**iReserve**

**Group Members:**

Neiell Care 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.

**Mission**

To create a custom software package for reservation to provide convenience and minimize the time spent by the customers in finding accommodation.

**Objectives**

* Within two weeks after project initiation, the developers will already have a design and plan for the project’s interface and architecture.
* Within two weeks after the we come up with the design and plan for the project's interface and architecture, we will finish our first sprint which is the log in, log out, sign up, forgot password and change password.
* Within two weeks after the first sprint , we will finish our second sprint which is the admin dashboard.
* Within three weeks after the second sprint, we will finish our third sprint which is the profile and feedback.
* Within one week after the third sprint, we will finish our fourth sprint which is the search.
* Within one week after the fourth sprint, we will finish our fifth sprint which is the recommendation.
* Within two weeks after the fifth sprint, we will finish our sixth sprint which is the messaging.
* Within two weeks after the sixth sprint, we will finish our seventh sprint which is the notification.
* Within two weeks after the seventh sprint, we will polish our front end.
* Within one week after the we polish the front end, we will test the site itself for a week.

**Principles**

* Ease of Client Use
* Customer Satisfaction

**Features**

* Admin Dashboard
* Profile
* Report account
* Add Reservation
* Online payment
* Feedback
* Search
* Recommendation
* Messaging
* Notification

**Feature Acceptance Criteria**

**Admin Dashboard**

**Profile**

**Report Account**

**Add Reservation**

Signed up customers can add reservation.

**Online payment**

**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.

**Messaging**

Both user and company can send and receive messages.

**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**

Care will be having a honeymoon with his wife. He wants to book for a hotel. But Care had a hard time finding a hotel with a romantic aura and was searching the net when Care found iReserve. After finding iReserve, Care realized that booking hotels is easier and that there is a lot of other hotels 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 an entrepreneur or a customer’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 can fully access the site.
5. As a customer, I want to be able to logout 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 message the hotel management for inquiries.
11. As a customer, I want to recover my password.
12. As a customer, I want to report malicious account so the admin will be aware.
13. As an entrepreneur, I want to be able to view my profile.
14. As an entrepreneur, I want to be able to update my hotel’s profile.
15. As an entrepreneur, I want to report malicious account so the admin will be aware.
16. As an entrepreneur, I want to message the customer regarding his inquiry.
17. As an entrepreneur, I want to receive a notification when a customer avails a room.

**Use Cases**

**Use Case 1: Verification**

**Name:** Verification

**Description:** Admin can verify the entrepreneur’s account.

**Actor:** Admin

**Pre-Conditions:** Admin is in the dashboard.

**Post-Conditions:** Account is verified or not.

**Main course:**

1. Admin will visit the verification page.
2. Admin can verify or reject accounts.
3. Account verified/rejected.

**Use Case 2: View Profile**

**Name:** View Profile

**Description:** Information on the profile is viewed.

**Actor:** Customer, Entrepreneur

**Pre-Conditions:** Customer/Entrepreneur is logged in the website

**Post-Conditions:**

1. Customer/Entrepreneur can view their profile.
2. Customer can view hotel profile.
3. Entrepreneur can view customer’s profile.

**Main Course:**

1. Customer/Entrepreneur clicks on “View Profile”.
2. Customer/Entrepreneur views their profile informations.

**Use Case 3: 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 4: Report Account**

**Name:** Report Account

**Description:** Customer can report malicious account

**Actor:** Customer, Entrepreneur

**Pre-Conditions:**

1. Customer is in the hotel profile profile
2. Entrepreneur is in the customer’s account

**Post-Condition:** Admin receives a notification on reported accounts

**Main Course:**

1. Customer/Entrepreneur clicks on the “Report” button.
2. A pop-up will show up asking for the reason why the customer/entrepreneur wants to report this account then click send.

**Alternative:**

2a. Click cancel.

Repeat Step 1.

3. A message will pop-up “Account Reported”.

**Use Case 5: Add Reservation**

**Name:** Add Reservation

**Description:** Customers will be able to reserve a room in a hotel

**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 6: Online Payment**

**Name:** Online Payment

**Description:** Customers will be able to pay online

**Actor:** Customer

**Pre-Conditions:** Customer adds a room reservation

**Post-Conditions:** The room is reserved to the customer’s name:

**Main Course:**

1. Customer inputs his/her paypal account’s email and password.
2. Customer is redirected to his/her paypal account.
3. Customer inputs his/her name, card number, and 3 Digit Security Code.
4. Customer clicks the button “Send Payment”.

**Use Case 7: 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 8: 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 9: 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 10: 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 11: 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 12: Forgot Password**

**Name:** Forgot Password

**Description:** User can recover his/her password through his/her email address.

**Actor:** User

**Pre-Condition:** The user is in the login page.

**Post-Condition:** The user will receive an email containing his/her password.

**Main Course:**

1. The user clicks the “Forgot Password” button.
2. The user will be redirected to a page containing a field to write his/her email in
3. After clicking the confirm button. The user will see a prompt saying that it has been sent to the email provided and in that email he will see his password

**Exception/s:**

3a. If the email provided is not in the database, show an error then exit.

1. Exit.

**Use Case 13: Sign Up**

**Name:** Sign Up

**Description:** The user will create his/her account

**Actor:** User

**Pre-Condition:** The user hasn’t signed up

**Post-Condition:** The user’s account will be saved in the database and is redirected to log in page.

**Main Course:**

1. The user clicks the “Sign Up” button.
2. The user is redirected to the sign up page.
3. The user fills up the sign up form.
4. The user clicks the “Submit” button.

**Exception/s:**

4a. If the user inputs an invalid entry. Go back to 3.

1. The user will be redirected to the login page.
2. Exit.

**Use Case 14: Login**

**Name:** Login

**Description:** The user will be able to access the site.

**Actor:** User

**Pre-Condition:** The user has already registered.

**Post-Condition:** The user will be logged in.

**Main Course:**

1. The user fills up the login form.
2. The user clicks the “Login” button.

**Exception/s:**

2a. If the user inputs an invalid email or password. Go back to 1.

1. The user will be redirected to the homepage.
2. Exit.

**Use Case 15: Logout**

**Name:** Logout

**Description:** The user will not be able to access the site and will be redirected to login page.

**Actor:** User

**Pre-Condition:** The user has already logged in.

**Post-Condition:** The user will be logged out.

**Main Course:**

1. The user clicks the “Logout” button.
2. The user will be redirected to the login page.

**Alternative/s:**

2a. If there are multiple tabs open and the user has already logged out in one tab, and if the user clicks on something on one of the remaining tabs, then there will be a prompt saying “You already logged out”

1. Exit.

**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 |

Sunny Case

|  |  |
| --- | --- |
| Scenario | Verification |
| Given | admin |
| When | the admin verify or reject accounts |
| Then | the account is verified or rejected |

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 |

Rainy Case

|  |  |
| --- | --- |
| Scenario | Forgot Password |
| Given | the user missed a required field |
| When | the user clicks on the send button |
| Then | the user will be notified to fill the required field |

Rainy Case

|  |  |
| --- | --- |
| Scenario | Forgot Password |
| Given | the user fill an invalid email |
| When | the user type invalid email |
| Then | the user will be notified that the email is invalid |

Rainy Case

|  |  |
| --- | --- |
| Scenario | Forgot Password |
| Given | the user type an unregistered email |
| When | the user click send button |
| Then | the user will be notified that the email is not registered |

Sunny Case

|  |  |
| --- | --- |
| Scenario | Forgot Password |
| Given | the user fill correct email |
| When | the user click the send button |
| Then | the user will be redirected to the login page and will notify that the temporary password is sent through the user email address |

Rainy Case

|  |  |
| --- | --- |
| Scenario | Sign Up |
| Given | the user missed a required field |
| When | the user click sign up button |
| Then | the user will be notified to fill the required field |

Sunny Case

|  |  |
| --- | --- |
| Scenario | Sign Up |
| Given | the user fill the required field |
| When | the user click sign up button |
| Then | the user will be redirected to the login page and will be notified that the sign up is successful |

Sunny Case

|  |  |
| --- | --- |
| Scenario | Logout |
| Given | the user is logged in |
| When | the user click logout button |
| Then | the user will logged out and redirected to login page |

Rainy Case

|  |  |
| --- | --- |
| Scenario | Report Account |
| Given | the user missed to fill the |
| When | the user click sign up button |
| Then | the user will be notified to fill the required field |