**iReserve**

**Group Members:**

NeiellCare Paradiang

Kristel Ahlaine Gem Pabillaran

Marjorie Buctolan

Loreinne Estenzo

Aldrin Cadeliña

**CHARTER**

**Vision**

A high quality customer-centric reservation software that allows customers to reserve hotel rooms, table reservations on restaurants, car rental reservation, receptions and ticket reservations.

**Mission**

To create a custom software system for reservation.

**Objectives**

* Within one week after project initiation, the developers will already have a design and plan for the project’s interface and architecture.
* After designing and planning, in one week we have finished our first sprint which is the log in, log out, sign up, forgot password and change password.
* After finishing the first sprint, in one week we have finished our second sprint which is the admin dashboard.
* After finishing the second sprint, in two weeks we have finished our third sprint which is the category, update profile and feedback.
* After finishing the third sprint, in one week we have finished our fourth sprint which is the search.
* After finishing the fourth sprint, in one week we have finished our fifth sprint which is the recommendation and top search.
* After finishing the fifth sprint, in two weeks we have finished our sixth sprint which is the messaging.
* After finishing the sixth sprint, in one week we have finished our seven sprint which is the notification.
* After finishing all sprints, in two weeks we will polish our front end.
* After polishing our UI, we will test the site itself for a week.

**Principles**

* Ease of Client Use
* Customer Satisfaction

**Features**

* Add Category
* Update Profile
* Add Reservation
* Feedback
* Search
* Recommendation
* Top Search
* Messaging
* Business Notification
* Customer Notification

**Feature Acceptance Criteria**

**Add Reservation**

Signed up customers can add reservation.

**Add Category**

After hovering on the category tab, there will be a dropdown box that will show all the categories and after clicking on a category, the information of the clicked category will show.

**Update Profile**

Both company and user can update their profiles.

**Feedback**

Signed up customers can write reviews and after clicking submit their feedback will show on the feedback portion.

**Search**

Typing a keywords in the search bar, a list of the matched keyword will show.

**Recommendation**

The system displays the company name that is most visited/searched by the users based on the user’s history.

**Top Search**

The keywords that is frequently searched will show.

**Messaging**

Both user and company can send and receive messages.

**Business Notification**

Entrepreneur can receive a notification of reservations.

**Customer Notification**

Customer can receive a notification if the reservation is approved/declined by the company.

**Business Rules**

1. When signing up, the customer can only use the alphanumeric characters and the password has a required field of 6-22 valid characters
2. The email is unique to every account that is recorded in the database
3. When signing up, the information must be complete such as the email, password and confirm password
4. When filling up the Password and Confirm password must be the same
5. The email and password must correspond to one entry in the database when logging in
6. The customer/entrepreneur and admin has different access rights
7. The customers that has not logged in will only be able to search but cannot reserve and give feedback
8. The feedback is limited to 500 characters
9. The entrepreneur’s account can be verified by the admin

**Story**

**Roles:**

* Admin - the one that monitors the site.
* Customer - the one that uses the reservation system.
* Entrepreneur - the one that manage the business

**Role Attributes:**

**Admin**

* Frequency of use - Everyday
* Domain expertise - Excellent
* Computer expertise - Excellent
* General goals - Speed

**Customer**

* Frequency of use - Often
* Domain expertise - Understands the general idea
* Computer expertise - Low
* General goals - Fast and efficient way to reserve.

**Entrepreneur**

* Frequency of use - Everyday
* Domain expertise - Understands the general idea
* Computer expertise - Average
* General goals - Fast and efficient way to manage business

**Persona**

**Admin**

Andrewis a normal guy. He was hired by the website owner to manage the site. His job is to verify/block an account and manage reported users.

**Customer**

Neiell will be having a date with his girlfriend. He wants to find and reserve a table for two in a restaurant. But Care had a hard time finding a romantic restaurant and was searching the net when Care found iReserve. After finding iReserve, Care realized that reserving fancy restaurants is easier and that there is a lot of other restaurants out there.

**Entrepreneur**

Kaizer has a hotel business. He negotiates with a customer for a room reservation. He has the authority to decide whether he will accept or decline the request of the customer.

**User Stories**

1. As an admin, I can verify a entrepreneur’s account
2. As an admin, I can manage whether to block or unblock reported account
3. As a customer, I want to register to the site so that I will have an account.
4. As a customer, I want to log in to my account so that I fully access the site.
5. As a customer, I want to be able to log out my account so that I can keep it safe.
6. As a customer, I want to leave a feedback so that other users can know what I think.
7. As a customer, I want to type a keyword so that I can search and find what I’m looking for.
8. As a customer, I want to be able to view my account so that I can edit my user settings.
9. As a customer, I want to be able to visit the company’s profile so that I can know its history and reserve for it.
10. As a customer, I want to recover my password.
11. As an entrepreneur, I want to negotiate

**Use Cases**

**Use Case 1: Add Category**

**Name:** Add Category

**Description:** Relevant categories are added in the system.

**Actor:** Admin

**Pre-Conditions:** Admin is on the add category page

**Post-Conditions:** The added category will be visible in the dropdown button in the website.

**Main Course:**

1. The admin will input the name of the category to be added.

**Exception/s:**

1a. If the category already exist, then a message will be displayed saying “ Category already exist”.

Repeat Step 1.

2. The added category is seen in the dropdown button in the website.

**Use Case 2:Update Profile**

**Name:** Update Profile

**Description:** Information on the profile can be updated.

**Actor:** Customer, Entrepreneur

**Pre-Conditions:** Customer or Entrepreneur should be logged on the website

**Post-Conditions:** The updated information is reflected on the customer or the entrepreneur's profile.

**Main Course:**

1. The customer or the entrepreneur is in the profile page.

2. The customer or the entrepreneur will update information in their profile and clicks save.

3. The changes is reflected in the customer's or the entrepreneur's profile.

**Use Case 3: Add Reservation**

**Name:** Add Reservation

**Description:**

**Actor:** Customer

**Pre-Conditions:** Customer is on the add reservation page

**Post-Conditions:** The entrepreneur will be notified with the reservation.

**Main Course:**

1. Customer inputs the details of his/her reservation

2. Customer clicks on the submit button

Exception/s:

2a. If some details are left blank and it is required to fill it out, a message will be displayed to the customer saying “Some of the required fields are left blank, please fill it out”.

3. A prompt will be displayed for the customer to see that says “Successfully reserved”

**Use Case 4: Feedback**

**Name:** Feedback

**Description:** Customers will be able to give feedbacks on the service they availed.

**Actor:** Customer

**Pre-Conditions:** Customer is logged on the system

**Post-Conditions:** The customer's feedback is posted on the page.

**Main Course:**

1. Customer will input his/her comment in the text area and enter.

**Exception/s:**

1a. If the text area is left blank, then a message will be displayed saying “You left the comment area blank”.

Repeat step 1.

2. The customer feedback will be displayed on the page.

**Use Case 5: Search**

**Name:** Search

**Description:** Enables the user to input information on the search bar to find the things they are searching for.

**Actor:** Customer

**Pre-Conditions:** Customer is already in the website page ( he/she may or may not be logged in on the website)

**Post-Conditions:** Customer is able to see the results of his/her search on website

**Main Course:**

1. Customer inputs the keyword or phrase that he/she want to search for and enter.

**Exception/s:**

1a. If the keyword or phrase is not found on the website, then a message will display saying “ Sorry, no results found”.

Repeat Step 1.

2. Customer will be able to see the results of his/her result.

**Use Case 6: Recommendation**

**Name:** Recommendation

**Description:** The frequent visited business is displayed.

**Actor:** System

**Pre-Conditions:** The business is registered on the website.

**Post-Conditions:** Business is displayed on the sidebar of the website.

**Main Course:**

1. System records the number of times the business is visited.

2. Business will be ranked according to the number of times it was visited.

3. The top five will be displayed on the sidebar of the website.

**Use Case 7: Top Search**

**Name:** Top Search

**Description:** The most frequent search will be displayed in the website.

**Actor:** System

**Pre-Conditions:** The keyword or phrase is recorded in the system.

**Post-Conditions:** The frequent search is seen on the sidebar of the website.

**Main Course:**

1. The system records the number of times the keywords or phrase is entered in the search bar.

2. The keywords or phrase is rank by how many times it was search.

3. The top five most frequent search keywords or phrase will be displayed ont the sidebar of the website.

**Use Case 8: Messaging**

**Name:** Messaging

**Description:** Two different parties are able to exchange messages.

**Actor:** Customer, Entrepreneur (only customer-entrepreneur messaging, not customer-customer messaging)

**Pre-Conditions:** Customer and entrepreneur are both logged on in the website.

**Post-Conditions:** Customer and entrepreneur can both message and read each other's messages.

**Main Course:**

1. Customer sends a message to the entrepreneur concerning his/her reservation.

2. Once the entrepreneur receives the message, the entrepreneur will send an appropriate message to the customer.

3. This event can be repeated as long as both customer and entrepreneur wants.

**Use Case 9: Business Notification**

**Name:** Notification

**Description:** Notification will be sent when a customer avail a reservation.

**Actor:** Entrepreneur

**Pre-Conditions:** Entrepreneur is logged on the website.

**Post-Conditions:** Entrepreneur either declines or accept the reservation.

**Main Course:**

1. Entrepreneur is notified that a customer availed a reservation.

2. Entrepreneur can accept or decline the reservation.

**Exception/s:**

2a. If the entrepreneur accepts the reservation then the customer will be notified that the reservation is approved.

2b. If the entrepreneur declines the reservation then the customer will be notified that the reservation is declined.

**Use Case 10: Customer Notification**

**Name:** Notification

**Description:** Notification will be sent when a reservation is either accepted or declined.

**Actor:** Customer

**Pre-Conditions:** Customer is logged on the website.

**Post-Conditions:** Customer either declines or accept the reservation.

**Main Course:**

1. The customer will be notified about his/her reservation

2. The customer will either see that his/her reservation is approved or declined.

**Exception/s:**

2a. If the customer's reservation is declined, he/she has an option to search for another available slots.

**Test Cases**

Rainy Case

|  |  |
| --- | --- |
| Scenario | User Login & Registration Feature |
| Given | a user |
| When | the user clicked login and the info is wrong or the user did not type in anything |
| Then | there will be an alert message saying “invalid password or username” |

Sunny Case

|  |  |
| --- | --- |
| Scenario | User Login & Registration Feature |
| Given | a user |
| When | the user types in the required fields and clicked the login button |
| Then | the user will be logged in to the site |

Rainy Case

|  |  |
| --- | --- |
| Scenario | Add Category |
| Given | A new category |
| When | The category is already on the list |
| Then | There will be an error message |

Sunny Case

|  |  |
| --- | --- |
| Scenario | Add Category |
| Given | A new category |
| When | The admin clicks “Add Category” tab |
| Then | The category is saved in the db and can be viewed in the category list |

Sunny Case

|  |  |
| --- | --- |
| Scenario | Search |
| Given | the user is in a page that the search bar is visible |
| When | the user types in a keyword in the search bar and submit it |
| Then | the user will be redirected to a page showing all the results of the search |

Rainy Case

|  |  |
| --- | --- |
| Scenario | Search |
| Given | the user is in a page that the search bar is visible |
| When | the user types in a keyword in the search bar and submit it but there are no results |
| Then | the user is redirected to a page saying that there are no results |

Sunny Case

|  |  |
| --- | --- |
| Scenario | Give Feedback |
| Given | an Entrepreneur’s profile |
| When | the user fills up the form successfully and clicks the submit button |
| Then | the feedback the user wrote will be posted on the feedback portion of the Entrepreneur’s profile |

Rainy Case

|  |  |
| --- | --- |
| Scenario | Give Feedback |
| Given | the written feedback is already past 500 characters |
| When | the user clicks the submit button |
| Then | there will be a alert message saying “The feedback is over the limit” |

Rainy Case

|  |  |
| --- | --- |
| Scenario | Give Feedback |
| Given | the user submit an empty feedback |
| When | the user clicks the submit button |
| Then | there will be a alert message saying “Field is blank” |

Sunny Case

|  |  |
| --- | --- |
| Scenario | Recommendation feature |
| Given | a business |
| When | the user views the homepage |
| Then | the recommended product is shown of the recommended portion |

Sunny Case

|  |  |
| --- | --- |
| Scenario | Update Profile |
| Given | the user changes his/her information in his/her profile |
| When | the user clicks the submit button |
| Then | the changes is then reflected on his/her profile |

Sunny Case

|  |  |
| --- | --- |
| Scenario | Top Search |
| Given | a record of searches by the system |
| When | the user searches something using keywords |
| Then | top searches is shown on the sidebar |

Sunny Case

|  |  |
| --- | --- |
| Scenario | Messaging |
| Given | a user and an entrepreneur are online |
| When | the user sends a message to the entrepreneur |
| Then | the entrepreneur will be able to see the message and reply to the user |

Sunny Case

|  |  |
| --- | --- |
| Scenario | Business Notification |
| Given | a user reserves a hotel room |
| When | the entrepreneur is notified |
| Then | the entrepreneur either approves or decline the reservation |

Sunny Case

|  |  |
| --- | --- |
| Scenario | User’s Notification |
| Given | the entrepreneur already decided on what to do with the customer’s reservation |
| When | the user is notified |
| Then | the user will know if his/her reservation is approved or declined |

Sunny Case

|  |  |
| --- | --- |
| Scenario | Add reservation |
| Given | the user input the details or the reservation |
| When | the user clicks on the submit button |
| Then | the entrepreneur will be notified about the reservation. |

Rainy Case

|  |  |
| --- | --- |
| Scenario | Add Reservation |
| Given | the user missed a required field |
| When | the user clicks on the submit button |
| Then | the user will be redirected to the reservation form |