**MINSTRY OF EDUCATION AND TRAINING**

**FPT UNIVERSITY**

Capstone Project Document

Travel With Locals

**Travel Team**

**Supervisor Mr. Đào Trọng Duy**

**Group Members**

**Phạm Tùng Dương - SE05022**

**Trần Hoàng Long - SE04935**

**Nguyễn Gia Đăng - SE05100**

**Nguyễn Đức Dũng - SE05558**

**Hoàng Hải - SE05793**

**Ext Supervisor**

**Project Capstone**

**code TWL**

1 | Page

- Hanoi, 12/2019

**Table of Contents** Chapter 1. Introduction ...........................................................................................................6

1.1 Purpose .........................................................................................................................6

1.2 Project Information .......................................................................................................6

1.3 Team Information .........................................................................................................6

1.4 Background ...................................................................................................................6

1.5 Literature Review..........................................................................................................8

1.6 Proposal System .......................................................................................................... 11

1.6.1 Ideas .................................................................................................................... 11

1.6.2 System group functions ........................................................................................ 11

1.6.3 Out of scope ......................................................................................................... 12

Chapter 2: Software Project Management Plan .......................................................................... 14

2.1 Purpose ....................................................................................................................... 14

2.2 Milestones and deliverables ........................................................................................ 14

2.2 Project Organization ................................................................................................... 15

2.2.1 Software Process Model ....................................................................................... 15

2.2.2 Organization Structure ......................................................................................... 16

2.2.3 Roles and responsibilities ..................................................................................... 17

2.2.4 Tools and techniques ............................................................................................ 18

2.3 Project Management Plan ............................................................................................ 18

2.3.1 Project schedule ................................................................................................... 18

2.3.2 Meeting minutes .................................................................................................. 19

2.4.3 Risk management plan ......................................................................................... 20

2.4.4 Communication plan ............................................................................................ 22

2.4.5 Coding convention ............................................................................................... 23

Chapter 3: Software Requirements Specification ....................................................................... 25

3.1 Purpose......................................................................................................................... 25

3.2 User Requirement Specification .................................................................................. 25

3.2.1 System overview .................................................................................................. 25

2 | Page

3.3 System Requirement Specification .............................................................................. 26

3.4 Functional Requirement .............................................................................................. 27

3.4.1 Use case diagram ................................................................................................. 27

3.4.2 Use case list ......................................................................................................... 29

3.4.3 Business rule repository ....................................................................................... 30

3.4.4 Use cases Specifications....................................................................................... 32

Chapter 4: Software Design Description ................................................................................ 85

4.1 Purpose ....................................................................................................................... 85

4.2 Architecture Overview ................................................................................................ 86

4.2.1 System architecture .............................................................................................. 86

4.2.2 System architecture explanation ........................................................................... 87

4.2.3 Component diagram ............................................................................................. 90

4.3 Architecture Design .................................................................................................... 91

4.4 Detail Design .............................................................................................................. 92

4.4.1 Database Design .................................................................................................. 92

4.4.2 TWL web detail design ...................................................................................... 102

4.4.3 Class .................................................................................................................. 161

Chapter 5: Software Testing Document ................................................................................... 190

5.1 Purpose ..................................................................................................................... 190

5.2 Test Plan ................................................................................................................... 190

5.2.1 Objective and scope ........................................................................................... 190

5.2.2 Testing tools and environment ........................................................................... 190

5.2.3 Human resources and responsibility ................................................................... 191

5.2.4 Risk list .............................................................................................................. 191

5.3 Test Strategy ............................................................................................................. 192

5.3.1 Test model ......................................................................................................... 192

5.3.2 Type of testing ................................................................................................... 193

5.3.3 Test stage ........................................................................................................... 193

5.3.4 Test Deliverables ............................................................................................... 193

5.3.5 Test Milestones .................................................................................................. 194

5.3.6 Features to be tested ........................................................................................... 195

3 | Page

5.3.7 Features not to be tested ..................................................................................... 195

5.4 Test Approach ........................................................................................................... 195

5.4.1 Unit test ............................................................................................................. 195

5.4.2 Integration test and System test .......................................................................... 195

5.4.3 Check list ........................................................................................................... 196

5.5 Defect Log ................................................................................................................ 199

5.5.1 Defect life cycle ................................................................................................. 199

5.5.2 Defect example .................................................................................................. 200

5.6 Test Report ............................................................................................................... 200

5.6.1 Unit test report ................................................................................................... 200

5.6.2 Integration & System test report ......................................................................... 201

Chapter 6: Software User’s Manual ......................................................................................... 203

6.1 Purpose ..................................................................................................................... 203

6.2 Installation Guide ...................................................................................................... 203

6.2.1 Deploy server ..................................................................................................... 203

6.2.2 Deploy Frontend ................................................................................................ 204

6.3 User Manual ............................................................................................................. 205

6.3.1 Guest Functional ................................................................................................ 205

6.3.2 User (Guest, Guider, Traveler) Functional .......................................................... 208

6.3.3 Guider Functional .............................................................................................. 215

6.3.4 Traveler Functional ............................................................................................ 228

6.3.5 Admin Functional .............................................................................................. 240

4 | Page

5 | Page

**Chapter 1. Introduction**

**1.1 Purpose**

This chapter provide an overview of the capstone project. It includes the project and team information, the idea of project, the problem, the overview of similar existing solutions. From that point, we will make our proposal to solve the problem and overview our expected system.

**1.2 Project Information**

**Project information** Project name Travel with Locals Project code TWL Team name Ant man Product type Web application

**1.3 Team Information**

***Supervisor:***

**Full name Phone number Email Title** Đào Trọng Duy 0983204196 DuyDT@fe.edu.vn Supervisor

***Members:* No Full name Student**

**ID**

**Phone number**

**Email Role**

**Email Role**

1 Phạm Tùng Dương SE05022 0389673685 DuongPTSE05022@fpt.edu.vn Leader

2 Trần Hoàng Long SE04935 0969449743 LongTHSE04935@fpt.edu.vn Member 3 Nguyễn Gia Đăng SE05100 0522705486 DangNGSE05100@fpt.edu.vn Member 4 Nguyễn Đức Dũng SE05558 0911780948 DungNDSE05558@fpt.edu.vn Member 5 Hoàng Hải SE05793 0357132244 HaiHSE05793@fpt.edu.vn Member

**1.4 Background**

6 | Page

Nowadays, in the world of internet, wealthy and multimedia, travel demand is dramatically increasing globally. In scope of Viet Nam, traveling is always stated as a key economic sector with high support from government and contribute approximately 6% to GDP. In fact, statistics show that foreign tourist to Viet Nam grows rapidly in recent year.

**International visitors to Viet Nam**

18,000,000

16,000,000

14,000,000

12,000,000

10,000,000

8,000,000

arrivals

6,000,000

4,000,000

2,000,000

0

2015 2016 2017 2018

**Figure 1-1. Number of International visitors to Viet Name (source: http://vietnamtourism.gov.vn )**

In that hasten development, there is a tourism-personalizing trend is booming. Tourism- personalizing have characteristics like searching for information on personal devices, self booking, travelers tend to look for personalized experience rather than tours designed by tourist companies. As Vietnam National Administration of Tourism reports, in 2018, only 30% of travelers booked traditional tour, and 70% travelers booking travel services online. Trekksoft also shows that 75% of 18-34 years old travelers booking travel services online.

7 | Page

**Viet Nam onlinetraveling market size**

10,000,000,000

9,000,000,000

8,000,000,000

7,000,000,000

6,000,000,000

5,000,000,000

value (USD) 4,000,000,000

3,000,000,000

2,000,000,000

1,000,000,000

0

2015 2016 2025

**1-1. Viet Nam online traveling market size (source: VTV24 )**

Catching up on this trend, dozens of hotel, hostel, flight, car booking services emerge to satisfy customer like Traveloka, Agoda, Booking, Luxstay. But one important factor – guiders, have not been regarded enough. When these travelers come to a foreign city, they need someone those help them communicate, shopping, explore local culture... . And yet there is no traditional tourist company has provided private guiders service alone. Therefore, our team has an idea that travelers can find their guiders like they find their hotel, flight or car. That is a system that connects travelers and guiders, helps travelers quickly find a native take them go around explore their destination, a system that completes the chain of self travel services.

**1.5 Literature Review**

In the field of looking guiders, there are few websites/applications provide solution:

● inspitrip.com

8 | Page

**Figure 1-2. inspitrip.com**

o Advantages

▪ Useful and innumerable travel information.

▪ A lot of small tours that cheaper compare to other website. o Disadvantages

▪ Over advertising.

▪ Unable to customize tour.

▪ Unable to pick, communicate to guider.

● showaround.com

9 | Page

**Figure 1-6. showaround.com**

o Advantages

▪ Large network of guider, easy to become a guider.

▪ Function and interface focus on guider. o Disadvantages

▪ Not provide clear about what traveler would take.

▪ Guider verification is not carefully in term of legal and identification.

● withlocals.com

**Figure 1-7. withlocals.com**

o Advantages

▪ Tour attached with guider.

▪ Transparent information and process.

▪ Able to customize tour.

▪ Mobile app supported. o Disadvantages

▪ No direct contact with guiders before payment.

▪ Not target on Viet Nam market.

10 | Page

**1.6 Proposal System**

**1.6.1 Ideas**

The idea of our team is to create a website to connect travelers and our local guiders, focus on quality of guiders as well as detail information of destination.

● **Travelers** are able to:

o Explore trips, destinations and guiders on website deeply, easily with

reasonable price. o Communicate to guiders in real time. o Book and pay for their trips on website. o Review and rating guiders after trips.

● **The guiders** are able to:

o Complete their background. o Design their trips and present them on website. o Manage booking request. o Review their travelers.

**1.6.2 System group functions**

The TWG system has the following roles and main functions:

● **Guest**

▪ Guiders registration

▪ Travelers registration

▪ View list of Guiders

▪ View post information of Guiders

▪ Search for Guiders

▪ Search for posts

● **Traveler:**

▪ Login/logout

▪ Manage profile

▪ Save favorite posts

▪ Communicate with Guiders

▪ Book trips

▪ Pay for their trips

▪ Manage their trips

▪ Cancel their trips

▪ Review and rate after trips

▪ Receive notification

11 | Page

● **Guider**

▪ Login/logout

▪ Manage profile

▪ Add and manage trips information

▪ Communicate with Travelers

▪ Cancel booked trips

▪ Manage trips

▪ Review travelers

▪ View revenues by month

▪ Receive notification

● **Admin**

▪ Login/logout

▪ Manage accounts

▪ Manage posts of Guiders

▪ View, hide comments

▪ Manage Guiders documentation

▪ View statistics of revenue and trip booking activity

**1.6.3 Out of scope**

● Pay to Guiders: TWL not take responsibility to pay to Guiders automatically, that function should be assigned to another accounting system.

TÀI LIỆU THAM KHẢO

[1] vietnamtourism.gov.vn

[2] Phạm Thị Thúy Nguyệt Trường Đại học Khoa học Xã hội và Nhân văn, ĐHQG-HCM: Xu hướng du lịch cá nhân hóa – tiền đề phát triển và khuyến nghị chiến lược

[3] tripadvisor.com

12 | Page

13 | Page

**Chapter 2: Software Project Management Plan**

**2.1 Purpose**

The purpose of this chapter is to describe the project organization, process model, team organization and project management plan.

**2.2 Milestones and deliverables**

**No Milestone Delivery**

**Date**

**Deliverables Delivery Location**

1 Project start 9/9/2019 Report to Supervisor ideal and

basis business analysis.

Supervisor

2 Analyze business, determine scope & plan schedule

11/09/2019 Introduction report, use case

list

Supervisor

Supervisor

3 Initial Requirement

Specification & System architecture

15/09/2019 SRS document, mockup design, technology stack.

Supervisor

Supervisor

4 Review sprint 1 10/10/2019 Basic function and screen

design and testing.

Supervisor

5 Review sprint 2 31/10/2019 Base functions and screen

design and testing.

Supervisor

6 Review sprint 3 21/11/2019 Demo main flow and completed test cases

Supervisor

7 Review sprint 4 6/12/2019 Demo fully project

functionalities and test report

Supervisor

8 Complete documentation 13/12/2019 Send updated documentation

and edit according to comments.

Supervisor

9 Project close 19/12/2019 Closing project FU

Project

14 | Page

council

10 Project defense 27/12/2019 FU

Project council

**2.2 Project Organization**

**2.2.1 Software Process Model**

**Figure 0-1. Agile process model**

**(source: https://softgainz.com/)**

**About the Agile model**

The Agile model is a combination of iterative and incremental processes focus on adaptability and customer satisfaction by rapid delivery of working software product. Agile method breaks the product into small incremental builds. These builds are provided in iterations.

15 | Page

Each iteration typically lasts from about one to three weeks. Every iteration involves cross functional teams working simultaneously on various area like:

• **Planning**

• **Requirements Analysis**

• **Design**

• **Coding**

• **Unit testing**

• **Acceptance testing**

(Refers: tutorialspoint.com )

**Agile Model – Pros and Cons**

Advantages Disadvantages

• Increased cost saving

• Increased team accountability

• Easy to accommodate changes

• Transparency and project visibility

• Lack of clarity cause of inexperience

• Not easy to understand and manage

• Need advanced skill team member

• Hard to estimate deliverables in iteration

**2.2.2 Organization Structure**

16 | Page

**2.2.3 Roles and responsibilities**

Roles Name Responsibilities

Project Manager Phạm Tùng Dương

• Initial ideas, manage communication, make decision.

• Assigning task with responsibilities to each member.

• Manage schedule, handle risk and tackle.

• Review word stick team with plan. Business analyst team BA Leader Phạm Tùng Dương • Define scope and create SRS template.

• Define details of use cases. BA #1 Trần Hoàng Long • Interview and analyze physical business.

• Design UI from the requirements. BA #2 Nguyễn Đức Dũng • Collect and analyze digital business.

• Define and analyze requirements.

Developer Frontend developer

• Trần Hoàng Long

• Phạm Tùng Dương

• From the requirement, designing and coding frontend

• Research and implement UX for frontend system Backend • Hoàng Hải • Research and implement API

17 | Page

developer • Nguyễn Đức Dũng

• Phạm Tùng Dương

• Develop server-side web application

Tester

Test leader Nguyễn Đức Dũng

• Create template testing document

• Define test strategy and create test plan

• Create test cases Tester 1 Hoàng Hải • Implement test case and log defect Tester 2 Trần Hoàng Long • Implement test case and log defect Tester 3 Nguyễn Gia Đăng • Implement test case and log defect Tester 4 Phạm Tùng Dương • Implement test case and log defect

**2.2.4 Tools and techniques**

IDEs Visual Studio Code, Intellij Project management tools Asana, ProjectLibre Document tools Microsoft Office UML tools Draw.io Design tools Figma.com Testing tools Postman, Swagger Communication tools Skype, Facebook, Phone Deployment server Postgresql, MongoDB Database management tools pgAdmin4, MongoDB Compass Source code version control Github File management tools Google Drive

**2.3 Project Management Plan**

**2.3.1 Project schedule**

We use ProjectLibre for project management. Project has **4 sprints.** Each iteration of development cycle take about 15 days. Refer to “findGuider.pod”

18 | Page

**2.3.2 Meeting minutes**

Within 15 weeks from 9/9/2019 to 13/12/1019, team has meeting with supervisor 15 times on every Thursday. Meeting minutes are written for any meeting. The following template is used:

Project Travel with Locals Date of meeting 17/10/2019

Secretary Phạm Tùng Dương Location

Hòa Lạc, room 403L Alpha building Attendance Đào Trọng Duy \_ supervisor Phạm Tùng Dương Hoàng Hải Trần Hoàng Long Nguyễn Đức Dũng Nguyễn Gia Đăng

Absent

Objectives 1. Review công việc tuần trước 2. Nêu ra các khó khăn gặp phải 3. Thống nhất một số nghiệp vụ 4. Phân chia công việc tuần tiếp theo

19 | Page

Meeting content No Issue Assignee Solution

1 Review qua công việc tuần vừa

All team

2 Thời gian phản hồi của Guider Phạm Tùng

Dương

Trong vòng 5 tiếng sau khi Traveler book 3 Unit test cho repository

coverage < 50% Hoàng Hải Viết DB connection riêng cho

unit test 4 5

**2.4.3 Risk management plan**

**Issue management**

No Name Issue Solution

I1 Conflict among members

The project manager has to find out the root that caused the problem. Give solution among choices: team meeting, individual meeting, consulting supervisor, team building...

I2 A member is absent

Always have a emergency backup plan, re-assign task to recover pending workload, have a post- accident action.

I3 Members is over confident Keep transparency of project progress, say that

team was behind the plan if necessary.

I4 Team member lack of skills

needed for project

Team member help each other combine self learning. Re assign if necessary

**Risk management**

No Risk description Category Root cause Avoidance plan Impact

20 | Page

Team meeting,

R1 ambiguous Poor defining definition scope,

Scope Poor business

analysis

consult supervisor, investigate solution of similar

High

system R2 Low motivation

among team member Organizational The work is at a

standstill

Create team building activity High

R3

Have a technical

Consult

block path or unfixable bug

Technical

Lacking experience of technical.

supervisor, find alternative technology

High

R4

Requirement

Different

changed while project is being processed

opinion between team member while implementing

Team meeting and

Scope

consult supervisor to consider

Medium

change.

R5

Team member discuss misunderstands

requirement

Poor Scope

communicate process

with BA, read requirement specification

Low

carefully

R6 Fail for estimating

iteration time Time

Lacking of predict work process

Working overtime

to keep up work Medium

**Risk probability and impact**

**Probability**

**High** R6 R2

**Medium** R5 R4 R1

**Low** R3

**Low Medium High**

**Impact**

21 | Page

The probability and impact of occurrence for each identified risk will be assessed by the project manager using the following approach:

• **Probability:**

o High – Greater than 70% probability of occurrence. o Medium – Between 30% and 70% probability of occurrence. o Low – Below 30% probability of occurrence.

• **Impact**

o High – Risk that has the potential greatly impact project cost, schedule or

performance. o Medium - Risk that has the potential to slightly impact project cost, schedule or

performance. o Low - Risk that has relatively little impact project cost, schedule or performance.

**Closing Risk** Risk should be closed in these cases:

• When time of a risk happening is over.

• When the scope of a project is amended, and a risk become avoided.

• When the risk is solved.

**2.4.4 Communication plan**

**Member information** No Name Position Contact information 1 Đào Trọng Duy Supervisor DuyDT@fe.edu.vn

0983204196 2 Phạm Tùng Dương Project manager DuongPTSE05022@fpt.edu.vn

0389673685 3 Trần Hoàng Long Developer LongTHSE04935@fpt.edu.vn

0969449743 4 Nguyễn Gia Đăng Tester DangNGSE05100@fpt.edu.vn

0522705486 5 Nguyễn Đức Dũng Developer DungNDSE05558@fpt.edu.vn

0911780948 6 Hoàng Hải Developer HaiHSE05793@fpt.edu.vn

0357132244

22 | Page

**Project report and meeting** No Activity Stakeholder Time Description

1 Weekly report • Supervisor

• Team member Thursday

• Report state of project

• Review status base on week report

• Plan for next week 2 Daily meeting • Team member Daily • Review status of working task

**Project communication** No Communication type Description

1 Weekly meeting We spend one day a week for meeting with supervisor to

report, review and find solution for the project. 2 Working in group

offline

Every week, we meet on Tuesday and Sunday to exchange idea, information and 3 Communication

channel

Our main communication is face to face meeting, Facebook messenger, Skype

**2.4.5 Coding convention**

The following coding conventions provide an overall look at the code. They help project to improve readability, maintenance abilities and code more easily

No Style Implementation component

1 React/jsx Web application 2 Java(spring) Backend

23 | Page

24 | Page

**Chapter 3: Software Requirements Specification**

**3.1 Purpose**

This chapter outline use case to clarify how user interact with system, functional and non- functional of our system. It includes the business process flow diagram, state transition, and use case detailed description of this system. All members will work base on the information provide on this chapter.

**3.2 User Requirement Specification**

**3.2.1 System overview Keyword explanation**

Term Definition Guest a person using TWL system without a registered account

Traveler

a person using TWL system with a registered account as Traveler, Traveler go to TWL website to find a Guider Guider a person using TWL system to create post, introduce themselves to Traveler

Post

a page that contain information of a trip including location, duration, agenda, included services, fee, brief title, detail description, introduce video, images

Trip

services which Guider promises to provide to Traveler in specific times and places. In TWL website, a booked trip have 4 status: WAITING, ONGOING, FINISHED, CANCELLED WAITING status mark that a booked trip have not been accepted by Guider ONGOING status mark that a booked trip have been accepted by Guider FINISHED status mark that a booked trip have taken place CANCELLED status mark that a booked trip have been cancelled by Guider or Traveler

**TWL Website:**

● **Guest:** Guest is a person using TWL system without a registered account.

▪ Guiders registration

▪ Travelers registration

▪ View list of Guiders

▪ View post information of Guiders

▪ Search for Guiders

▪ Search for posts

25 | Page

● **Traveler:** Traveler is a person using TWL system with a registered account to contact with Guider, Traveler has all functions of Guest

▪ Login/logout

▪ Manage profile

▪ Save favorite posts

▪ Communicate with Guiders

▪ Book trips

▪ Pay for their trips

▪ Manage their trips

▪ Cancel their trips

▪ Review and rate after trips

▪ Receive notification

● **Guider:** Guider is a person using TWL system to create posts for Traveler browse, Guider has all functions of Guest

▪ Login/logout

▪ Manage profile

▪ Add and manage trips information

▪ Communicate with Travelers

▪ Cancel booked trips

▪ Manage trips

▪ Review travelers

▪ View revenues

▪ Receive notification

**TWL Administrator Website:**

● **Admin** Administrator is a person or an organization using TWL Administration Website to create and manage everything of Traveler, Guider.

▪ Management member account

▪ View statistics

▪ Login/logout

▪ View, hide comment

▪ Manage guiders credentials document

**3.3 System Requirement Specification**

**User Interfaces**

● Text in system is written in English.

26 | Page

● All error occurring and exception handling will be catch and display for user with friendly messages.

**Hardware Interfaces**

● The System must run over the internet, all the hardware shall require to connect the internet will be the hardware interface for the system. E.g. Modem, Ethernet Cross-cable, ...

**Software Interfaces**

● The system run on any platform/operating system that support Chrome browser.

**Communication Protocols**

● The website is communicated with web service by Http request.

**3.4 Functional Requirement**

**3.4.1 Use case diagram**

**Figure 3-1. Use case of General function**

27 | Page

**Figure 3-2. Use case of Traveler and Guider function**

28 | Page

**Figure 3-3. Use case of Admin function**

**3.4.2 Use case list**

Use case No. Function Actor UC-01 Sign up an traveler account Guest UC-02 Sign up an guider account UC-03 Forgot password Traveler, Guider UC-04 Log in Guider, Traveler, Admin UC-05 Receive Notification Guider, Traveler UC-06 Search for guiders Guest, Guider, Traveler

29 | Page

UC-07 Search for post UC-08 View list of post of one guider UC-09 View list of post of one category UC-10 View detail of one post UC-11 Change password

UC-12 Log out Guider, Traveler, Admin

UC-13 Add post UC-14 Edit post content UC-15 Edit guider profile UC-16 View list of booked trip UC-17 Chat with traveler UC-18 Manage trip

Guider UC-19 View reviews on requesting travelers UC-20 Accept/Cancel a trip UC-21 View trip schedule UC-22 Review travelers UC-23 View statistic of revenue UC-24 Edit traveler profile UC-25 Chat with guider UC-26 Book a trip UC-27 Make payment UC-28 View list of booked trip

Traveler

UC-29 Cancel a trip UC-30 Review and rate after trip UC-31 Save favorite post UC-32 Accept/Deactivate guider contract UC-33 View/Hide reviews UC-34 View list of Account UC-35 Active/ Deactivate Account UC-36 Create new location UC-37 Create new category

Admin

UC-38 Search post UC-39 Active/ De activate Post UC-40 View statistic of total completed trip UC-41 View statistic of total revenue

**3.4.3 Business rule repository**

30 | Page

**3.4.3.1 Business Rules:**

No Description BR-01 Each account name is the only one BR-02 One account could only be assigned to only one role BR-03 Guiders after registration have to wait response from BR-04 Guider only be able to log in to TWL website after their contract verified

BR-05 Only Guider can create posts BR-06 Only Traveler can book trips BR-07 Guider payment is assigned to other department BR-08 Traveler must submit all required information to be able to book trips BR-09 Maximum number of people join in trip is 8 people BR-10 Fee for a child equals 50% fee of one adult BR-11 Traveler must confirm all term and policy before make payment to TWL

system BR-12 Guider can review Traveler after finish their trips BR-13 Traveler can review Guider after finish their trips BR-14 Traveler's review on Guider can not be modified BR-15 All Guider's accepted trip can not have any intersection in time BR-16 When Guider cancel an accepted trip, Guider contribution point will be

reduced, TWL system will refund 100% fee to Traveler BR-17 Traveler that cancel a booked trip 24 hours after beginning time of that trip

will not be refunded at all BR-18 Traveler that cancel a booked trip 24 hours before begin time of that trip

will be refunded 100% fee BR-19 TWL take 10% on total fee of a finished trip BR-20 Every hour TWL system will automatically refuse trip that do not be

accepted within past 5 hours, Traveler will be refunded 100% fee BR-21 Every day TWL system will automatically check all finished trips in the day

before to update Guider's contribution point BR-22 Every month TWL system will automatically check number of trips

completed in month of Guiders to bonus or reduce Guider's contribution point

**3.4.3.2 Validation Rules:**

No Description BL-01 The field cannot be empty BL-02 Password must be at least 8 characters BL-03 Email must have format xxxx@xxx.xxx.xx BL-04 Traveler can not book trips in the past date

31 | Page

BL-05 All Guider's accepted trip can not have any intersection in time

**3.4.4 Use cases Specifications**

**3.4.2.1 Sign up a traveler account**

**Use case – UC-01 – Specification Use case No.** UC-01 **Use case version** V1.3 **Use case name** Sign up a traveler account **Author** Nguyen Gia Dang **Date** 10/9/2019 **Priority** Medium **Primary actor** Guest **Secondary actor** N/A

**Description**

Allows Guest to register a new traveler account then they can use the privileges of traveler, which include: booking trips, payment for trip, review and rate after trip, manage trips,... **Pre-condition** Guest visits the website **Post-condition** Register successfully, a new traveler account has been created on the

system, you can use as a traveler and have travelers' access rights **Trigger** Click on button “Sign up” on the top-right of website then select

“Traveler” and fill information, click on button “Join With Local”

32 | Page

**Main flow:**

**No Actor events System respond**

**1** Click on button “Sign Up” on the top-

right of website **2** Show form register

**3**

Select “Traveler” at Drop down list in the middle of form register Guest fills “User name”, “Password”, “Re password”, “Email” Click on button “Join With Locals” below Drop down list

**4**

● Show pop-up “Please, click the link in the email we send you to complete sign up”

● Redirect to home page

**Alternative flow:** N/A **Exception flow:**

**No Exception flow 1** A message “User name has been used, please choose another name!!!” is displayed

when user name has existed.

**Business Rules:** BL-01, BL-02, BL-03, BR-01, BR-02

**3.4.2.2 Sign up a guider account**

**Use case – UC-02 – Specification Use case No.** UC-02 **Use case version** V1.3 **Use case name** Sign up a guider account **Author** Nguyen Gia Dang

33 | Page

**Date** 10/9/2019 **Priority** Medium **Primary actor** Guest **Secondary actor** N/A

**Description**

Allows Guest to register a new guider account then they can use the privileges of a guide, which include: create a post, accept/cancel request booking from travelers, edit post, manage trip,... **Pre-condition** Guest visits the website **Post-condition** Register successfully, a new traveler account has been created on the

system **Trigger** Click on button “Sign up” on the top-right of website then select “Guider” and fill information, click on button “Join With Local”

**Main flow:**

**No Actor events System respond**

**1**

Click on button “Sign Up” on the top-right of website

**2**

Show form register

**3**

Select “Guider” at Drop down list in the middle of form register Guest fills “User name”, “Password”, “Re password”, “Email” Click on button “Join With Locals” below Drop down list

**4** Redirect to create

contract page

**5**

Fill "Full name", "Hometown", "Address", "Identity card number", "Issued date", "Nationality", "Birth", "Issued State". Upload image in field "Identity Card", "Tour Guide License", "Foreign languages Certificate". Read Term and Condition then click on "I agree all terms and conditions". Click on "Submit" button. **6** Show pop-up

“We have

34 | Page

received your request. We will contact you soon via your email”

**Alternative flow:** N/A **Exception flow:**

**No Exception flow 1** A message “Account name has existed, please choose another name!!!” is displayed

when your name or password was incorrect.

**Business Rules:** BL-01, BL-02, BL-03, BR-01, BR-02, BR-04

**3.4.2.3 Forgot password**

**Use case – UC-03 – Specification Use case No.** UC-03 **Use case version** V1.3 **Use case name** Forgot password **Author** Nguyen Gia Dang **Date** 10/9/2019 **Priority** Medium **Primary actor** User (Traveler, Guider) **Secondary actor** N/A

**Description**

Allows users to reset passwords again when they have forgotten or lost passwords. Users need to have basic account information to be able to reset the password, which include: phone number **Pre-condition** User visits the website **Post-condition** Successful password reset, new password will be saved to the website **Trigger**

35 | Page

**Main flow:**

**No**

**Actor events System respond**

**1**

Click on button “Login” on the top- right of website

**2** Show form Login

**3**

Click on link “Forgot password” at the bottom

**4**

Show form Forgot password

**5** Fill "Email" Click "Send new

password"

**6**

Show message "Check your new password in your email". Redirect to Login page

**Alternative flow:** N/A **Exception flow:**

**No Exception flow 1** A message “Email not found, please enter the email you use for registration” is

displayed when your name or password was incorrect.

**Business Rules:** BL-01, BL-03

36 | Page

**3.4.2.4 Login**

**Use case – UC-04 – Specification Use case No.** UC-04 **Use case version** V1.3

**Use case name** ● Login

**Author** Nguyen Gia Dang **Date** 11/9/2019 **Priority** Medium **Primary actor** User(Traveler, Guider,

Admin)

**Secondary actor** N/A

**Description**

Allows Guest login to website, when they login to website they can use function with their account. If they are a traveler, they can use the function of traveler and guider can use the function of guider **Pre-condition** Guest visits the website **Post-condition** Guest login to system and they can use website with many functions **Trigger** Click on button “Login” on the top-right of website then fill

information and click on button “Login”

**Main flow:**

**No Actor events System respond**

**1** Click on button “Login” on the top-right

of website **2** Show form Login

**3**

Fill the email and password to the textbox at the middle of the screen Click on button “Login” below the textbox **4** Redirect to home page

**Alternative flow:** N/A

37 | Page

**Exception flow:**

**No Exception flow 1** A message “Your name or password was incorrect, please enter again!!!” is

displayed when your name or password was incorrect.

**Business Rules:** BL-01

**3.4.2.5 Receive Notification**

**Use case – UC-05 – Specification Use case No.** UC-05 **Use case**

**version**

V1.3

**Use case name** Receive Notification **Author** Nguyen Gia Dang **Date** 20/11/2019 **Priority** Medium **Primary actor** User(Guider, Traveler) **Secondary**

**actor**

N/A

**Description**

Allows user receive notification, there are many types of notifications, which include: message notification, trip notification, notification of admin, ... **Pre-condition** User has logged in to the website **Post-condition** Notifications are displayed to users **Trigger**

**Main flow: N/A Alternative flow:** N/A **Exception flow:** N/A

38 | Page

**Business Rules:** N/A

**3.4.2.6 Search for guiders**

**Use case – UC-06 – Specification Use case No.** UC-06 **Use case version** V1.3 **Use case name** Search for guiders by name **Author** Nguyen Gia Dang **Date** 11/10/2019 **Priority** Medium **Primary actor** User(All actors) **Secondary actor** N/A

**Description**

Allow Users to search information of posts by their name (a post acts like an agenda of trip, which include: the place/location going to be visited, time,..) **Pre-condition** User visits the website **Post-condition** Information of guiders which are matched keywords is displayed to users such as name and a picture of guider. **Trigger** Click on Search bar on the top left of website and select “Guider”

**Main flow:**

**No Actor events System respond**

**1**

Fill the location name to the textbox on search bar then select “Guiders” and then button “Search”

**2**

Display information of all Guiders which account name or full name contains entered keywords

**Alternative flow:** N/A

39 | Page

**Exception flow:**

**No Exception flow 1** A message “Sorry we did not find the name of your search” is displayed when there

is no post which is matched entered location name.

**Business Rules:** N/A

**3.4.2.7 Search for post**

**Use case – UC-07 – Specification Use case No.** UC-07 **Use case version** V1.3 **Use case name** Search posts by location name **Author** Nguyen Gia Dang **Date** 11/10/2019 **Priority** Medium **Primary actor** User(All actors) **Secondary actor** N/A

**Description**

Allow Users to search information of posts by their locations/places (a post acts like an agenda of trip, which include: the place/location going to be visited, time,..) **Pre-condition** User visits the website **Post-condition** Information of posts which are matched keywords is displayed to

users such as post title, description, duration, fee/price - fee **Trigger** Click on Search bar on the top left of website and select “location”

**Main flow:**

**No Actor events System respond 1** Fill the location name to the textbox on

search bar then select “Location” and

40 | Page

then button “Search” **2** Display information of all posts which

have location match entered location name

**Alternative flow:** N/A

**Exception flow:**

**No Exception flow 1** A message “Sorry we did not find any trip within location you want” is displayed

when there is no post which is matched entered location name.

**Business Rules:** N/A

**3.4.2.8 View list of post of one guider**

**Use case – UC-08 – Specification Use case No.** UC-08 **Use case**

**version**

V1.3

**Use case name** View list of post of one guider **Author** Nguyen Gia Dang **Date** 12/10/2019 **Priority** Medium **Primary actor** User(All actors) **Secondary**

**actor**

N/A

**Description** Allows User to view list post of selected guider **Pre-condition** User visits the website and login **Post-condition** Display list post of one guider (all post, some simple information:

post title, post image, fee...) **Trigger** Click on a guider you want to see list post of them

41 | Page

**Main flow:**

**No Actor events System respond**

**1** Click on a guider you want to see

list post of them

**2**

Display all post of guider you want to see, including some simple information of each post:

● Post title

● Post image

● Post description

● See rate of post

● Name of guider

● Fee ...

**Alternative flow:** N/A **Exception flow:** N/A **Business Rules:** N/A

**3.4.2.9 View list of post of one category**

**Use case – UC-09 – Specification Use case No.** UC-09 **Use case**

**version**

V1.3

**Use case name** View list of post of one category **Author** Nguyen Gia Dang **Date** 12/9/2019 **Priority** Medium **Primary actor** User(All actors) **Secondary**

**actor**

N/A

42 | Page

**Description** Allows User to view list post of selected category **Pre-condition** User visits the website and login **Post-condition** Display list post of one category (all post, some simple information:

post title, post image, fee...) **Trigger** Click on a category you want to see list post of them

**Main flow:**

**No Actor events System respond**

**1** Click on a category you want to

see list post of them

**2**

Display all post of category you want to see, including some simple information of each post:

● Post title

● Post image

● Post description

● See rate of post

● Name of guider

● Fee ...

**Alternative flow:** N/A **Exception flow:** N/A **Business Rules:** N/A

**3.4.2.10 View details of one post**

**Use case – UC-10 – Specification Use case No.** UC-10 **Use case version** V1.3 **Use case name** View details of one post

43 | Page

**Author** Nguyen Gia Dang **Date** 10/10/2019 **Priority** Medium **Primary actor** User(All actors) **Secondary actor** N/A **Description** Allows User to view information of selected post **Pre-condition** User visits the website **Post-condition** Display all information of selected post (include: post title, post

description, fee, duration,...) **Trigger** Click on a post

**Main flow:**

**No Actor events System respond**

**1** Click on a post

**2**

Display information of selected post, including:

● Post title

● Post image, video

● Post description

● Fee

● Duration

● See review, rate of post

**Alternative flow:** N/A **Exception flow:** N/A **Business Rules:** N/A

**3.4.2.11 Change password**

**Use case – UC-11 – Specification Use case No.** UC-11 **Use case version** V1.3

44 | Page

**Use case name** Change password **Author** Nguyen Gia Dang **Date** 10/9/2019 **Priority** Medium **Primary actor** User (Traveler, Guider) **Secondary actor** N/A **Description** Allows users change their account password **Pre-condition** User visits the website and login **Post-condition** User password is updated **Trigger** Click on avatar menu at the top-right of website then select item

“Change password” in the Menu Selected

**Main flow:**

**No**

**Actor events System respond**

**1**

Click on avatar menu at the top-right of website

**2**

Display menu selected

**3**

Select item “Change password” in the Menu Selected

**4**

Redirect to Change password page

**5**

Fill text box "old password", "new password", " confirm new password" Click "Submit"

**6**

Show message "Your password has been changed successfully"

**Alternative flow:** N/A **Exception flow:** N/A **Business Rules:** N/A

45 | Page

**3.4.2.12 Log out**

**Use case – UC-12 – Specification Use case No.** UC-12 **Use case**

**version**

V1.3

**Use case name** Log out **Author** Nguyen Gia Dang **Date** 9/9/2019 **Priority** Medium **Primary actor** User (Traveler, Guider,

Admin)

N/A

**Description** Allows user log out of website **Pre-condition** User visits the website and login **Post-condition** Log out of website **Trigger** Click on avatar menu at the top-right of website then select item

“Log out” is the last item in the Menu Selected

**Main flow:**

**No Actor events System respond**

**1** Click on avatar menu at the top-

right of website **2** Display menu selected **3** Select item “Log out” is the last item in the Menu Selected **4** Log out account from the website

**Alternative flow:** N/A **Exception flow:** N/A **Business Rules:** N/A

**Secondary actor**

46 | Page

**3.4.2.13 Add Post**

**Use case – UC-13 – Specification Use case No.** UC-13 **Use case version** V1.3 **Use case name** Add post **Author** Nguyen Gia Dang **Date** 10/10/2019 **Priority** Medium **Primary actor** Guider **Secondary actor** N/A

**Description**

Allows guider add a new post to website, in the new post have information of the trip, which include: name of trip, trip schedule, fee, duration of trip, description ... **Pre-condition** Guider visit website and login **Post-condition** A new post has been created and saved in the website then user can

see that post and book the trip

**Trigger**

Click on Avatar Menu, select item “Manage Post” Select the post want to edit then click on button “Edit” and edit information, click on button “Save” to save information

**Main flow:**

**No Actor events System respond**

**1** Click on button Avatar Menu on the

top-right of website **2** Show menu item to selection **3** Click on item “Add Post” **4** Redirect to Add Post page

**5** Edit information on textbox then click

on button “Create”

47 | Page

Saved the new information of post on **6**

website and show popup “Create successfully”

**Extension flow:** N/A **Alternative flow:** N/A **Exception flow:** N/A **Business Rules:** BL-01, BR-05

**3.4.2.14 Edit Post Content**

**Use case – UC-14 – Specification Use case No.** UC-14 **Use case version** V1.3 **Use case name** Edit Post Content **Author** Nguyen Gia Dang **Date** 10/10/2019 **Priority** Medium **Primary actor** Guider **Secondary actor** N/A **Description** Allows guider edit their post, they can edit all information, which

include: post title, post image, video, duration, schedule,... **Pre-condition** Guider visit website and login **Post-condition** The new information saved after edit selected post

**Trigger**

Click on Avatar Menu, select item “Manage Post” Select the post want to edit then click on button “Edit” and edit information, click on button “Save” to save information

**Main flow:**

**No Actor events System respond**

48 | Page

**1** Click on button Avatar Menu on the

top-right of website **2** Show menu item to selection **3** Click on item “Manage Post” **4** Redirect to Manage Post page

Show view list post **5** Select the post want to edit

**6**

Redirect to Detail Post Page Display all information of the post, which include: title, fee, description, duration,... **7** Click on button “Edit” to edit post **8** Reload page and display information on

each textbox **9** Edit information on textbox then click

on button “Save”

**10**

Saved the new information of post on website and show popup “Saved successfully”

**Extension flow:** N/A **Alternative flow:** N/A **Exception flow:**

**No Exception flow 1** If Traveler don’t have any post, display message “You don't have any post, Please

create the first post”

**Business Rules:** BL-01

49 | Page

**3.4.2.15 Edit guider profile**

**Use case – UC-15 – Specification Use case No.** UC-15 **Use case version** V1.3 **Use case name** Edit guider profile **Author** Nguyen Gia Dang **Date** 9/10/2019 **Priority** Medium **Primary actor** Guider **Secondary actor** N/A **Description** Allows Guider edit their profile, they can edit all information, which

include: name, address, date of birth, phone number,... **Pre-condition** Guider visit website and login **Post-condition** The new information saved after edit Profile

**Trigger**

Click on Avatar Menu, select item “Edit Profile” Edit information of profile then click on button “Save” to save information

**Main flow:**

**No Actor events System respond**

**1** Click on button Avatar Menu on the

top-right of website **2** Show menu item to selection **3** Click on item “Edit Profile” **4** Redirect to Profile page

Display all information in profile **5** Edit information on textbox then click

on button “Save” **6** Saved the new information of profile and

show popup “Saved successfully”

50 | Page

**Extension flow:** N/A **Alternative flow:** N/A **Exception flow:** N/A **Business Rules:** BL-01

**3.4.2.16 View list of booked trips**

**Use case – UC-16 – Specification Use case No.** UC-16 **Use case version** V1.3 **Use case name** View list of booked trips **Author** Nguyen Gia Dang **Date** 31/10/2019 **Priority** Medium **Primary actor** Guider **Secondary actor** N/A

**Description**

Allows guider view list of booked trip, they can see all trip was booked and some simple information of trip, which include: traveler name, start day, fee,.. **Pre-condition** Guider visit website and login **Post-condition** Display all trip was booked and some simple information of each

trips **Trigger** Click on button “Booking” in navigation bar on top then click on

category “Ongoing”

**Main flow:**

**No Actor events System respond**

**1** Click on button “Booking” navigation bar on top

in

51 | Page

**2** Redirect to Manage Page

Display all trip on category “Waiting” **3** Click on category “Ongoing” **4** Display all trip was booked

**Extension flow:** N/A **Alternative flow:** N/A **Exception flow:** N/A **Business Rules:** N/A

**3.4.2.17 Chat with traveler**

**Use case – UC-17 – Specification Use case No.** UC-17 **Use case version** V1.3 **Use case name** Chat with traveler **Author** Nguyen Gia Dang **Date** 21/11/2019 **Priority** Medium **Primary actor** Guider **Secondary actor** N/A **Description** Allows guider to chat with Traveler, they can exchange trip

information and answer the question from traveler **Pre-condition** Guider visits the website and login **Post-condition** Redirect to Chat page and guider can talk with traveler

**Trigger**

Click on button “Message” in the left of the button “Manage” Write for traveler on the textbox then click on button “Send” next to the textbox

**Main flow:**

52 | Page

**No Actor events System respond**

**1** Click on button “Message” navigation bar on top

in

**2** Redirect to Chat Page

Display form Chat

**3**

Write messages for Traveler on the textbox at the middle-bottom of website then click on button “Send” next to the textbox **4** The website send message for traveler

**Alternative flow: N/A Exception flow:**

**No Exception flow 1** If you didn't have any previous conversations then click the button “Message”,

display message: “You haven't received any messages yet”

**Business Rules:** N/A

**3.4.2.18 Manage trip**

**Use case – UC-18 – Specification Use case No.** UC-18 **Use case version** V1.3 **Use case name** Manage traveler's trip booking **Author** Nguyen Gia Dang **Date** 31/10/2019 **Priority** Medium **Primary actor** Guider **Secondary actor** N/A

53 | Page

Allows guider manage list of booked trip, they can see all trip was **Description**

booked and some simple information of trip, which include: traveler name, start day, fee,.. **Pre-condition** Guider visit website and login **Post-condition** Display all trip was booked and divide on each category, which

include: waiting, ongoing, finished, canceled **Trigger** Click on button “Booking” in navigation bar on top

**Main flow:**

**No Actor events System respond**

**1** Click on button “Bookings” the navigation bar on top

in

**2**

Redirect to Manage Trip Page Display all trip divide on each category, which include:

● Waiting: trips was request but didn’t accept/cancel

● Ongoing: trips was accepted

● Finished: trips was finished

● Canceled: trips was canceled

**Extension flow:** N/A **Alternative flow:** N/A **Exception flow:** N/A **Business Rules:** N/A

**3.4.2.19 View reviews on requesting travelers**

54 | Page

**Use case – UC-19 – Specification Use case No.** UC-19 **Use case version** V1.3 **Use case name** View reviews on requesting travelers **Author** Nguyen Gia Dang **Date** 31/10/2019 **Priority** Medium **Primary actor** Guider **Secondary actor** N/A **Description** Allows guider view review on travelers, they can improve the trip

from the review on traveler **Pre-condition** Traveler booked trips in posts of Guider **Post-condition** Display the review from traveler **Trigger** Click on button “Booking” in navigation bar on top then click on

Traveler

**Main flow:**

**No Actor events System respond**

**1** Click on button “Bookings” in the

navigation bar on top **2** Redirect to Manage Trip Page **3** Click on Traveler’s name in one item

in the list of booked trips **4** Redirect to Traveler page

Show all reviews on Traveler

**Extension flow:** N/A **Alternative flow:** N/A **Exception flow:** N/A **Business Rules:** N/A

55 | Page

**3.4.2.20 Accept/Cancel a trip**

**Use case – UC-20 – Specification Use case No.** UC-20 **Use case version** V1.3 **Use case name** Accept/Cancel a trip **Author** Nguyen Gia Dang **Date** 31/10/2019 **Priority** Medium **Primary actor** Guider **Secondary actor** N/A

**Description**

Allows Guider accept or cancel request booking from traveler, guider have time to check request. If they can guide that trip, they can accept request and vice versa **Pre-condition** Guider visit website and login **Post-condition** The website save the request after accept/ cancel trip to manager trip

by category “ongoing” or “canceled” **Trigger** Click on button “Booking” in navigation bar on top then click on

button “Accept” or “Cancel” to accept/cancel request

**Main flow:**

**No Actor events System respond**

**1** Click on button “Bookings” navigation bar on top

in the

**2** Redirect to Manage Trip Page

Choose “Waiting”

Show all waiting booked trips

**3**

click on button “Accept” or “Cancel” next to each item of waiting booked trips list to accept/cancel books **4** The request was accepted then go to

category “Ongoing” if click on button

56 | Page

“Accept” The request was canceled then go to category “Canceled” if click on button “Cancel”

**Extension flow:** N/A **Alternative flow:** N/A **Exception flow:**

**No Exception flow 1** If Guider didn't have any request booking, display message “You don’t have any

request” **Business Rules:** BR-16, BR-17, BR-15

**3.4.2.21 View trip schedule**

**Use case – UC-21 – Specification Use case No.** UC-21 **Use case**

**version**

V1.3

**Use case name** View trip schedule **Author** Nguyen Gia Dang **Date** 1/11/2019 **Priority** Medium **Primary actor** Guider **Secondary**

**actor**

N/A

**Description** Allows guider view schedule of trips by month **Pre-condition** Guider visits the website and login **Post-condition** Display the schedule of the trip in chosen month **Trigger** Click on a post at Home Page

57 | Page

**Main flow:**

**No Actor events System respond**

**1** Click on button Avatar Menu on the

top-right of website **2** Show menu item to selection **3** Click on item “Schedule”

**4**

Redirect to Schedule page Display all trips in arranged in current week

**Alternative flow:** N/A **Exception flow:** N/A **Business Rules:** N/A

**3.4.2.22 Review traveler**

**Use case – UC-22 – Specification Use case No.** UC-22 **Use case version** V1.3 **Use case name** Review traveler **Author** Nguyen Gia Dang **Date** 14/11/2019 **Priority** Medium

**Primary actor** Guider **Secondary actor** N/A **Description** Allows guider review and rate traveler after finished trip, they can tell

something they feel about traveler when going with them

58 | Page

**Pre-condition** Guider finish trip and visit, login on website **Post-condition** The review and rate was saved on the profile of traveler

**Trigger**

Click on button “Booking” in navigation bar on top then click on category “Finished” and click on button “Review” at the trip you want to review

**Main flow:**

**No Actor events System respond**

**1** Click on button “Booking” in navigation

bar on top **2** Redirect to Manage Trip Page

**3** Click on category “Finished” **4** Display all trips on category “Finished” **5** Click on button “Review” at the trip you

want to review **6** Display evaluation box

**7**

Enter your review in the textbox and evaluate the quality of the trip by giving the appropriate number of stars. Click button “Add comment”

**8**

The website saved the Review and rate on profile of traveler Display message box “Comment Success”

**Extension flow:** N/A **Alternative flow:** N/A **Exception flow:** N/A **Business Rules:** BL-01, BR-12

59 | Page

**3.4.2.23 View revenue**

**Use case – UC-23 – Specification Use case No.** UC-23 **Use case version** V1.3 **Use case name** View revenue **Author** Nguyen Gia Dang **Date** 14/11/2019 **Priority** Medium

**Primary actor** Guider **Secondary actor** N/A **Description** Allows guider view revenue of trips in the past then they will see the

evolution of them **Pre-condition** Guider login on website **Post-condition** Display the revenue of the number of trips in the past **Trigger** Click on button Avatar Menu on the top-right of website top then

click on item “Your income”

**Main flow:**

**No Actor events System respond**

**1** Click on button Avatar Menu on the

top-right of website **2** Show menu item to selection **3** Click on item “Your income” **4** Redirect to Revenue page

Display all trips in arranged in current week

**Extension flow:** N/A **Alternative flow:** N/A **Exception flow:** N/A **Business Rules:** N/A

60 | Page

**3.4.2.24 Edit traveler profile**

**Use case – UC-25 – Specification Use case No.** UC-25 **Use case version** V1.3 **Use case name** Edit traveler profile **Author** Nguyen Gia Dang **Date** 14/11/2019 **Priority** Medium

**Primary actor** Traveler **Secondary actor** N/A **Description** Allows traveler edit their profile, they can edit all information, which

include: name, address, date of birth, phone number,... **Pre-condition** Traveler visit website and login **Post-condition** The new information saved after edit Profile

**Trigger**

Click on Avatar Menu, select item “Edit Profile” Edit information of profile then click on button “Save” to save information

**Main flow:**

**No Actor events System respond**

**1** Click on button Avatar Menu on the

top-right of website **2** Show menu item to selection **3** Click on item “Edit Profile” **4** Redirect to Profile page

Display all information in profile **5** Edit information on textbox then click

on button “Save” **6** Saved the new information of profile to

61 | Page

website and show popup “Saved successfully”

**Extension flow:** N/A **Alternative flow:** N/A **Exception flow:** N/A **Business Rules:** BL-01

**3.4.2.25 Chat with guider**

**Use case – UC-25 – Specification Use case No.** UC-25 **Use case version** V1.3 **Use case name** Chat with guider **Author** Nguyen Gia Dang **Date** 21/11/2019 **Priority** Medium **Primary actor** Traveler **Secondary actor** N/A **Description** Allows Traveler to chat with Guider, they can exchange trip

information and ask the question to Guider **Pre-condition** Traveler visits the website and login **Post-condition** Redirect to Chat page and Traveler can chat with Guider

**Trigger**

Click on button “Booking” in navigation bar on top Write for guider on the textbox then click on button “Send” next to the textbox

**Main flow:**

**No Actor events System respond**

**1** Click on button “Booking” in

62 | Page

navigation bar on top **2** Redirect to Chat Page

Display list of Chat history **3** Click on a conversation **4** Show chat form

**5**

Write messages for Guider on the textbox at the middle-bottom of website then click on button “Send” next to the textbox **6** The website send message for Guider

**Alternative flow:** N/A **Exception flow:** N/A **Business Rules:** N/A

**3.4.2.26 Book a trip**

**Use case – UC-26 – Specification Use case No.** UC-26 **Use case version** V1.3 **Use case name** Book a trip **Author** Nguyen Gia Dang **Date** 30/10/2019 **Priority** Medium **Primary actor** Traveler **Secondary actor** N/A **Description** Allows Traveler to order trip, they can book a guider to guide the trip

for them on the time they order **Pre-condition** Traveler visit website and login **Post-condition** Send request booking trip to guiders then wait the response from

63 | Page

guider

**Trigger**

Click on a post then click on button “Contact me” Select the time and the number of people on the trip then click on button “Book Now” Fill the information on the form then click on button “Book”

**Main flow:**

**No Actor events System respond**

**1** Click on a post **2** Redirect to Detail Post Page

Display all information of post **3** Click on button “Come and Join me” **4** Redirect to Chat page

Display the chat box with that guider

**5**

Select the time and the number of people on the trip then click on button “Book Now”

**6**

Redirect to Booking Page Display form information to booking request **7** Fill all information and click on button

“Book” **8** Check information and display the

payment methods **9** Choose the Payment methods and

click on button “Book” **10** Check Payment methods and display

popup “Booking successfully”

**Extension flow:** N/A **Alternative flow:** N/A **Exception flow:** N/A **Business Rules:** BR-15, BR-06, BR-07, BR-08, BR-09

64 | Page

**3.4.2.27 Make Payment**

**Use case – UC-27 – Specification Use case No.** UC-27 **Use case version** V1.3 **Use case name** Make payment **Author** Nguyen Gia Dang **Date** 1/11/2019 **Priority** Medium **Primary actor** Traveler **Secondary actor** N/A **Description** Allows Traveler connect with Paypal **Pre-condition** Traveler book in Book page **Post-condition** They can connect with Paypal for Online Payment **Trigger** Click on button “Paypal”

**Main flow:**

**No Actor events System respond**

**1** Click on button “Paypal” **2** Redirect to Paypal login page **3** Complete payment on Paypal **4** Redirect to Book page

Show message “Transaction succeed”

**Extension flow:** N/A **Alternative flow:** N/A **Exception flow:**

**No Exception flow 1** If your account paypal not right you can connect with paypal, display message

“Your account is incorrect” and turn back to login

**Business Rules:** N/A

65 | Page

**3.4.2.28 View list of booked trip**

**Use case – UC-28 – Specification Use case No.** UC-28 **Use case version** V1.3 **Use case name** View list of booked trip **Author** Nguyen Gia Dang **Date** 1/11/2019 **Priority** Medium **Primary actor** Traveler **Secondary actor** N/A

**Description**

Allows Traveler view list of booked trip, they can see all trip was booked and some simple information of trip, which include: name, start day, fee,.. **Pre-condition** Traveler visit website and login **Post-condition** Display all trip was booked and some simple information of each

trips **Trigger** Click on button “Manage” in the left of avatar menu then click on

category “Ongoing”

**Main flow:**

**No Actor events System respond**

**1** Click on button “Manage” the left of avatar menu

in

**2** Redirect to Manage Page

Display all trip on category “Waiting” **3** Click on category “Ongoing” **4** Display all trip was booked

**Extension flow:** N/A

66 | Page

**Alternative flow:** N/A **Exception flow:** N/A **Business Rules:** N/A

**3.4.2.29 Cancel a trip**

**Use case – UC-29 – Specification Use case No.** UC-29 **Use case version** V1.3 **Use case name** Cancel a trip **Author** Nguyen Gia Dang **Date** 2/11/2019 **Priority** Medium **Primary actor** Traveler **Secondary actor** N/A **Description** Allows Traveler cancel request booking to guider. If the traveler

maybe busy before the trip takes place they can cancel the trip **Pre-condition** Traveler visit website and login **Post-condition** The website save the request after cancel trip to manager trip by

category “canceled” **Trigger** Click on button “Manage” in the left of avatar menu then click on

button “Cancel” to cancel trip

**Main flow:**

**No Actor events System respond**

**1** Click on button “Manage” in the left

of avatar menu **2** Redirect to Manage Page

Display all trip on category “Waiting” **3** click on button “Cancel” to cancel

before the trip takes place

67 | Page

**4** The trip was canceled then go to category

“Canceled”

**Extension flow:** N/A **Alternative flow:** N/A **Exception flow: N/A Business Rules:** BR-10, BR-11

**3.4.2.30 Review and rate after trip**

**Use case – UC-30 – Specification Use case No.** UC-30 **Use case version** V1.3 **Use case name** Review and rate after trip **Author** Nguyen Gia Dang **Date** 2/11/2019 **Priority** Medium **Primary actor** Traveler **Secondary actor** N/A

**Description**

Allows Traveler review and rate guider after finished trip, they can tell something they feel about guider when going with them on the trip **Pre-condition** Traveler finish trip and visit, login on website **Post-condition** The review and rate was saved on the profile of guider

**Trigger**

Click on button “Bookings” in the left of avatar menu then click on category “Finished” and click on button “Review” at the trip you want to review

**Main flow:**

**No Actor events System respond**

68 | Page

**1** Click on button “Bookings” in the left

of avatar menu **2** Redirect to Manage Page

Display all trip on category “Waiting” **3** Click on category “Finished” **4** Display all trip on category “Finished” **5** Click on button “Review” at the trip you

want to review **6** Display evaluation board

**7**

Enter your review in the textbox and evaluate the quality of the trip by giving the appropriate number of stars. Click button “Add comment” after review

**8**

The website saved the Review and rate on profile of guider Display message box “Comment Success”

**Extension flow:** N/A **Alternative flow:** N/A **Exception flow:** N/A **Business Rules:** BR-13, BR-14

**3.4.2.31 Save favorite post**

**Use case – UC-31 – Specification Use case No.** UC-31 **Use case version** V1.3

69 | Page

**Use case name** Save favorite post **Author** Nguyen Gia Dang **Date** 1/11/2019 **Priority** Medium **Primary actor** Traveler **Secondary actor** N/A **Description** Allows traveler to get notification from Guider **Pre-condition** Traveler visit website and logged in and click on a post **Post-condition** Post is save to Traveler’s favorite posts **Trigger** Click on heart icon on top of Post

**Main flow:**

**No Actor events System respond**

**1** Click on heart icon on top of

Post **2** Heart icon turn red

**Extension flow:** N/A **Alternative flow:** N/A **Exception flow:** N/A **Business Rules:** N/A

**3.4.2.32 Accept/ deactivate guider contract**

**Use case – UC-32 – Specification Use case No.** UC-32 **Use case version** V1.3 **Use case name** Accept/ deactivate guider contract **Author** Nguyen Gia Dang **Date** 11/9/2019 **Priority** Medium

70 | Page

**Primary actor** Admin **Secondary actor** N/A

**Description**

Allows admin accept or deny guider contract, they check the information of account when guider create guider contract. If the guide is suitable for the job, the admin will accept the contract and vice versa **Pre-condition** Admin logged in **Post-condition** Guider contract was accepted or deactivate after admin check

information of guider **Trigger** Click on “Contract” button on navigation bar on top

**Main flow:**

**No Actor events System respond**

**1** Click on “Contract” button on navigation bar on top **2** Show list of contracts

**3**

Click on "Activate" or "Deactivate" button next to each item

**4**

When Admin click on "Activate" show message "Activation succeed", disable "Activate" button When Admin click on "Deactivate" show message "Deactivation succeed", disable "Deactivate" button

**Extension flow:** N/A **Alternative flow:** N/A **Exception flow: N/A Business Rules:** N/A

71 | Page

**3.4.2.33 View and hide review**

**Use case – UC-33 – Specification Use case No.** UC-33 **Use case**

**version**

V1.3

**Use case name** View and hide review **Author** Nguyen Gia Dang **Date** 10/9/2019 **Priority** Medium **Primary actor** Admin **Secondary**

**actor**

N/A

**Description**

Allows admin view and hide review. If the review has inappropriate or false words about the trips, users can send feedback to the admin. Admin will check the review and conclude that it will hide or keep that review **Pre-condition** Admin visits the website and login **Post-condition** The review will be hidden after the admin use that function **Trigger**

**Main flow:**

**No Actor events System respond**

**1** Click on “Contract” button on navigation bar on top **2** Show list of contracts

**3**

Click on "Activate" or "Deactivate" button next to each item

**4**

When Admin click on "Activate" show message "Activation succeed", disable "Activate" button When Admin click on "Deactivate"

72 | Page

show message "Deactivation succeed", disable "Deactivate" button

**Alternative flow:** N/A **Exception flow:** N/A **Business Rules:** N/A

**3.4.2.34 View list of account**

**Use case – UC-34 – Specification Use case No.** UC-34 **Use case version** V1.3 **Use case name** View list of account **Author** Nguyen Gia Dang **Date** 10/9/2019 **Priority** Medium **Primary actor** Admin **Secondary actor** N/A **Description** Allows Admin view list of account, some information of account, which include: account name, status of account (active, de active) **Pre-condition** Admin visit website and login **Post-condition** Display list of account and functions of account control **Trigger** Click on button “Manage Account” in the menu bar at the middle of

website

**Main flow:**

**No Actor events System respond**

**1** Click on button “Manage Account” in the menu bar at the middle of website **2** Display all account and functions, which

include: reset password, active, de active.

73 | Page

**Extension flow:** N/A **Alternative flow:** N/A **Exception flow: N/A Business Rules:** N/A

**3.4.2.35 Activate/ Deactivate account**

**Use case – UC-35 – Specification Use case No.** UC-35 **Use case version** V1.3 **Use case name** Active/ De active account **Author** Nguyen Gia Dang **Date** 10/9/2019 **Priority** Medium **Primary actor** Admin **Secondary actor** N/A

**Description**

Allows Admin to active or de active account when the admin sees the account violating the website's rules admin can de active account and active again **Pre-condition** Admin visit website and login **Post-condition** Account will be locked and reopened when admin use that functions

**Trigger**

Click on button “Manage Account” in the menu bar at the middle of website Then click on button “De active” or “Active” next to the account select

**Main flow:**

**No Actor events System respond**

74 | Page

**1** Click on button “Manage Account” in the menu bar at the middle of website **2** Display all account and functions, which

include: reset password, active, de active. **3** Click on button “De active” or “Active”

next to the account selected

**4**

Account was locked and save to the website then show popup “Account has been locked successfully” Account was reopened and save to the website then show popup “Account has been activated successfully”

**Extension flow:** N/A **Alternative flow:** N/A **Exception flow:**

**No Exception flow 1** Admin can’t active account if it is not locked

**Business Rules:** N/A

**3.4.2.36 Create new location**

**Use case – UC-36 – Specification Use case No.** UC-36 **Use case version** V1.3 **Use case name** Create new location **Author** Nguyen Gia Dang

75 | Page

**Date** 10/9/2019 **Priority** Medium **Primary actor** Admin **Secondary actor** N/A

**Description**

Allows Admin create a new location when that location is included to exploit tourism, guider at that location can create a new post to guide the traveler to visit and have a perfect trip at that location **Pre-condition** Admin visit website and login **Post-condition** The new location was created and saved to website, user can use that

location **Trigger** Click on button “Create a new location” then fill information in the

textbox and click on button “Save”

**Main flow:**

**No Actor events System respond**

**1** Click on button “Create a new location”

next to button “Manage Account” **2** Display form create new location

**3**

Fill all information on the textbox and click on button “Save” at the right – bottom of form

**4**

Check the information in textbox Saved the new information on website and display popup “Saved successfully”

**Extension flow:** N/A **Alternative flow:** N/A **Exception flow:**

**No Exception flow 1** If the textboxes are not filled in correctly then you will not be able to save the

information and display message “Please enter enough information”

**Business Rules:** BL-01

76 | Page

**3.4.2.37 Create new category**

**Use case – UC-37 – Specification Use case No.** UC-37 **Use case version** V1.3 **Use case name** Create new category **Author** Nguyen Gia Dang **Date** 10/9/2019 **Priority** Medium **Primary actor** Admin **Secondary actor** N/A

**Description**

Allows Admin create a new category, admin can create more categories when there are have new types of travel, guider can use that new category on the post, it can make website cool and more prominent **Pre-condition** Admin visit website and login **Post-condition** The new category was created and saved to website, user can use that

category on the post **Trigger** Click on button “Create a new category” then fill information in the

textbox and click on button “Save”

**Main flow:**

**No Actor events System respond**

**1** Click on button “Create a new location”

next to button “Create a new location” **2** Display form create new category

**3**

Fill all information on the textbox and click on button “Save” at the right – bottom of form

**4**

Check the information in textbox Saved the new category on website and display popup “Saved successfully”

77 | Page

**Extension flow:** N/A **Alternative flow:** N/A **Exception flow:**

**No Exception flow 1** If the textboxes are not filled in correctly then you will not be able to save the

information and display message “Please enter enough information”

**Business Rules:** BL-01

**3.4.2.38 Search post**

**Use case – UC-38 – Specification Use case No.** UC-38 **Use case version** V1.3 **Use case name** Search post **Author** Nguyen Gia Dang **Date** 10/9/2019 **Priority** Medium **Primary actor** Admin **Secondary actor** N/A

**Description**

Allows Admin view list of post, some information of post, which include: post name, status of post (active, de active), author, date of writing **Pre-condition** Admin visit website and login **Post-condition** Display list of post and simple information of post which are matched

the keyword

**Trigger**

Click on button “Manage Post” in the menu bar at the left of button “Manage Account” then fill account name on textbox and click on button “Search”

78 | Page

**Main flow:**

**No Actor events System respond**

**1** Click on button “Manage Post” in the

menu bar at the left of button “Manage Account” **2** Display all posts on the website **3** Fill account name on textbox below the

menu bar and click on button “Search” next to the textbox **4** The website search all post of the account

name fill on the textbox then display all account that have been searched

**Extension flow:** N/A **Alternative flow:** N/A **Exception flow:**

**No Exception flow 1** If there are no post of Account name searched, display message “There are no post

like that Account name”

**Business Rules:** N/A

**3.4.2.39 Active/ De active Post**

**Use case – UC-39 – Specification Use case No.** UC-39 **Use case version** V1.3 **Use case name** Active/ De active Post

79 | Page

**Author** Nguyen Gia Dang **Date** 10/9/2019 **Priority** Medium **Primary actor** Admin **Secondary actor** N/A **Description** Allows Admin active or de active post which it violates the website's

rules and active again when the post was edited more suitable **Pre-condition** Admin visit website and login **Post-condition** The post will be active or de active after admin use this function **Trigger** Click on button “Manage Post” in the menu bar

**Main flow:**

**No Actor events System respond**

**1** Click on button “Manage Post” in the

menu bar **2** Display all posts on the website **3** Click on button “Active” or “De active”

at the end of each post to active or de active the selected post **4** The post was locked and save to the

website when click on button “De active” then show popup “The post has been locked successfully” The post was reopened and save to the website when click on button “Active” then show popup “The post has been activated successfully”

**Extension flow:** N/A **Alternative flow:** N/A **Exception flow: N/A Business Rules:** N/A

80 | Page