MINISTRY OF EDUCATION AND TRAINING



**HOTEL WEBSITE**

**Software Requirement Specification**

**Project Code: HOWE**

**Document Code: HOWESRS-v1.0**

Hanoi, May 25, 2017

Record of change

\*A - Added M - Modified D - Deleted

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Effective Date** | **Changed Items** | **A\* M, D** | **Change Description** | **New Version** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

SIGNATURE PAGE

**ORIGINATOR:** Name: Tran Ba Quyen <Date> May 25, 2017

Position:

**REVIEWERS:** Name: Nguyen Viet Hung <Date>

Position:

**APPROVAL:** Name: Phan Truong Lam <Date>

Position:

Contents

[1 Introduction 6](#_Toc484115997)

[1.1 Purpose 6](#_Toc484115998)

[1.2 Scope 6](#_Toc484115999)

[1.3 Use Case diagram 6](#_Toc484116000)

[1.4 Definitions, Acronyms, and Abbreviations 7](#_Toc484116001)

[1.5 References 7](#_Toc484116002)

[1.6 Overview 7](#_Toc484116003)

[2 Overall Description 8](#_Toc484116004)

[2.1 Product perspective 8](#_Toc484116005)

[2.2 Product functions 8](#_Toc484116006)

[2.3 User characteristics 9](#_Toc484116007)

[2.4 Constraints 10](#_Toc484116008)

[2.5 Assumptions and dependencies 10](#_Toc484116009)

[3 Specific Requirement 10](#_Toc484116010)

[3.1 Functionality Requirement 10](#_Toc484116014)

[3.1.1 Guest 10](#_Toc484116015)

[3.1.1.1 Booking room 10](#_Toc484116016)

[3.1.1.2 Payment 12](#_Toc484116017)

[3.1.1.3 Send feedback, Q&A 14](#_Toc484116018)

[3.1.1.4 View hotel page 16](#_Toc484116019)

[3.1.1.5 Cancel booking room 16](#_Toc484116020)

[3.1.1.6 UC006 Search room 18](#_Toc484116021)

[3.1.2 Receptionist 19](#_Toc484116022)

[3.1.2.1 View Hotel Page 19](#_Toc484116023)

[3.1.2.2 Send E-mail 19](#_Toc484116024)

[3.1.2.3 Change Password 19](#_Toc484116025)

[3.1.2.4 Edit Booking Information 19](#_Toc484116026)

[3.1.2.5 Delete Booking 19](#_Toc484116027)

[3.1.2.6 View Reservated Rooms 19](#_Toc484116028)

[3.1.2.7 Check In 19](#_Toc484116029)

[3.1.2.8 Check Out 19](#_Toc484116030)

[3.1.2.9 Create Bill 19](#_Toc484116031)

[3.1.3 Manager 19](#_Toc484116032)

[3.1.3.1 Manage Service 19](#_Toc484116033)

[3.1.3.2 Add Content 19](#_Toc484116034)

[3.1.3.3 Delete Content 19](#_Toc484116035)

[3.1.3.4 Edit Content 19](#_Toc484116036)

[3.1.3.5 Manage Room’s Status 19](#_Toc484116037)

[3.1.3.6 Edit Room’s Detail 19](#_Toc484116038)

[3.1.3.7 Add Account 19](#_Toc484116039)

[3.1.3.8 Delete Account 19](#_Toc484116040)

[3.1.3.9 Edit Account 19](#_Toc484116041)

[3.1.4 Accounting 19](#_Toc484116042)

[3.1.4.1 Handover Finance 19](#_Toc484116043)

[3.1.4.2 Search Bill 19](#_Toc484116044)

[3.1.4.3 Revenue Statistics 19](#_Toc484116045)

[3.2 Non-functionality Requirement 19](#_Toc484116046)

[3.2.1 Usability 19](#_Toc484116052)

[3.2.2 Availability 19](#_Toc484116053)

[3.2.3 Reliability 19](#_Toc484116054)

[3.2.4 Performance 20](#_Toc484116055)

[3.2.5 Supportability 20](#_Toc484116056)

[3.2.6 Design Constraints 20](#_Toc484116057)

[3.2.7 Interfaces 20](#_Toc484116058)

[3.2.8 Licensing Requirements 20](#_Toc484116059)

[3.2.9 Legal, Copyright, and Other Notices 20](#_Toc484116060)

[3.2.10 Applicable Standards 20](#_Toc484116061)

[4 Supporting Information 20](#_Toc484116062)

# Introduction

## Purpose

This is a document created to introduce the HOWE system, including descriptions of all system functions along with descriptions of non-fuctional systems. This is also a document to illustrate the next steps in the development of the HOWE project including detailed design, testing and validation. This documentation provides the most overview of the system for both the developer and the system user

## Scope

The HOWE system is built based on a website that makes quick and easy access to users and system management. The simple, easy-to-understand designs are suitable for anyone who is able to use website services as well as those who wish to use the services that HOWE provides directly and quickly. The HOWE system targets three main user groups: guest, staff, and administrator. Each user user group will have separate functions as shown in the model in section 1.3

## Use Case diagram



Figure 1.1 – Use Case Diagram

## Definitions, Acronyms, and Abbreviations

Below is an explanation of the terms and acronyms used in this document

|  |  |  |
| --- | --- | --- |
| Acronym | Definition | Note |
| HOWE | Hotel Website | Project’s name |
| SRS | Software Requirement Specifications |  |
| Admin | Administrator |  |
| AT | Acceptance Test |  |
| IT | Integration Test |  |
| KLOC | 1000 lines of code |  |
| QA | Quality Assurance |  |
| UT | Unit Test |  |
| PC | Personal Computer |  |
| UI | User Interface |  |

Table 1.1 – Definitions, acronyms and abbreviations

## References

|  |  |  |
| --- | --- | --- |
| No. | Document | Source/Web Address |
| 1 | System Requirements Specification Template | FPT Software Cop. |

## Overview

The main items mentioned in this document are 4 parts:

* Introduction: provides general information about SRS. Includes purpose, Scope, References and Overview.
* Overall description: Describe the basic elements that affect the project and the requirements of the system.
* Entity relation model: describes the database structure used in the system and its detailed information.
* Specific requirement: Describe detailed descriptions of system functions, as well as descriptions of non-functions.

# Overall Description

## Product perspective

When using HOWE, users can easily find information about the hotel, seeing room status as well as the facilities and services of the hotel, giving customers the most intuitive view of the hotel without to the place. By booking online to help customers minimize the time, cost savings improve work efficiency. Moreover, the HOWE system also provides users with the most up-to-date information about the resort, food, entertainment, etc… to make the perfect choice.

## Product functions

|  |  |  |  |
| --- | --- | --- | --- |
| User | Group of functions | Function | Description |
| Guest | Guest | Booking room | Allow user books rooms online |
| Search room | Allow user search room |
| Send feedback, Q&A | Allow user sent feedback to hotel by e-mail |
| View hotel page | Allow user view webpage in HOWE |
| Cancel booking room | Allow user cancel booked room |
| Receptionist | Common | View hotel page | Allow staff view webpage in HOWE |
| Send e-mail | Send e-mail to customer |
| Change password | Change password |
| Search room | Allow user search room |
| Booking room management | Booking online | Manage booking online information |
| Booking walk-in | Allow user book walk-in and calling |
| Check-in | Allow check-in for customer |
| Check-out | Allow check-out for customer |
| View reservated rooms | List of all reservated rooms |
| Edit booking room information | Edit reservated room’s information |
| Delete booking | Instead of guest, staff can delete reservated rooms |
| Create bill | Allow create bill |
| Manager | Page management | Add content | Add new content to webpage |
| Edit content | Edit content of webpage |
| Delete content | Detele content of webpage |
| Room management | Room’s status management | List of all room and its status |
| Edit room detail | Edit detail information of room |
| Service management | Manage service | Allow user manage service of hotel |
| Account management | Add account | Add new account |
| Delete account | Delete account |
| Edit account | Edit account |
| Accounting | Finance & Services | Handover finance | Allow user manage finance by shift |
| Search bill | Allow user search for bill |
| Revenue statistics | Monthly revenue report |

Table 2.1 – Product functions

## User characteristics

HOWE is developed towards all those who wish to search, rent hotel rooms, along with information on many other services. Therefore, the system is divided into four main groups.

* Guest: Customers who wish to use the services provided by HOWE. With this user object they can use the main functions like:
  + Booking room
  + Send feedback, Q&A
  + View hotel page
  + Cancel booking room
  + Search room
* Receptionist: The staff at the hotel and has been provided with an account to be entered into the system. With this group of users, they can use the functions mentioned below:
  + View hotel page
  + Change password
  + Send E-mail
  + Booking room management
    - Booking online
    - Booking walk-in
    - Check-in
    - Check-out
    - View reservated rooms
    - Edit booking room information
    - Delete booking
    - Create bill
* Manager: they have role as an staff and are responsible for managing the operation of the system as well as staff login information:
  + Page management
    - Add page content
    - Delete page content
    - Edit page content
  + Room management
    - Room’s status management
    - Edit room detail
  + Service management
    - Manage service
  + Account management
    - Add account
    - Delete account
    - Edit account
* Accounting: Management of financial information related to the hotel
  + Handover finance
  + Search bill
  + Revenue statistics

## Constraints

## Assumptions and dependencies

Phụ thuộc môi trường gì

Phụ thuộc vào phần mềm nào

Chạy trên đâu đạt hiệu quả cao nhất, tránh các trường hợp như thế nào

# Specific Requirement



## Functionality Requirement

### Guest

#### UC001 - Booking room

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC001 | | **Version:** | 1.0 |
| Use Case Name: | | Booking room | | | |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actor: | | Guest, Receptionist | | | |
| Description: | | Actor can find room’s information and book room | | | |
| Preconditions: | |  | | | |
| Trigger: | | Click on “Search” button on the HomePage | | | |
| Post conditions: | | 1. Displays the room list that matches the entered condition 2. Show general information of each room | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Responding** | |
|  | 1. Select check-in and check-out date, number of rooms, number of people 2. Click on “Search” button | | |  | |
|  |  | | | Display Display RoomList page | |
|  | 1. Click on “Add” button 2. Click on “Payment” button | | |  | |
| 4 |  | | | Send email notification | |
| 5 |  | | | Display HomePage | |
| Alternative Flows | | | | | |
| AT1 | At step 3 | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 | Click on “Back” button of browser | | |  | |
| 3.2 |  | | | Redirects actor to previous page | |
|  | | | | | |
| AT2 | At step 3 in the main flows | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 | Click on “Delete” button | | |  | |
| 3.2 |  | | | Display RoomList page with the list of newly selected rooms information | |
| Exceptions: | | | | | |
| EC1 | At step 1, required fields are not entered | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 1.1 |  | | | Display RoomList page with message | |
| 1.2 |  | | | Mark error fields | |
|  | | | | | |
| Priority: | | |  | | |
| Bussiness Rules: | | |  | | |
| Other Information: | | | N/A | | |

#### UC002 - Search Room

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC002 | | **Version:** | 1.0 |
| Use Case Name: | | Search Room | | | |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actor: | | Guest | | | |
| Description: | | User can find room’s information but not necessarily to book and view room’s detail information | | | |
| Preconditions: | |  | | | |
| Trigger: | | Click on “Search” button on the HomePage | | | |
| Post conditions: | | 1. Displays the room list that matches the entered condition 2. Show general information of each room | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Responding** | |
|  | 1. Select check-in and check-out date, number of rooms, number of people 2. Click on “Search” button | | |  | |
|  |  | | | Display Display RoomList page | |
|  | Click on “Photo representative of the room” image in order to see room’s detail | | |  | |
| 4 |  | | | Show room’s detail information | |
| Alternative Flows | | | | | |
| AT1 | At step 3 | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 | Click on “Back” button of browser | | |  | |
| 3.2 |  | | | Redirects actor to previous page | |
|  | | | | | |
| AT2 | At step 3 in the main flows | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 | Click on “Add”, “Payment” button | | |  | |
| 3.2 |  | | | Send email notification | |
| 3.3 |  | | | Display HomePage | |
|  | | | | | |
| AT3 | At step 3 in the main flows | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 | Click on “Delete” button | | |  | |
| 3.2 |  | | | Display RoomList page with the list of newly selected rooms information | |
| Exceptions: | | | | | |
| EC1 | At step 1, required fields are not entered | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 1.1 |  | | | Display RoomList page with message | |
| 1.2 |  | | | Mark error fields | |
|  | | | | | |
| Priority: | | |  | | |
| Bussiness Rules: | | |  | | |
| Other Information: | | | N/A | | |

#### UC003 - Payment

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC003 | | **Version:** | 1.0 |
| Use Case Name: | | Payment | | | |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actor: | | Guest | | | |
| Description: | | Actor perform payment for booked rooms | | | |
| Preconditions: | | Actor selected room | | | |
| Trigger: | | Click on “Payment” button on the RoomList page | | | |
| Post conditions: | | 1. Show successful billing notifications 2. Send confirm E-mail to customer’s E-mail | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Responding** | |
|  | Click on “Payment” button | | |  | |
|  |  | | | Display Display Payment page | |
|  | 1. Enter customer information 2. Select payment method by click on corresponding icon 3. Enter card number and expire date 4. Click on “Book now” button | | |  | |
| 4 |  | | | Redirect to successful notifications page | |
| 5 |  | | | Send confirm E-mail to customer | |
| Alternative Flows | | | | | |
| AT1 | At step 3 | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 | Click on “Cancel” button | | |  | |
| 3.2 |  | | | Redirects actor to previous page | |
|  | | | | | |
| Exceptions: | | | | | |
| EC1 | At step 3, required fields are not entered | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 |  | | | Display Payment page with message “Required fields is not blank” | |
| 3.2 |  | | | Mark error fields | |
|  | | | | | |
| EC2 | At step 3 in the main flows, payment method is not selected | | | | |
| No | Actor Events | | | System Responding | |
| 3.1 |  | | | Display Payment page with message “Choose payment method” | |
|  | | | | | |
| Priority: | | |  | | |
| Bussiness Rules: | | |  | | |
| Other Information: | | | N/A | | |

#### UC004 - Send feedback, Q&A

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC004 | | **Version:** | 1.0 |
| Use Case Name: | | Send Feedback, Q&A | | | |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actor: | | Guest | | | |
| Description: | | Actor send feedback, Q&A about Hotel to hotel’s E-mail | | | |
| Preconditions: | |  | | | |
| Trigger: | | Click on “Q&A” on the HomePage | | | |
| Post conditions: | | Show “Send feedback, Q&A” page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Responding** | |
|  | Click on “Q&A” on the HomePage | | |  | |
|  |  | | | Display Display “Send feedback, Q&A” page | |
|  | 1. Enter first name, last name, phone, e-mail, content 2. Click on “Send” button | | |  | |
| 4 |  | | | Send feedback content to e-mail of hotel | |
| 5 |  | | | Refresh this page and show message “thông tin phản hồi của bạn đã được gửi thành công” | |
| Alternative Flows | | | | | |
| AT1 | At step 3 | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 | Click on “Cancel” button | | |  | |
| 3.2 |  | | | Redirects to HomePage | |
|  | | | | | |
| Exceptions: | | | | | |
| EC1 | At step 3, required fields are not entered | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 |  | | | Display Send feedback, Q&A page with message “Required fields is not blank” | |
| 3.2 |  | | | Mark error fields | |
|  | | | | | |
| Priority: | | |  | | |
| Bussiness Rules: | | |  | | |
| Other Information: | | | N/A | | |

#### UC005 - View hotel page

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC005 | | **Version:** | 1.0 |
| Use Case Name: | | View hotel page | | | |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actor: | | Guest | | | |
| Description: | | Actor can view hotel page | | | |
| Preconditions: | |  | | | |
| Trigger: | | Click on any button or link on the website | | | |
| Post conditions: | | Redirect actor to choosen item page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Responding** | |
|  | Click on button or link on the website | | |  | |
|  |  | | | Redirect actor to choosen item page | |
|  | | | | | |
| Priority: | | |  | | |
| Bussiness Rules: | | |  | | |
| Other Information: | | | N/A | | |

#### UC006 - Cancel Booking Room

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC006 | | **Version:** | 1.0 |
| Use Case Name: | | Cancel Booking Room | | | |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actor: | | Guest | | | |
| Description: | | Actor cancel the room they have booked | | | |
| Preconditions: | | 1. User have booked room 2. User have code when booked room | | | |
| Trigger: | | Click on “Support” on the HomePage | | | |
| Post conditions: | | Show “Cancel Booking Room” page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Responding** | |
|  | 1. Click on “” 2. Click on Cancel Booking | | |  | |
|  |  | | | Display “Cancel Booking Room” page | |
|  | 1. Enter code 2. Click on aggrement checkbox 3. Click on “Send” button | | |  | |
| 4 |  | | | 1. Change room’s status in database 2. Redirect user to homepage 3. Send notification to E-mail address of actor | |
| Alternative Flows | | | | | |
| AT1 | At step 3, customer click on “Check Information” link | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 | Click on “Check Information” link | | |  | |
| 3.2 |  | | | Show Cancel Booking Room page with the information below:   * Room’s information: room’s name, number of people * Price details inlude: fees paid, penalty fees, fees payable, surplus fees | |
|  | | | | | |
| Exceptions: | | | | | |
| EC1 | At step 3, Code fields is not entered | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 |  | | | Display Cancel Booking Room page with message “Required fields is not blank” | |
| 3.2 |  | | | Mark error Code field | |
|  | | | | | |
| EC2 | At step 3 in the main flow, user does not click on checkbox | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 |  | | | Show Cancel Booking Room page with “I have seen the details information of the cancellation” is red color | |
|  | | | | | |
| Priority: | | |  | | |
| Bussiness Rules: | | |  | | |
| Other Information: | | | N/A | | |

### Receptionist

#### UC007 - View Hotel Page

The same with description of UC005

#### UC008 - Send E-mail

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC008 | | **Version:** | 1.0 |
| Use Case Name: | | Send E-mail | | | |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actor: | | Receptionist | | | |
| Description: | | Actor send e-mail to customer | | | |
| Preconditions: | | Actor is logged in to system | | | |
| Trigger: | | Click on “Send E-mail” on the HomePage | | | |
| Post conditions: | |  | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Responding** | |
|  | Click on “Send E-mail” | | |  | |
|  |  | | | Display “Send E-mail” page | |
|  | 1. Enter customer’s e-mail address, customer name, content of e-mail 2. Click on “Send” button | | |  | |
| 4 |  | | | Send e-mail to customer’s e-mail | |
| Alternative Flows | | | | | |
| AT1 | At step 3, customer click on “Check Information” link | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 | Click on “Cancel” button | | |  | |
| 3.2 |  | | | * Redirect to HomePage * Nothing is sent | |
|  | | | | | |
| Exceptions: | | | | | |
| EC1 | At step 3, required fields is not entered | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 |  | | | Display Send E-mail page with message “Required fields is not blank” | |
| 3.2 |  | | | Mark error fields | |
|  | | | | | |
| Priority: | | |  | | |
| Bussiness Rules: | | |  | | |
| Other Information: | | | N/A | | |

#### UC009 - Change Password

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC009 | | **Version:** | 1.0 |
| Use Case Name: | | Change Password | | | |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actor: | | Receptionist | | | |
| Description: | | Actor can change password of own account | | | |
| Preconditions: | | Actor is logged in to system | | | |
| Trigger: | | Click on “My Account” on the HomePage | | | |
| Post conditions: | | Show “Change Password” page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Responding** | |
|  | 1. Click on “” button 2. Click on “Change Password” | | |  | |
|  |  | | | Display “Change Password” page | |
|  | 1. Enter information in to text field 2. Click on “Send” button | | |  | |
| 4 |  | | | 1. Update the new password to the database for the corresponding username 2. Redirect user to Login page | |
| Alternative Flows | | | | | |
| AT1 | At step 3, customer click on “Cancel” button | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 | Click on “Cancel” button | | |  | |
| 3.2 |  | | | Redirects to HomePage | |
|  | | | | | |
| Exceptions: | | | | | |
| EC1 | At step 3, required fields are not entered | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 |  | | | Display Change Password page with message “Required fields is not blank” | |
| 3.2 |  | | | Mark error fields | |
|  | | | | | |
| EC2 | At step 3, New Password fields and Confirm New Password fields is not the same | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 |  | | | Display Change Password page with message “Password is not match” | |
| 3.2 |  | | | Mark error Confirm New Password fields and renew New Password and Confirm New Password fields | |
|  | | | | | |
| Priority: | | |  | | |
| Bussiness Rules: | | |  | | |
| Other Information: | | | N/A | | |

#### UC010 - Edit Booking Information

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC0010 | | **Version:** | 1.0 |
| Use Case Name: | | Edit Booking Information | | | |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actor: | | Receptionist | | | |
| Description: | | Actor can change information of rooms that are booked | | | |
| Preconditions: | | 1. Actor is logged in to system 2. Actor has reservation code | | | |
| Trigger: | | Click on “Support” on the HomePage | | | |
| Post conditions: | | Show “Change Booking Room Information” page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Responding** | |
|  | 1. Click on “” 2. Click on “Change Booking Room” | | |  | |
|  |  | | | Display “ChangeBookingRoomInformation” page | |
|  | 1. Enter the code that provided by the guest 2. Receptionist click on “Search” button | | |  | |
| 4 |  | | | Search data from the database and show information on the website | |
| 5 | 1. Confirm the booking information with the guest 2. Enter new information into fields that guest want to change 3. Confirm new information with the guest 4. Click on “Next” button | | |  | |
| 6 |  | | | Show confirmation dialog | |
| 7 | Click on “Save” button on dialog | | |  | |
| 8 |  | | | 1. Show successfully notification 2. Make payment with registered bank card | |
| Alternative Flows | | | | | |
| AT1 | At step 5 | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 5.1 | Click on “Cancel” button | | |  | |
| 5.2 |  | | | Redirect receptionist to HomePage and nothing is changed | |
|  | | | | | |
| AT2 | At step 6 | | | | |
| No | **Actor** | | | **System Responding** | |
| 6.1 | Click on “Another payment method | | |  | |
| 6.2 |  | | | Show screen enter bank card information | |
| 6.3 | 1. Select bank card and enter card number, expire date that provided by the guest 2. Click on “Next” button | | |  | |
|  | | | | | |
| AT3 | At step 7 | | | | |
| No | Actor Events | | | System Responding | |
| 7.1 | Click on “x” button of the dialog | | |  | |
| 7.2 |  | | | Close dialog and nothing is changed | |
|  | | | | | |
| Exceptions: | | | | | |
| EC1 | At step 5, “Code” fields are not entered | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 |  | | | Display ChangeBookingRoom page with message “Required fields is not blank” | |
| 3.2 |  | | | Mark error “Code” field | |
|  | | | | | |
| Priority: | | |  | | |
| Bussiness Rules: | | |  | | |
| Other Information: | | | N/A | | |

#### UC011 - Delete Booking

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC006 | | **Version:** | 1.0 |
| Use Case Name: | | Cancel Booking Room | | | |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actor: | | Guest | | | |
| Description: | | Actor cancel the room they have booked | | | |
| Preconditions: | | 1. User have booked room 2. User have code when booked room | | | |
| Trigger: | | Click on “Support” on the HomePage | | | |
| Post conditions: | | Show “Cancel Booking Room” page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Responding** | |
|  | 1. Click on “” 2. Click on Cancel Booking | | |  | |
|  |  | | | Display “Cancel Booking Room” page | |
|  | 1. Enter code 2. Click on aggrement checkbox 3. Click on “Send” button | | |  | |
| 4 |  | | | 1. Change room’s status in database 2. Redirect user to homepage 3. Send notification to E-mail address of actor | |
| Alternative Flows | | | | | |
| AT1 | At step 3, customer click on “Check Information” link | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 |  | | | Show Cancel Booking Room page with the information below:   * Room’s information: room’s name, number of people * Price details inlude: fees paid, penalty fees, fees payable, surplus fees | |
|  | | | | | |
| Exceptions: | | | | | |
| EC1 | At step 3, Code fields is not entered | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 |  | | | Display Cancel Booking Room page with message “Required fields is not blank” | |
| 3.2 |  | | | Mark error Code field | |
|  | | | | | |
| EC2 | At step 3 in the main flow, user does not click on checkbox | | | | |
| No | Actor Events | | | System Responding | |
| 3.1 |  | | | Show Cancel Booking Room page with “I have seen the details information of the cancellation” is red color | |
|  | | | | | |
| Priority: | | |  | | |
| Frequency of Use: | | |  | | |
| Bussiness Rules: | | |  | | |
| Other Information: | | | N/A | | |

#### UC012 - View Reservated Rooms

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC006 | | **Version:** | 1.0 |
| Use Case Name: | | Cancel Booking Room | | | |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actor: | | Guest | | | |
| Description: | | Actor cancel the room they have booked | | | |
| Preconditions: | | 1. User have booked room 2. User have code when booked room | | | |
| Trigger: | | Click on “Support” on the HomePage | | | |
| Post conditions: | | Show “Cancel Booking Room” page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Responding** | |
|  | 1. Click on “” 2. Click on Cancel Booking | | |  | |
|  |  | | | Display “Cancel Booking Room” page | |
|  | 1. Enter code 2. Click on aggrement checkbox 3. Click on “Send” button | | |  | |
| 4 |  | | | 1. Change room’s status in database 2. Redirect user to homepage 3. Send notification to E-mail address of actor | |
| Alternative Flows | | | | | |
| AT1 | At step 3, customer click on “Check Information” link | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 |  | | | Show Cancel Booking Room page with the information below:   * Room’s information: room’s name, number of people * Price details inlude: fees paid, penalty fees, fees payable, surplus fees | |
|  | | | | | |
| Exceptions: | | | | | |
| EC1 | At step 3, Code fields is not entered | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 |  | | | Display Cancel Booking Room page with message “Required fields is not blank” | |
| 3.2 |  | | | Mark error Code field | |
|  | | | | | |
| EC2 | At step 3 in the main flow, user does not click on checkbox | | | | |
| No | Actor Events | | | System Responding | |
| 3.1 |  | | | Show Cancel Booking Room page with “I have seen the details information of the cancellation” is red color | |
|  | | | | | |
| Priority: | | |  | | |
| Frequency of Use: | | |  | | |
| Bussiness Rules: | | |  | | |
| Other Information: | | | N/A | | |

#### UC013 - Check In

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Use Case ID: | | | UC006 | | | | **Version:** | | 1.0 | |
| Use Case Name: | | | Cancel Booking Room | | | | | | | |
| Created by: | | | QuyenTB | | | | **Date Created:** | | 29/05/2017 | |
| Actor: | | | Guest | | | | | | | |
| Description: | | | Actor cancel the room they have booked | | | | | | | |
| Preconditions: | | | 1. User have booked room 2. User have code when booked room | | | | | | | |
| Trigger: | | | Click on “Support” on the HomePage | | | | | | | |
| Post conditions: | | | Show “Cancel Booking Room” page | | | | | | | |
| Normal Flow | | | | | | | | | | |
| No | **Actor Events** | | | | | | **System Responding** | | | |
|  | 1. Click on “” 2. Click on Cancel Booking | | | | | |  | | | |
|  |  | | | | | | Display “Cancel Booking Room” page | | | |
|  | 1. Enter code 2. Click on aggrement checkbox 3. Click on “Send” button | | | | | |  | | | |
| 4 |  | | | | | | 1. Change room’s status in database 2. Redirect user to homepage 3. Send notification to E-mail address of actor | | | |
| Alternative Flows | | | | | | | | | | |
| AT1 | At step 3, customer click on “Check Information” link | | | | | | | | | |
| No | **Actor Events** | | | | | | **System Responding** | | | |
| 3.1 |  | | | | | | Show Cancel Booking Room page with the information below:   * Room’s information: room’s name, number of people * Price details inlude: fees paid, penalty fees, fees payable, surplus fees | | | |
|  | | | | | | | | | | |
| Exceptions: | | | | | | | | | | |
| EC1 | At step 3, Code fields is not entered | | | | | | | | | |
| No | **Actor Events** | | | | | | **System Responding** | | | |
| 3.1 |  | | | | | | Display Cancel Booking Room page with message “Required fields is not blank” | | | |
| 3.2 |  | | | | | | Mark error Code field | | | |
|  | | | | | | | | | | |
| EC2 | At step 3 in the main flow, user does not click on checkbox | | | | | | | | | |
| No | Actor Events | | | | | | System Responding | | | |
| 3.1 |  | | | | | | Show Cancel Booking Room page with “I have seen the details information of the cancellation” is red color | | | |
|  | | | | | | | | | | |
| Priority: | | | |  | | | | | | |
| Frequency of Use: | | | |  | | | | | | |
| Bussiness Rules: | | | |  | | | | | | |
| Other Information: | | | | N/A | | | | | | |
| Use Case ID | | | | | | UC0013 | | Version | | 1.0 | |
| Use Case Name | | | | | | Check In | | | | | |
| Created by: | | | | | | QuyenTB | | **Date Created:** | | 29/05/2017 | |
| Primary Actor | | | | | | Receptionist | | **Secondary Actor** | |  | |
| Description: | | | | | | Allow receptionist checkin for guest | | | | | |
| Preconditions: | | | | | | Guest have booked room | | | | | |
| Trigger: | | | | | | Click on Check In button on the website | | | | | |
| Post conditions: | | | | | | Show “Change Booking Room Information” page | | | | | |
| Normal Flow | | | | | | | | | | | |
| Step | | **Actor** | | | | **Action** | | | | | |
|  | | Receptionist | | | | 1. Click on “” 2. Click on “Change Booking Room” | | | | | |
|  | | HOWE | | | | Display “ChangeBookingRoomInformation” page includes:   * “Code” textbox * “Search” button * “First Name” textbox * “Last Name” textbox * “Check In” datetime * “Check Out” datetime * “Room’s Type” checklist * “Adults” checkbox * “Children” checkbox * “Service” textarea * “Next” button * “Cancel” button | | | | | |
|  | | Receptionist | | | | 1. Enter the code that provided by the guest 2. Receptionist click on “Search” button | | | | | |
| 4 | | HOWE | | | | Search data from the database and fill to corresponding fields   * First Name * Last Name * Check In * Check Out * Room’s Type * Adults * Childrent * Service | | | | | |
| 5 | | Receptionist | | | | 1. Confirm the booking information with the guest 2. Enter new information into the fields that guest want to change 3. Confirm new information with the guest 4. Click on “Next” button | | | | | |
| 6 | | HOWE | | | | Show confirmation dialog includes:   * Booking room information * Price details inlude: fees paid, penalty fees, fees payable, surplus fees * “Another payment method” checkbox * “Save” button | | | | | |
| 7 | | Receptionist | | | | Click on “Save” button | | | | | |
| 8 | | HOWE | | | | 1. Show successfully notification 2. Make payment with registered bank card | | | | | |
| Alternative Flows | | | | | | | | | | | |
| AT1 | | At step 5, receptionist click on “Cancel” button | | | | | | | | | |
| Step | | **Actor** | | | | **Action** | | | | | |
| 5.1 | | HOWE | | | | * Redirect receptionist to HomePage and nothing is changed | | | | | |
|  | | | | | | | | | | | |
| AT2 | | At step 6, receptionist click on “Another payment method” | | | | | | | | | |
| Step | | **Actor** | | | **Action** | | | | | | |
| 6.1 | | HOWE | | | Show confirmation dialog with the following information at below:   * “Photos of bank cards” image * “Card number” textbox * “Expire Date” datetime | | | | | | |
| 6.2 | | Receptionist | | | 1. Select bank card and enter card number, expire date that provided by the guest 2. Click on “Save” button | | | | | | |
|  | | | | | | | | | | | |
| AT2 | | At step 7, receptionist click on “x” button of the dialog | | | | | | | | | |
| Step | | Actor | | | Action | | | | | | |
| 7.1 | | HOWE | | | Close dialog and nothing is changed | | | | | | |
|  | | | | | | | | | | | |
| Exceptions: | | | | | | | | | | | |
| EC1 | | At step 5, “Code” fields are not entered | | | | | | | | | |
| Step | | **Actor** | | | | **Action** | | | | | |
| 3.1 | | HOWE | | | | Display ChangeBookingRoom page with message “Required fields is not blank” | | | | | |
| 3.2 | | HOWE | | | | Mark error “Code” field | | | | | |
|  | | | | | | | | | | | |
| Priority | | | | | | High | | | | | |
| Frequency of Use: | | | | | | High | | | | | |
| Business Rules: | | | | | |  | | | | | |
| Other Information: | | | | | | N/A | | | | | |

#### UC014 - Check Out

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC006 | | **Version:** | 1.0 |
| Use Case Name: | | Cancel Booking Room | | | |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actor: | | Guest | | | |
| Description: | | Actor cancel the room they have booked | | | |
| Preconditions: | | 1. User have booked room 2. User have code when booked room | | | |
| Trigger: | | Click on “Support” on the HomePage | | | |
| Post conditions: | | Show “Cancel Booking Room” page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Responding** | |
|  | 1. Click on “” 2. Click on Cancel Booking | | |  | |
|  |  | | | Display “Cancel Booking Room” page | |
|  | 1. Enter code 2. Click on aggrement checkbox 3. Click on “Send” button | | |  | |
| 4 |  | | | 1. Change room’s status in database 2. Redirect user to homepage 3. Send notification to E-mail address of actor | |
| Alternative Flows | | | | | |
| AT1 | At step 3, customer click on “Check Information” link | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 |  | | | Show Cancel Booking Room page with the information below:   * Room’s information: room’s name, number of people * Price details inlude: fees paid, penalty fees, fees payable, surplus fees | |
|  | | | | | |
| Exceptions: | | | | | |
| EC1 | At step 3, Code fields is not entered | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 |  | | | Display Cancel Booking Room page with message “Required fields is not blank” | |
| 3.2 |  | | | Mark error Code field | |
|  | | | | | |
| EC2 | At step 3 in the main flow, user does not click on checkbox | | | | |
| No | Actor Events | | | System Responding | |
| 3.1 |  | | | Show Cancel Booking Room page with “I have seen the details information of the cancellation” is red color | |
|  | | | | | |
| Priority: | | |  | | |
| Frequency of Use: | | |  | | |
| Bussiness Rules: | | |  | | |
| Other Information: | | | N/A | | |

#### UC015 - Create Bill

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC006 | | **Version:** | 1.0 |
| Use Case Name: | | Cancel Booking Room | | | |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actor: | | Guest | | | |
| Description: | | Actor cancel the room they have booked | | | |
| Preconditions: | | 1. User have booked room 2. User have code when booked room | | | |
| Trigger: | | Click on “Support” on the HomePage | | | |
| Post conditions: | | Show “Cancel Booking Room” page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Responding** | |
|  | 1. Click on “” 2. Click on Cancel Booking | | |  | |
|  |  | | | Display “Cancel Booking Room” page | |
|  | 1. Enter code 2. Click on aggrement checkbox 3. Click on “Send” button | | |  | |
| 4 |  | | | 1. Change room’s status in database 2. Redirect user to homepage 3. Send notification to E-mail address of actor | |
| Alternative Flows | | | | | |
| AT1 | At step 3, customer click on “Check Information” link | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 |  | | | Show Cancel Booking Room page with the information below:   * Room’s information: room’s name, number of people * Price details inlude: fees paid, penalty fees, fees payable, surplus fees | |
|  | | | | | |
| Exceptions: | | | | | |
| EC1 | At step 3, Code fields is not entered | | | | |
| No | **Actor Events** | | | **System Responding** | |
| 3.1 |  | | | Display Cancel Booking Room page with message “Required fields is not blank” | |
| 3.2 |  | | | Mark error Code field | |
|  | | | | | |
| EC2 | At step 3 in the main flow, user does not click on checkbox | | | | |
| No | Actor Events | | | System Responding | |
| 3.1 |  | | | Show Cancel Booking Room page with “I have seen the details information of the cancellation” is red color | |
|  | | | | | |
| Priority: | | |  | | |
| Frequency of Use: | | |  | | |
| Bussiness Rules: | | |  | | |
| Other Information: | | | N/A | | |

### Manager

#### UC016 - Manage Service

#### UC017 - Add Content

#### UC018 - Delete Content

#### UC019 - Edit Content

#### UC020 - Manage Room’s Status

#### UC021 - Edit Room’s Detail

#### UC022 - Add Account

#### UC023 - Delete Account

#### UC024 - Edit Account

### Accounting

#### UC025 - Handover Finance

#### UC026 - Search Bill

#### UC027 - Revenue Statistics

## Non-functionality Requirement



### Usability

Hệ thống được thiết kế với giao diện đơn giản, thống nhất giữa các màn hình. Các bước thực hiện ngắn gọn dễ dàng giúp người dùng có thể thao tác với hệ thống ngay sau khi được training

### Availability

Hệ thống đảm bảo hoạt động 24/7. Nó phải được đảm bảo để hệ thống có thể làm việc bất cứ lúc nào, những yếu tố đó không phụ thuộc vào sự sẵn của internet. Tất cả các chức năng đều phải sẵn sàng ở cùng thời điểm, không có chức năng nào bị lỗi gây ảnh hưởng đến các function có sử dụng đến nó

### Reliability

Hệ thống được xác định là đảm bảo chạy được bao nhiêu phần trăm. Đảm bảo tính sẵn sàng khi tương tác với các hệ thống khác

### Performance

Băng thông của hệ thống như thế nào

Thời gian response

Khả năng lưu trữ data đến đâu

### Supportability

All predefined values (price, dropdown values) must be easy to maintain, i.e. change/update and delete/add (where applicable). All the dropdown values can be upgraded in the period of one day without any shutdown. All the changed dropdown values before one specific time (the midnight ,…) can be displayed in the GUI after that time. Other should be done in the downtime.

As wordings are critical, all displayed text (error messages, labels, captions, information messages) must be easy to maintain, i.e. change/update and delete/add (where applicable). All the change for displayed text should be done in the downtime.

The website deployment and upgrade will be specified in the Installation Guide documents.

### Design Constraints

Các màn hình được thiết kế dựa trên điều kiện như thế nào: định dạng ngày tháng, định dạng số, các ngôn ngữ hỗ trợ trên website, page size, sử dụng trên hệ điều hành nào, trình duyệt nào

### Interfaces

User interfaces:

Hardware interfaces: các hardware interface mà hệ thống hỗ trợ như các logical structure…..

Software interfaces: liên kết tới các component của 1 hệ thống hay 1 ứng dụng nào đó khác

Communication interfaces: những liên kết tới 1 hệ thống hay 1 thiết bị nào đó khác

### Licensing Requirements

### Legal, Copyright, and Other Notices

### Applicable Standards

# Supporting Information