
Group-20

**Booking Hotel
Use-Case Specification**

Version 2.0

Booking Hotel	Version: 2.0
Use-Case Specification: <Use-Case Name>	Date: 29/11/2022
<document identifier>	

Revision History

Date	Version	Description	Author
09/11/2022	<1.0>	Use-case: Create a new account, Use-case: Booking	Le Cong Huu, Le Tan Kiet, Ngo Thanh Luc, Nguyen Long Vu, Nguyen Thi Anh Tuyet
16/11/2022	<1.1>	Use-case: Customer Support, Use-case: Promotion	Ngo Thanh Luc
16/11/2022	<1.1>	Use-case: Create room, Use-case: Edit room	Le Cong Huu
16/11/2022	<1.1>	Use-case: Search, Use-case: View detail	Le Tan Kiet
16/11/2022	<1.1>	Use-case: Payment, Use-case: Add review	Nguyen Thi Anh Tuyet
16/11/2022	<1.1>	Use-case: Dashboard, Use-case: Login, Use-case: Edit Profile	Nguyen Long Vu
29/11/2022	<1.2>	Use-case: Cancel Booking, Use-case Model	Nguyen Thi Anh Tuyet

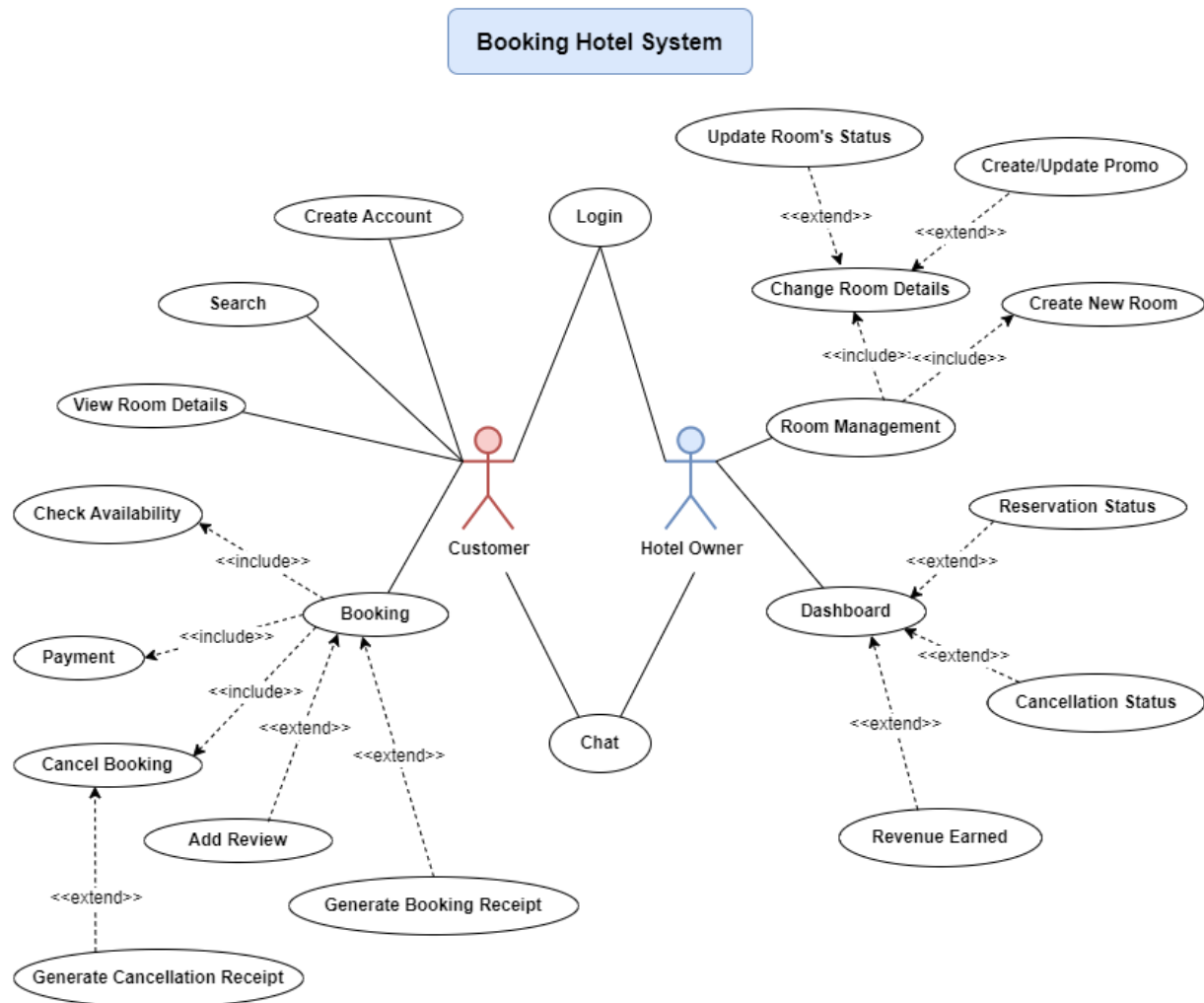
Booking Hotel	Version: 2.0
Use-Case Specification: <Use-Case Name>	Date: 29/11/2022
<document identifier>	

Table of Contents

Use-case Model	4
Use-case Specifications	4
Use-case: Create a new account	4
Use-case: Booking	5
Use-case: Customer Support	6
Use-case: Promotion	7
Use-case: Create New Room	8
Use-case: Change Room Details	8
Use-case: Search	9
Use-case: View Room Details	9
Use-case: Payment	9
Use-case: Add Review	10
Use-case: Dashboard	10
Use-case: Login	10
Use-case: Edit Profile	11
Use-case: Cancel Booking	11

Booking Hotel	Version: 2.0
Use-Case Specification: <Use-Case Name>	Date: 29/11/2022
<document identifier>	

Use-case Model



Use-case Specifications

Use-case: Create a new account

Use case Name	Create a new account.
Brief description	This use case describes how the user can create a new account.
Actors	Hotel owner and Customer
Basic Flow	<ol style="list-style-type: none"> At the signup page, the user enters username, password, phone number, mail, account type (customer or hotel owner), id card, agree with our term services. Users click on 'Signup'. System will announce "Signup successfully!" , create a new account and add the account to the database. Back to the login page, the user enters username and password to login.
Alternative Flows	Alternative flow 1: User cannot register because of invalid username <ol style="list-style-type: none"> From #2 of the basic flow, if username is invalid, system will announce

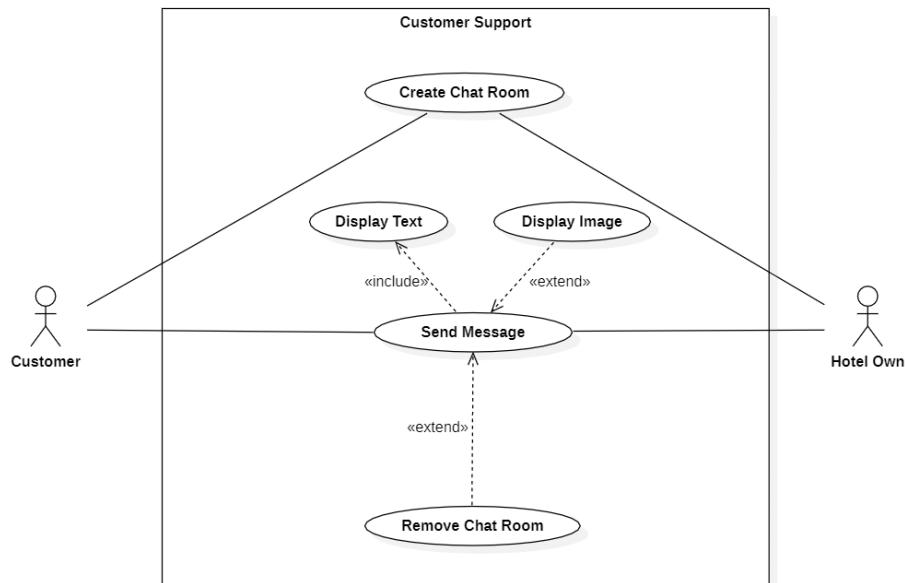
Booking Hotel	Version: 2.0
Use-Case Specification: <Use-Case Name>	Date: 29/11/2022
<document identifier>	
	<p>“Using other username!”.</p> <p>2. Redo #1 of the basic flow.</p> <p>Alternative flow 2: User cannot register because of invalid mail</p> <p>1. From #2 of the basic flow, if mail is invalid, system will announce “This mail has existed!”.</p> <p>2. Redo #1 of the basic flow.</p>
Pre-conditions	User goes to signup page.
Post-conditions	The user creates a new account successfully.

Use-case: Booking

Use case Name	Booking
Brief description	This use case describes how Customer can book hotel.
Actors	Customer
Basic Flow	<ol style="list-style-type: none"> 1. The system displays hotel suggested at home page, or user can search the hotel on search input. 2. System displays the hotels found. 3. Customers click hotel card to view detail. 4. Customer picks check-in, check-out date to view price. 5. Customer click “Booking” button if available. 6. System redirects to payment page.
Alternative Flows	<p>Alternative flow 1: User cannot find hotels searched</p> <ol style="list-style-type: none"> 1. From #1 of the basic flow, user enters another term 2. Continue step #2 in the basic flow
Pre-conditions	User already login.
Post-conditions	The user successfully books the hotel.

Booking Hotel	Version: 2.0
Use-Case Specification: <Use-Case Name>	Date: 29/11/2022
<document identifier>	

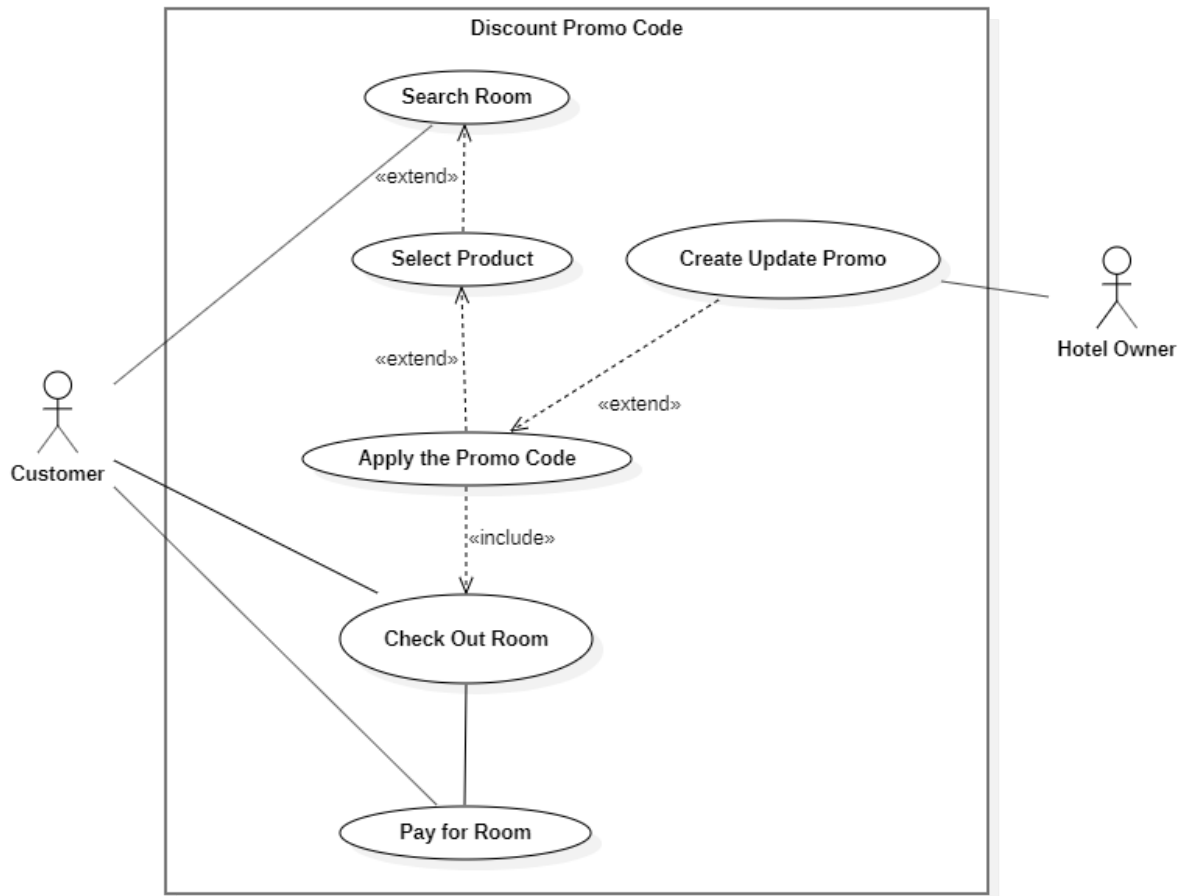
Use-case: Customer Support



Use case Name	Customer Support
Brief description	This use case describes how the Customer and Hotel Owner chat together
Actors	Customer, Hotel Owner
Basic Flow	<ol style="list-style-type: none"> 1. The system displays customer support on details of hotel. 2. The Customer clicks on customer support to chat with the hotel owner. 3. The Customer and hotel owner do chat together for services. 4. The customer already login and paid for the room of hotel
Alternative Flows	Alternative flow 1: The Hotel Owner is offline <ol style="list-style-type: none"> 1. Automating Text Messages will show the hotline whenever start chatroom 2. Customer can call the hotline for quick service.
Pre-conditions	User already login and paid for the room of hotel
Post-conditions	The user successfully chats with the hotel owner.

Booking Hotel	Version: 2.0
Use-Case Specification: <Use-Case Name>	Date: 29/11/2022
<document identifier>	

Use-case: Promotion



Use case Name	Coupon Codes
Brief description	This use case describes Customer apply coupon and The Hotel Own
Actors	Customer, Hotel Owner
Basic Flow	<p>Customer:</p> <ul style="list-style-type: none"> * From details of picked room, customers enter the coupon or pick the coupon available for this room * Customers click the “Booking” button if available. * The system redirects to the payment page with discounted price. * Customers checkout price and click the “Pay now!” to finish booking a room. <p>Hotel Owner:</p> <ol style="list-style-type: none"> 1. From edit room screen, click “Coupons” for add/edit coupon 2. Set the percent discount and maximum discount price of coupon 3. Save the change
	<p>Alternative flow 1: Coupon Invalid Coupon/Expired</p> <ol style="list-style-type: none"> 1. From #1 of the basic flow, user enters another coupon or do not use the coupon

Booking Hotel	Version: 2.0
Use-Case Specification: <Use-Case Name>	Date: 29/11/2022
<document identifier>	

	2. Continue step #2 in the basic flow
Pre-conditions	User and Hotel Owner already login.
Post-conditions	The user successfully applies the coupon. The hotel owner created/updated coupon.

Use-case: Create New Room

Use case Name	Create a new room.
Brief description	This use case describes how the user can create a new room.
Actors	Hotel owner
Basic Flow	<ol style="list-style-type: none"> At the admin home, the user clicks on “create a new room” button. The system opens “create a room” page. The user enters name, star rating, number people, address, outstanding features, other features, price of room/hotel. The system creates a new room if the room valid information.
Alternative Flows	Alternative flow 1: The room invalid information <ol style="list-style-type: none"> From #3 of basic flow, user enters invalid information. Error message and continue step #3 in the basic flow.
Pre-conditions	Hotel Owner already login.
Post-conditions	The user creates a new room/hotel successfully.

Use-case: Change Room Details

Use case Name	Edit a room already exist.
Brief description	This use case describes how the user can edit a room which they manage.
Actors	Hotel owner
Basic Flow	<ol style="list-style-type: none"> At the admin home, the user clicks on “edit room” button at that room. The system opens “edit room” page of that room. The user edits information room. The system repairs room information if correction valid information.
Alternative Flows	Alternative flow 1: The correction invalid information <ol style="list-style-type: none"> From #3 of basic flow, user edits invalid information. Error message and continue step #3 in the basic flow.
Pre-conditions	<ol style="list-style-type: none"> Hotel Owner already login. Hotel Owner had a room exist.
Post-conditions	The user successfully edits a room.

Booking Hotel	Version: 2.0
Use-Case Specification: <Use-Case Name>	Date: 29/11/2022
<document identifier>	

Use-case: Search

Use case Name	Search for a room.
Brief description	This use case describes how the user can search a room.
Actors	User
Basic Flow	<ol style="list-style-type: none"> 1. At the home page, the user enters name of hotel to search input to search hotels. 2. The system display hotels found.
Alternative Flows	Alternative flow 1: The room invalid search input <ol style="list-style-type: none"> 1. From #1 of basic flow, user enters invalid name or address. 2. Display search not found page and continue step #1 in the basic flow.
Pre-conditions	The user visits website.
Post-conditions	The user searched an appropriate room.

Use-case: View Room Details

Use case Name	View details of a room
Brief description	This use case describes how the user can view detail of the room.
Actors	User
Basic Flow	<ol style="list-style-type: none"> 1. At the home page or after searched, the user clicks on “view detail” button in hotel card to view detail. 2. The system opens detail page of that room. 3. The user sees information of that room.
Alternative Flows	Alternative flow 1: Details of the room load fail <ol style="list-style-type: none"> 1. From #2 of basic flow, internet occur error. 2. The user reload website and continue step #2 in the basic flow
Pre-conditions	The user visits website.
Post-conditions	The user viewed detail of a room and decided booking or no.

Use-case: Payment

Use case Name	Payment
Brief description	This use case describes how customer pay for a product
Actors	Customer
Basic Flow	<ol style="list-style-type: none"> 1. At payment page, customer selects one of the payment methods (Banking or Momo). 2. Customer enters payment details for selected method. 3. Customer scans the QR code for payment. 4. Customer selects “Pay”. 5. System displays “Booking succeed” if payment succeed.
Alternative Flows	Alternative flow 1: Payment failed <ol style="list-style-type: none"> 1. After #4 of the basic flow, system detects that payment failed and

Booking Hotel	Version: 2.0
Use-Case Specification: <Use-Case Name>	Date: 29/11/2022
<document identifier>	

	displays "Booking cancelled due to payment failure". 2. Customer selects "Return to payment methods". 3. Continue step #3.
Pre-conditions	Customer logged in, selected booking rooms and selected "Booking"
Post-conditions	Room successfully booked and status set to "Booked", customer receives booking information in their account.

Use-case: Add Review

Use case Name	Add a review
Brief description	This use case describes how customer add a review for a booking
Actors	Customer
Basic Flow	1. Customer selects a past booking and selects "Add review". 2. Customer selects rating (1 - 5 stars). 3. Customer enters detailed review of at most 500 words and images. 4. Customer selects "Send review". 5. System displays "Review added".
Alternative Flows	Alternative flow 1: Customer entered too long review 1. From #3 of the basic flow, customer entered a review longer than 500 words. 2. System shows "Review is too long", user can not add more words, but user can edit. 3. Continue step #4.
Pre-conditions	Customer logged in and completed at least one booking.
Post-conditions	Review added.

Use-case: Dashboard

Use case Name	Dashboard
Brief description	This use case describes how the hotel owner can view room data (revenue, total customer,...)
Actors	Hotel owner
Basic Flow	1. At the home page, user click on the profile. 2. User click on dashboard. 3. The system display dashboard.
Alternative Flows	
Pre-conditions	The users login as hotel owner.
Post-conditions	Dashboard display on screen.

Use-case: Login

Use case Name	Login
Brief description	This use case describes how the user can login.
Actors	User
Basic Flow	1. User access website. 2. User enter username (email, phone number) and password.

Booking Hotel	Version: 2.0
Use-Case Specification: <Use-Case Name>	Date: 29/11/2022
<document identifier>	

	<ol style="list-style-type: none"> Click on the login button. System authenticate user data and allow user access website.
Alternative Flows	Alternative flow 1: User login with gmail provider <ol style="list-style-type: none"> User select login with gmail option. Display login popup of google. Google authenticate user data and allow user access website.
Pre-conditions	The user visit login-page of website.
Post-conditions	Access website as customer or hotel owner.

Use-case: Edit Profile

Use case Name	Edit Profile
Brief description	This use case describes how the user can edit profile.
Actors	User
Basic Flow	<ol style="list-style-type: none"> At home page, user click on profile. Click on edit profile. Edit profile data. Click on save. System update profile data.
Alternative Flows	
Pre-conditions	User already login.
Post-conditions	Profile data updated

Use-case: Cancel Booking

Use case Name	Cancel a booking
Brief description	This use case describes how the user can cancel a booking
Actors	User
Basic Flow	<ol style="list-style-type: none"> User opens a booking not confirmed by the hotel owner yet User selects "Cancel Booking" User enters reason into "Reason" text box User selects "Send Cancel Booking Request" System displays "Booking cancellation request sent." and mark booking as "Cancelled"
Alternative Flows	
Pre-conditions	The user already logged in and has a booking not completed
Post-conditions	Booking cancellation request saved, booking marked as "Cancelled"