**Software Requirements Specification**

**for**

**Evora**

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**Prepared by Evora**

**FPT Quy Nhon AI Campus**

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# **Introduction**

## **Purpose**

**Evora** is a web platform that connects customers with event organizers through online booking. The system allows:

* Customers can search, view details, review and book events from organizers.
* Organizers register accounts, manage events, and track bookings from customers.

## **Scope**

**Evora** serves the following goals:

* Help customers easily find and book events.
* Help event organizers promote and manage their events.
* Enhance the online booking experience for users, with a transparent and intuitive system.

Key features include:

* Manage customer and organizer accounts.
* Search and book events.
* Manage event information.
* Customer reviews and feedback.
* Send notifications via email or SMS.

## **Definitions, Acronyms, and Abbreviations**

* **Evora**: Project name.
* **Booking**: The process of booking an event.
* **Admin**: System administrator.
* **Organizer**: Event organizer.
* **Customer**: Customer using the service.

## **Overview**

This document provides:

* Overview description of the product and requirements.
* Functional and non-functional features.
* Interface and operating environment requirements.

# **Overall Description**

## **Product Perspective**

**Evora** is a standalone web application designed to:

* Connect customers with event organizers.
* Provide detailed event information, including photos, prices, and reviews.

## **User Classes and Characteristics**

* **Customers:** Search, view information and book events.
* **Organizers:** Manage events, update information, receive booking notifications.
* **Administrators:** Manage accounts, handle complaints, ensure stable system operation.

## **Operating Environment**

* Web-based application, compatible with modern browsers.
* Supported on PC, tablet, and smartphone.
* Public cloud server.

## **Design and Implementation Constraints**

* The web should be mobile-friendly.
* Use popular APIs like Google Maps (for event location) and APIs for sending email or SMS notifications.
* The system should handle up to 200 concurrent users.

## **Assumptions and Dependencies**

* User has a valid email and phone number.
* Email and SMS service always works.

# **Specific Requirements**

## **Functional Requirements**

### **Account Management**

* Register and log in for customers and organizers.
* Verify information via email.

### **Event Management**

* Organizers add/edit/delete events.
* Support uploading photos and detailed descriptions.

### **Search and book**

* Customers search for events by location, date, and type.
* Book and pay online.

### **Review and feedback**

* Customers review and leave comments after attending events.

### **Notifications**

* Send email or SMS notifications about booking status.

## **Non-Functional Requirements**

### **Performance Requirements**

* The system handles up to 200 concurrent users.
* Maximum response time of 3 seconds.

### **Security Requirements**

* Encrypts passwords and sensitive data.
* Role-based authorization (Admin, Organizer, User).

### **Usability Requirements**

* The system must be user-friendly with intuitive navigation for customers, organizers, and administrators.
* The system must be accessible on various devices (mobile, desktop, tablet).

### **Availability**

* The system must have 99.9% uptime and should be accessible at all times except during scheduled maintenance.

### **Scalability**

* Supports more organizers and events as they scale.

# **External Interface Requirements**

## **User Interfaces**

* **Customer Interface**: Search and book events.
* **Organizer Interface**: Manage events.
* **Administrator Dashboard**: Manage systems and handle complaints.

## **Hardware Interfaces**

* Devices: PC, laptop, tablet, smartphone.
* Stable internet connection.

## **Software Interfaces**

* Integrate with Google Maps API for location.
* Integrate with email and SMS services for sending notifications.

# **System Features**

## **Event Management**

* Organizers register events with details.
* Update and track booking status.

## **Online Booking**

* Users book events and make payments.

## **Feedback and Reviews**

* Users leave reviews after attending events.

## **Notification System**

* Notifications can be sent to customers and organizers via Email or other supported messaging platforms.

# **Other Non-Functional Requirements**

## **Maintainability**

* Modular system design for easy maintenance and expansion.

## **Portability**

* The system must be compatible with all modern web browsers.

## **Backup and Recovery**

* Regular backups should be performed to ensure data integrity
* Recovery plan should be in place in case of system failure.

# **Appendices**

* Detailed workflow diagrams for customers and organizers management.
* User interface mockups for Admin, Customers , and Organizer portals.