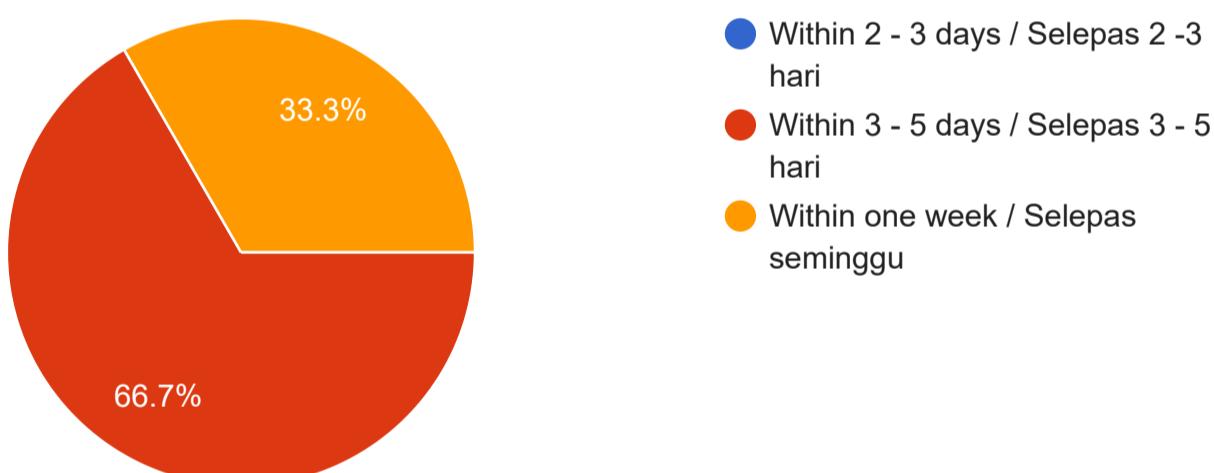


11. How many days are acceptable for the payment to be auto debited to vendor account after service is delivered if the client didn't confirm the delivered service?

Copy

Berapakah bilangan hari yang perlu diperuntukkan untuk pembayaran secara automatik dilaksanakan selepas servis selesai?

3 responses



This content is neither created nor endorsed by Google. [Report Abuse](#) - [Terms of Service](#) - [Privacy Policy](#)

Google Forms



