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**Title**: Buff-Beds

**Summary**: The Project focuses on implementing an online interface to provide users a platform to make their holiday preparation an easy experience. Our project aims to provide a portal to book rooms for their favourite destination. The system will contain many of the functions like searching for hotels and checking out the rooms. There are three Access levels Admin, Customer and Hosts.

All the actors will have to login to the system. Depending on their accounts they will have corresponding functions they can access. Once login in as a customer, it can search for hotels, view rooms and proceed to checkout or forfeit.The host can approve or decline the booking request. The host can also post ads for its property. There is also an additional option for hosts to pay more to admins for sponsored ads. The admin can approve hosts only after background check and it is responsible for smooth checkout and refunds. Lastly, customer and hosts can give feedbacks.

**Data Storage:** We will be using MySQL as our data storage tool. There will be separate tables for users, hotels and orders

**Project Requirements:**

**Business Requirements :** There are no business requirements

**User Requirements**:

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| **ID** | **Requirement** | **Topic Area** | **Actor** | **Priority** |
| UR – 01 | Customer can sign up. | Login | Customer, Host | Critical |
| UR – 02 | End Users can log in. | Login | Customer, Hosts,Admin | Critical |
| UR – 05 | Customer can search and sort hotels or rooms | Database | Customer | High |
| UR -12 | End User can rate and give feedbacks | Database | Customer, Host | Medium |
| UR – 08 | Customer can request addons to their orders | Orders | Customer, Host | Low |
| UR – 04 | Admin can block both hosts and Customers | Login | Admin | High |
| UR – 13 | Admin can approve request for new hosts | Database | Admin | High |
| UR – 10 | Hosts can upgrade their account | Database | Hosts | High |
| UR – 09 | Hosts can review Customer rating from previous booking to approve. | Database/Orders | Hosts | Medium |
| UR – 06 | Customer can checkout the hotel/room | Orders | Customer | High |
| UR – 07 | Customer cancel the booking | Orders | Customer | High |
| UR - 14 | Admin can approve a refund | Orders | Admin | Medium |
| UR - 11 | Host  can update the info | Profile | Host | Medium |
| UR -03 | Host can Apply for hotel/SignUp | Login | Host | Critical |

**Functional Requirements:**

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| **ID** | **Requirement** | **Topic Area** | **Priority** |
| FR - 01 |  |  |  |
| FR - 02 |  |  |  |
| FR - 03 |  |  |  |
| FR - 04 |  |  |  |

**Non-Functional Requirements:**

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| **ID** | **Requirement** | **Topic Area** | **Priority** |
| NR-01 | The system must be backed up daily and database must be timely updated | Reliability | Critical |
| NR-02 | Customer and Hosts can access functions corresponding to their access levels | Security | Critical |
| NR-03 | The system must be up and running 24\*7 | Availability | Critical |
| NR-04 | Only verified hosts should be able to add account | Legal | Critical |
| NR-05 | The system should respond within 4 seconds | Responsiveness | High |

**Use Case Documents**

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| **Use case ID** | UR - 01 |
| **Use Case Name** | End Users can sign up. |
| **Description** | Customers and Host can create an account |
| **Actors** | Customer and Host |
| **Pre Condition** | System must be up and running |
| **Post Condition** | Database will be updated with new details. |
| **Frequency of Use** | Once for every user |
| **Flow of Events** | |  |  |  | | --- | --- | --- | | **Step** | **Actor Action** | **System Response** | | 1 | Click on Sign up button | Show signup interface | | 2 | Fill in all the details |  | | 3 | Check on ‘Agree terms of use’ |  | | 4 | Click on Signup button | Submit an email to verify the email address | |
| **Variations** |  |
| **Exceptions** | 2.a Email already exists  2.b User did not fill all the details  2.c User did not check ‘Agree terms of use’  2.d Invalid host address |
| **Developer Notes** |  |

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| **Use case ID** | UR - 02 |
| **Use Case Name** | End Users can log in |
| **Description** | Customer and Host can login using their registered email ID |
| **Actors** | Customer, Hosts |
| **Pre-Condition** | User should have signed up using a valid email ID |
| **Post Condition** | User is logged in into the system with default account view |
| **Frequency of Use** | Often |
| **Flow of Events** | |  |  |  | | --- | --- | --- | | **Step** | **Actor Action** | **System Response** | | 1 | User enters registered  email, password |  | | 2 | User Clicks on Login | System checks if correct email-id is entered from database | | 3 |  | System checks if email id for admin/host/customer | | 4 |  | Default account Homepage is displayed based on account type | |
| **Variations** |  |
| **Exceptions** | 1.User enters wrong email ID  1.User enters wrong password |
| **Developer Notes** |  |

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| **Use case ID** | UR - 03 |
| **Use Case Name** | Customer can search and sort hotels or rooms |
| **Description** | Customer will search for rooms and enter preferences and sort from database |
| **Actors** | Customer |
| **Pre Condition** | User should have a valid account |
| **Post Condition** | Display search results |
| **Frequency of Use** | Frequently used by users |
| **Flow of Events** | |  |  |  | | --- | --- | --- | | **Step** | **Actor Action** | **System Response** | | 1 | Click on Login button | Display Search page | | 2 | Enter the preferences | Display the search results | | 3 | Click on the hotel you liked | Display the properties of the hotel | |
| **Variations** | 2.a. Suggest the preferences based on previous history of bookings  2.b Use drop down menu |
| **Exceptions** | 3. No results based on added preferences |
| **Developer Notes** |  |

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| **Use case ID** | UR - 04 |
| **Use Case Name** | End User can rate and give feedbacks |
| **Description** | After the booking is complete and customer has used the booking then customer & host can post feedback about each other |
| **Actors** | Customer, Hosts, Admin |
| **Pre-Condition** | Customer has successfully completed and used the booking |
| **Post Condition** | Admin verifies the authenticity and posts the review |
| **Frequency of Use** | Once Every booking |
| **Flow of Events** | |  |  |  | | --- | --- | --- | | **Step** | **Actor Action** | **System Response** | | 1 | End User clicks on his past booking | System Displays navigates user to past bookings page | | 2 | End User clicks on the “feedback option” | System navigates the user to the feedback form | | 3 | End User writes subject and details of the feedback |  | | 4 | End User Gives rating to the host/customer and flag it if there were some serious problems |  | | 5 | End User clicks on the Submit | System Takes the feedback and gives it to Admin | | 6 |  | Admin approves the feedback | | 7 |  | System stores the feedback in the database and posts the feedback on the website | |
| **Variations** | 6. Admin Rejects the feedback if it's not authentic or it contains foul language. Then system discards the feedback data |
| **Exceptions** | User doesn’t enter mandatory details in step 4 and 5 |
| **Developer Notes** |  |

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| **Use case ID** | UR - 05 |
| **Use Case Name** | Customer can request addons to their orders |
| **Description** | Customer can add breakfast/dinner options, request extra bed or paid amenities |
| **Actors** | Customer |
| **Pre Condition** | User should have proceeded to hotel checkout |
| **Post Condition** | Display add on options |
| **Frequency of Use** | Frequently used by users |
| **Flow of Events** | |  |  |  | | --- | --- | --- | | **Step** | **Actor Action** | **System Response** | | 1 | Click on next button after entering rooms details for hotel | Display Add on options | | 2 | Enter the add on customer wants to buy | Add it to final booking | | 3 | Click on the hotel you liked | Display the properties of the hotel | |
| **Variations** |  |
| **Exceptions** |  |
| **Developer Notes** |  |

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| **Use case ID** | UR - 06 |
| **Use Case Name** | Admin can block both hosts and Customers |
| **Description** | Admin can block the customer or host account, if he/she receives 3 red flags about customer/host. |
| **Actors** | Admin |
| **Pre condition** | Admin has received red flags about a particular host/customer |
| **Post Condition** | Customer/Host can not access its account |
| **Frequency of Use** | Whenever admin receives 3 flags about customer/host |
| **Flow of Events** | |  |  |  | | --- | --- | --- | | **Step** | **Actor Action** | **System Response** | | 1 | Admin logs into the system | System displays flagged users on the homescreen | | 2 | Admin clicks on the user from the list |  | | 3 | Admin clicks on the ‘Block’ button | System Blocks the login of the user and displays success message on the screen | |
| **Variations** |  |
| **Exceptions** |  |
| **Developer Notes** |  |

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| **Use case ID** | UR - 07 |
| **Use Case Name** | Admin can approve request for new hosts |
| **Description** | After host creates an account, admin can verify the credentials and wait for background check and approve it. |
| **Actors** | Admins |
| **Pre Condition** | Host completes the signup and admin gets a request |
| **Post Condition** | Account has been approved and added to the database or rejected |
| **Frequency of Use** | Once every new host account is created |
| **Flow of Events** | |  |  |  | | --- | --- | --- | | **Step** | **Actor Action** | **System Response** | | 1 | Click on new request | Display new request details | | 2 | Verify details |  | | 3 | Click on approve or reject buttons | If approved add to database, if rejected sent a mail with reject info | |
| **Variations** |  |
| **Exceptions** | 2. Incomplete info, send host email requesting for more documents |
| **Developer Notes** |  |

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| **Use case ID** | UR - 08 |
| **Use Case Name** | Hosts can upgrade their account |
| **Description** | Hosts can pay more and upgrade their account to advertise their rooms and hotels with more preference. |
| **Actors** | Hosts |
| **Precondition** | Host have opened their account with valid email address |
| **Post Condition** | Account will be upgraded and their hotel/room will be given preference in advertising |
| **Frequency of Use** | Once for every host |
| **Flow of Events** | |  |  |  | | --- | --- | --- | | **Step** | **Actor Action** | **System Response** | | 1 | Host clicks on the “Upgrade now” button | System navigates the user to information button with payment button | | 2 | Hosts clicks on the payment | System gives different payment timelines | | 3 | Host selects the timeline for which it wants upgraded account | System gives the due amount | | 4 | Host enters payment information and clicks on pay now | Host allocate premium account to the host | |
| **Variations** |  |
| **Exceptions** | 4. Payment fails then system tells host to enter different payment information |
| **Developer Notes** |  |

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| **Use case ID** | UR - 09 |
| **Use Case Name** | Hosts approves the booking |
| **Description** | Hosts can review Customer rating from previous booking to approve the request |
| **Actors** | Admins |
| **Pre Condition** | Host gets a booking request |
| **Post Condition** | Booking has been approved and payment is received or booking has been rejected |
| **Frequency of Use** | Often: once for every new booking |
| **Flow of Events** | |  |  |  | | --- | --- | --- | | **Step** | **Actor Action** | **System Response** | | 1 | Click on new request | Display new request booking details | | 2 | Click user ratings | Display user rating with info | | 3 | Click on approve or reject buttons | If approved debit the payment or email the customer about the reason of disapproval. | |
| **Variations** |  |
| **Exceptions** | 3. Payment incomplete |
| **Developer Notes** | If payment incomplete, notify customer to add different details and also flag the user |

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| **Use case ID** | UR - 10 |
| **Use Case Name** | Customer can checkout the hotel/room |
| **Description** | After searching for desired hotels through the filters customer can book the hotel/room that he/she wants |
| **Actors** | Customer |
| **Precondition** | Customer should have an account with the system |
| **Post Condition** | Customer gets the booking in the place that he/she wanted on a particular date |
| **Frequency of Use** | Often |
| **Flow of Events** | |  |  |  | | --- | --- | --- | | **Step** | **Actor Action** | **System Response** | | 1 | Customer clicks on Book Now button | System Displays amount due | | 2 | Customer clicks on the pay now button | System navigates to the payment page | | 3 | User Enters Payment Information | System accepts the payment and prompts user to enter emergency contact details | | 4 | Customer enters Emergency contact details | System displays Success Message | |
| **Variations** |  |
| **Exceptions** | 4. Payment fails then system tells host to enter different payment information |
| **Developer Notes** |  |

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| **Use case ID** | UR - 11 |
| **Use Case Name** | Customer cancel the booking |
| **Description** | Booking cancellation process for user |
| **Actors** | Customer |
| **Pre Condition** | Customer should have a valid booking id |
| **Post Condition** | Booking will be cancelled and database will be update |
| **Frequency of Use** | Occasionally |
| **Flow of Events** | |  |  |  | | --- | --- | --- | | **Step** | **Actor Action** | **System Response** | | 1 | Click on my bookings | Display booking details | | 2 | Click on cancel booking | Notifies admin and host about cancellation request | | 3 |  | It awaits admin’s approval and update database | |
| **Variations** |  |
| **Exceptions** | 3. Check for user history if it repeats the cancellation |
| **Developer Notes** |  |

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| **Use case ID** | UR - 12 |
| **Use Case Name** | Admin can approve a refund |
| **Description** | When customer requests a refund then based on the scenario (No of days before the booking) admin approves the refund |
| **Actors** | Admin |
| **Precondition** | User has cancelled the booking and applied for the refund |
| **Post Condition** | Admin approves the funding and initiates the refund |
| **Frequency of Use** | Medium |
| **Flow of Events** | |  |  |  | | --- | --- | --- | | **Step** | **Actor Action** | **System Response** | | 1 | Customer cancelled the booking and applies for the refund | System Redirects the request to the admin | | 2 | Admin approves or declines the request based on the scenario | System Reflects the admins decision to the user | |
| **Variations** |  |
| **Exceptions** |  |
| **Developer Notes** |  |