**Get Rec’d**

Spring 22 (1) IST 621 Adv Sys Analysis & Design Section 50

Group #17

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# User Stories

Format for User Story Section:

1. User Requirement (As duplicated in the next section)

* Related User Story

1.  The application must allow users to create and register an account on the website.

· As a user, I want to have an account for access to use the application's features.

2. The application must allow the user the ability to use their sole account to rent-from other users, as well as rent-to other users.

· As a user, I want to be able to rent appropriate equipment in my price range while on   
 adventurous trips.

· As a user, I want to rent out my equipment to other users as a side business to make   
 some passive income.

3. The application must allow the user the ability to log in to their account, as long as they have the correct account details.

· As a user, I want to be able to log in to my account so I can take advantage of renting   
 equipment.

4. The application must allow the user the ability to upload media regarding equipment, such as images and video.

· As a user, I want to upload proper pictures and videos of the equipment I’m renting out   
 to establish a sense of professionalism for my storefront.

5. The application must allow the user to decide the date and time for when they would like to rent and rent out equipment.

· As a user, I want to be able to pick the day(s) and time that I need to rent equipment so   
 it will have confirmed availability for my use.

6. The application must allow both users involved in the transaction a safe place and system to make the transaction for renting equipment secure.

· As a user, I want a safe place to pay so a renter doesn’t take my money without filling   
 out their rental obligations.

· As a user, I want guarded transactions just in case a rentee decides to steal my   
 equipment.

7. The application must allow the user to leave their own reviews and read other users’ reviews for the sake of reliability; this includes reviews of both the renter and rentee.

· As a user, I want to be able to leave a review on the quality of the equipment provided,   
 the consistency of the information provided beforehand, and even the professionalism of   
 the renter.

· As a user, I want to look at reviews of the rentee based on how they’ve treated former   
 renters’ equipment.

8. The application must allow the user to perform a search for equipment based on their needs with filtering abilities ‘equipment’, ‘date’, and/or ‘location.’

· As a user, I want a customizable search and filter experience so I can find the exact   
 equipment that fits my needs and price range, in the timeframe and location that it’s   
 needed.

9. The application must allow the user to customize their personal user profile to their own liking.

· As a user, I want to customize my profile based on my preferences and interests to   
 express myself.

10.  The application must allow the user to dictate and determine what equipment they will provide on their profile, through anytime database adjustment.

· As a user, I want to have the option to remove and replace any equipment listed in the   
 application at any point I feel it’s needed.

11.  The application must allow the user to communicate with other users involved in a transaction through a chat service.

· As a user, I want a chat service in the application so I can easily remain in contact with   
 the renter, just in case something happens with their equipment, or even to remain in   
 contact for any questions regarding it.

12.  The application must provide the user ease-of-use navigation ability with simple design, integrated search, and a minimum number of clicks to find what they are looking for.

· As a user, I want the easiest user experience possible when navigating the   
 site/application to remove any unnecessary confusion.

13.  The application must provide a secure platform for every user and transaction registered in the system and database.

· As a user, I want a safe and secure environment for every facet of the application, so I   
 don’t need to be concerned with the protection of my personal information and it falling   
 into the wrong hands.

14.  The application must provide the user the ability to use it through desktop and mobile means.

· As a user, I want to be able to have the freedom to navigate possible equipment to rent   
 through either my phone or laptop.

15. The application must provide both parties with notification of the item, time, and date of the booking.

· As a user, I want to be able to receive confirmation of my booking so I can stay  
 organized.

# Functional and Non-Functional Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| ID | Functional | ID | Non-Functional |
| R.1 | The application must allow users to create and register an account on the website | R.9 | The application must allow the user to customize their personal user profile to their own liking. |
| R.2 | The application must allow the user the ability to use their sole account to rent-from other users, as well as rent-to other users. | R.10 | The application must allow the user to dictate and determine what equipment they will provide on their profile, through anytime database adjustment |
| R.3 | The application must allow the user the ability to login into their account, as long as they have the correct account details | R.12 | The application must provide the user ease-of-use navigation ability with simple design, integrated search, and a minimum number of clicks to find what they are looking for. |
| R.4 | The application must allow the user the ability to upload media regarding equipment, such as images and video | R.14 | The application must provide the user the ability to use it through desktop and mobile means |
| R.5 | The application must allow the user to decide the date and time for when they would like to rent and rent out equipment |  |  |
| R.6 | The application must allow both users involved in the transaction a safe place and a system to make the transaction for renting equipment secure |  |  |
| R.7 | The application must allow the user to leave their own reviews and read other users’ reviews for the sake of reliability; this includes reviews of both the renter and rentee |  |  |
| R.8 | The application must allow the user to perform a search for equipment based on their needs with filtering abilities ‘equipment’, ‘date’, and/or ‘location.’ |  |  |
| R.11 | The application must allow the user to communicate with other users involved in a transaction through a chat service. |  |  |
| R.13 | The application must provide a secure platform for every user and transaction registered in the system and database. |  |  |
| R.15 | The application must provide both parties with notification of the item, time, and date of the booking. |  |  |

Backlog (Connections through User/System/Interface Requirements seen by reference number)

Graphical user interface

Description automatically generated with medium confidence

# User Requirements

1. The application must allow users to create and register an account on the website.

2. The application must allow the user the ability to use their sole account to rent-from   
 other users, as well as rent-to other users.

3. The application must allow the user the ability to log in to their account, as long as they   
 have the correct account details.

4. The application must allow the user the ability to upload media regarding equipment,   
 such as images and video.

5. The application must allow the user to decide the date and time for when they would like   
 to rent and rent out equipment.

6. The application must allow both users involved in the transaction a safe place and   
 system to make the transaction for renting equipment secure.

7. The application must allow the user to leave their own reviews and read other users’   
 reviews for the sake of reliability; this includes reviews of both the renter and rentee.

8. The application must allow the user to perform a search for equipment based on their   
 needs with filtering abilities ‘equipment’, ‘date’, and/or ‘location.’

9. The application must allow the user to customize their personal user profile to their own   
 liking.

10.  The application must allow the user to dictate and determine what equipment they will   
 provide on their profile, through anytime database adjustment.

11.  The application must allow the user to communicate with other users involved in a   
 transaction through a chat service.

12.  The application must provide the user ease-of-use navigation ability with simple design,   
 integrated search, and a minimum number of clicks to find what they are looking for.

13.  The application must provide a secure platform for every user and transaction registered   
 in the system and database.

14.  The application must provide the user the ability to use it through desktop and mobile   
 means.

15. The application must allow the user to “save the date” of the rental in their Google     
 Calendar using the Google Calendar API.

# System Requirements

1. The application must allow users to create and register an account on the application.

1.1 *The application must have a create account page*  
 1.2 The registration must require a unique and valid email address for the account  
 1.3 The registration must require a unique username of 6-16 characters   
 1.4 The registration must require a password of 7-20 characters including a special   
       character1.5 The registration must require a first and last name  
 1.6 The registration must require a unique and valid phone number

2. The application must allow the user the ability to use their sole account to rent-from other users, as well as rent-to other users.

2.1 The application must allow user to hold renter and rentee features on the same account2.2 The application must require the account owner to only view renter or rentee   
       features when on a page to avoid mismatch of information throughout the experience  
 *2.3 The application must only allow the user to book an item for themselves and not   
       others  
 2.4 The application must only allow the user to rent their items and not other users   
       Items.*

3. The application must allow the user the ability to log in to their account, as long as they have the correct account details.

3.1 The application must have a login page  
 3.2 The application’s login page must have input areas for username/email and   
       password.  
 3.3 The application’s login page must have a forgot password button.  
 3.4 The application’s login page must have a log-in button that functions after the inputs   
       have been added.  
 3.5 The login function must check for validation of username/email and password.

4. The application must allow the user the ability to upload media regarding equipment, such as images and video.

4.1 The application must allow for image [.jpeg] and video [.mp4] uploads  
 4.2 Image and video size cannot exceed 100MB [image] and 250MB [video]  
 4.3 Images and videos displayed on a specific page for user’s product  
 4.4 Gallery for a single “product” limited to 8 images/videos total  
 4.5 Images and Videos can only be uploaded/adjusted by the owner of related “product”

5. The application must allow the user to decide the date and time for when they would like to rent and rent out equipment.

5.1 The application must allow the user to select from available dates  
 5.2 The application must not allow the user to select from dates that are already booked  
 5.3 The application must allow the user to select valid times.

6. The application must allow both users involved in the transaction a safe place and system to make the transaction for renting equipment secure.

6.1 The application needs to provide secure payment through PayPal API.  
 6.2 The PayPal API must be fully integrated with our website/application

7. The application must allow the user to leave their own reviews and read other users’ reviews for the sake of reliability; this includes reviews of both the renter and rentee.

7.1 System must allow for comments on the product/equipment page  
 7.2 Ratings should be a selection of 1-5 stars. The average is shown on the product  
 7.3 Ratings must be accommodated by a worded review (Max 350 Characters)  
 7.4 The renter must be able to rate the rentee 1-5 stars and a worded review (max 350 char)  
 7.5 Ratings can only be placed with a confirmed/verified rental after rental is complete

8. The application must allow the user to perform a search for equipment based on their needs with filtering abilities ‘equipment’, ‘date’, and/or ‘location.’

8.1 The application must have a search bar function on the pages.

8.2 The application must allow the user to input characters into the search

9. The application must allow the user to customize their personal user profile to their own liking.

9.1 The application must allow the user to access their account  
 9.2 The application must allow the user to edit their profile.  
 9.3 The application must allow the user to save their changes.

10. The application must allow the user to dictate and determine what equipment they will provide on their profile, through anytime database adjustment.

10.1 The application must allow the user to add equipment  
 10.2 The application must allow the user to add descriptive information about the   
         equipment  
 10.3 The application must allow the user to upload photos of the equipment.  
 10.4 The application must allow the user to add a price for a rental.  
 10.5 The application must allow editing of the equipment

11. The application must allow the user to communicate with other users involved in a transaction through a chat service.

11.1 The chat function should be easily accessible on the application.  
 11.2 The chat function must allow the user to select who they are chatting with.  
 11.3 The chat function must allow the user to input characters.  
 11.4 The chat function must allow the user to send and receive messages.

12. The application must provide the user ease-of-use navigation ability with simple design, integrated search, and a minimum number of clicks to find what they are looking for.

12.1 The application must have clearly marked buttons

12.2 The application must not overwhelm the user with too much information on the

page

13. The application must provide users opportunities to rent equipment while traveling, from anywhere.

13.1 The Google Maps API must integrate with our application without unexpected  
         differences and anomalies   
 13.2 The Google Maps API must limit equipment found (under search) to location within   
         25 miles of desired destination   
 13.3 The application must not limit location to current location but rather specified   
         location

14.  The application must provide the user the ability to use it through desktop and mobile   
 means.

14.1 The system must be interoperable between mobile sites, applications, and desktop   
 websites

15. The application must allow the user to “save the date” of the rental in their Google     
 Calendar using the Google Calendar API.

15.1 (Upon selecting the date and time) The user must be notified of their rental time or   
 rent-to-time

15.2 Upon approval, the user must be given the chance by the Google Calendar API  
 to save the date and time into their Google Calendar

# Interface Requirements

1. The application must allow users to create and register an account on the website.

1.1   The user can enter credentials into the respective email and passwords textbox for   
         account creation.  
 1.2   The user can click the “Remember Me” checkbox for future instant login   
         procedures.  
 1.3   The user can click the ``Forgot Password” button for the ability to change the   
         password.  
 1.4   The user can select the “Login” button to proceed to the home screen.

2. The application must allow the user the ability to use their sole account to rent-from other users, as well as rent-to other users.

2.1   The user can search for the item type, as well as the product’s brand they need.  
 2.2   The user can scroll different equipment by a sole renter, or equipment from multiple   
       renters at once.  
 2.3   The user can select the “Book Now” button on the item they are thinking about   
                   renting to begin the rental process.

3. The application must allow the user the ability to log in to their account, as long as they have the correct account details.

3.1   The user can enter a username and password in respective text boxes to log in.  
 3.2   The user can select the “Login” button to proceed to the home screen.  
 3.3   The user can click on the “Profile” button in the drop-down menu to go into their   
         personal profile.

4. The application must allow the user the ability to upload media regarding equipment, such as images and video.

4.1   The user can upload images and videos after clicking on a button to upload new   
       products.  
 4.2   The user can upload an image and video by clicking on the proper button.  
 4.3   The user can click “Description & media” to upload any extra videos or images that   
       seem necessary for the listing.  
 4.4   The user can view its previously uploaded media by looking at “Service Gallery.”

5. The application must allow the user to decide the date and time for when they would like to rent and rent out equipment.

5.1   The user can view a calendar that shows the availability of the current item they   
       would like to rent.  
 5.2   The user can select a current or future date and time on the calendar to arrange   
       when they would like to rent that item.  
 5.3   The user clicks the “Confirm Date and Time” button to confirm their selection.  
 5.4   The user can click one of the open time slot buttons shown on the page of the   
       listing when choosing to book.

6. The application must allow both users involved in the transaction a safe place and system to make the transaction for renting equipment secure.

6.1   The user can click the “Buy Now” button once they have all of the details of their   
       reservation in order.  
 6.2   The user can select from varying credit card options, as well as even safer options   
       like “PayPal.”

7. The application must allow the user to leave their own reviews and read other users’ reviews for the sake of reliability; this includes reviews of both the renter and rentee.

7.1   The user can leave reviews and star ratings on any piece of equipment and user   
       profiles by selecting its’ textbox, writing the review, and selecting “Leave Review.”  
 7.2   The user can view reviews for both equipment and users by selecting the “Reviews”   
       button or looking at the stars left.

8. The application must allow the user to perform a search for equipment based on their needs with filtering abilities ‘equipment’, ‘date’, and/or ‘location.’

8.1   The user can select the “Filter” drop-down button when searching items for rent.  
 8.2   The user can filter between “Equipment,” “Date,” and/or “Location” selection   
         options.

9. The application must allow the user to customize their personal user profile to their own liking.

9.1   The user can go to their profile by selecting “Profile” in the “Menu” button drop-down   
       in the top right.  
 9.2   The user can select the “My Account” button to be taken a list of personal   
         information to change.  
 9.3   The user can click on the profile picture bubble in the top left of their profile to allow   
       for a quick upload of the photo of their choosing.  
 9.4   The user can enter or change the information they like by selecting the respective   
       options textbox and typing in that information.  
 9.5   The user can confirm their profile change by selecting the “Update Info” button.  
 9.6   The user can get rid of potential changes by selecting the “Discard” button.

10. The application must allow the user to dictate and determine what equipment they will provide on their profile, through anytime database adjustment.

10.1 The user can adjust the equipment they would like to remove or change by   
         selecting the “Profile” button and then selecting the “My Equipment” button.  
 10.2  The user can change the equipment’s details by selecting the “Modify” button under its   
         listing.  
 10.3  The user can remove any equipment listed by selecting the “Remove” button under its   
         listing.

11. The application must allow the user to communicate with other users involved in a transaction through a chat service.

11.1 The user can contact either a renter or rentee by selecting the “Contact” button on   
         the user’s profile.  
 11.2 The user can continue correspondence between users by typing messages into   
         the textbox for the chat message feed and selecting “Send” once it's ready.

12. The application must provide the user ease-of-use navigation ability with simple design, integrated search, and a minimum number of clicks to find what they are looking for.

12.1 The user can navigate through the application by clicking the “Menu” button in the   
         top-right, with three parallel dash marks, to find the appropriate page they are   
         looking for.

13. The application must provide a secure platform for every user and transaction registered in the system and database.

13.1 The user can upload all their personal information, including location, equipment,   
         and financial details with a simple upload option

14. The application must provide the user the ability to use it through desktop and mobile means.

14.1 The user can access the mobile version of the application by downloading it off of   
         the respective application store and tapping the button.  
 14.2 The user can access the desktop version by entering the correct website address   
         and confirming it.

15. The application must allow the user to “save the date” of the rental in their Google     
Calendar using the Google Calendar API.

15.1 The user must be shown their confirmed date and time in a clear notification

15.2 The date and time of the rental must be shown a simple Google Calendar API  
 In that they can click “Add to Calendar” to add rental date to their personal calendar

# Key Components Needed for Testing.

Login -Automated-

* Functional Testing & User Testing
  + Testing names of various length and type
  + Website used to allow for various names and a large volume
  + Both for Username and Password
  + Shows both a correct/successful login and many incorrect logins with expected user results

Add to Database

* Unit Testing
  + See format of data to make sure of both correct and incorrect additions
  + Names, Location (Text), Contact Info, Equipment Detail, Images (of Equipment)
  + Follows constraints of database
  + Testing of both test and images
* Security Testing
  + SQL Injection
  + Stored Procedures, Input Validation, Integrity through views
  + Keeping data safe and secure

Payment / Rental Function using PayPal (API - SERP API) -Automated-

* Feature Testing
  + Login to PayPal and complete purchase with successful integration
  + Looks to successfully use PayPal as user expects normally
  + Unsuccessful login / connection
  + Card number testing, information on card, CVV

Scheduling Function (WIX built-in)

* Feature Testing & User Testing
  + Tests for correct/incorrect date formatting
  + Alerting user of unsuccessfully format
  + Tests for saved rental scheduling
  + Adding to User's calendar in app (Google Calendar API)

GUI (interface testing)

Interface tests should run through the following paths for quality assurance testing,   
 emphasizing on the following paths through the application

* User Testing
  + Login -> Home page -> Search -> Select Equipment / Dates/ Etc. - > Payment -> Confirmation -> Application Contact Info Shared & Added to Calendar -> Logout
  + Login -> Home page -> Profile -> Update Information -> Save and Applied -> Logout
  + Login -> Home page -> Profile -> Upload your Equipment -> Save and Apply -> View -> Logout

 Input Validation Key Premises:

1. Signing up: requires a valid email address, determined password length (special characters), and phone number should be int (10) data type.
2. Login Checking the email and password combination.
3. PayPal connects to our system and ensures that the credit card being used is valid.
4. Search is not case sensitive and does not accept special characters.

Identify possible failure points:

1. APIs not connecting to the application
2. Redirect error within the app
3. Incorrect email/password entry. This could lead to an account lock due to incorrect credentials.
4. Calendar date format, double booking
5. Invalid contact information, Phone number, email
6. Corrupted Data

Failure Management:

1. QA testing to make sure the APIs are functioning properly. The user attempted to checkout with PayPal API and the transaction was canceled.
2. QA testing for the application, user messaged upon failure to load the correct page
3. Recovery system including forgot password. The user is alerted through an appearing text that their password is incorrect and they have been locked out.
4. Standardized date, the application will show the correct format upon error entry.
5. Email and phone number verification upon signing up. Two-step authentications.
6. Daily copy of the database as backup.

# Encryption:

           Using *BlueHost*, there will be an additional level of security using their SSL certificate to provide a secure hosting service that will allow us to use the standard HTTPS. Although WIXprovides SSL certificates, we will use BlueHost due to the exceptional size of our eventual application and the number of concurrent users. By using *BlueHost*, the level of security will be greatly heightened compared to the website’s standalone basic level that it provides its users.

*WIX* provides encryption in its own right and this will allow us to have a securely hosted database and user information. The need for additional encryption will not be needed for current plans outside of the encryption policies and encryption itself that both *BlueHost* and *Wix* provide. Additional encryption expectations and plans are seen in the Key Management policy/plan below the privacy policy and access control policy.

# Privacy Policy:

The application (whenever “the application” is written, it will always be in reference to the company *Get Rec’d* and its website and phone application) will focus on the United States specifically (at first) due to the regulations and complexities that are country-dependent and will need further market testing upon implementation. The application both requests and saves personal information such as a user’s (any person who is on the application) name, location, email, and media gallery such as for image upload. The application uses third-party applications that will use the user’s information in regards to items such as banking, credit cards, and currency exchange.

           Information for security will be saved and updated regularly due to location services and ongoing standards, especially in regard to the rental transactions. The application uses additional third-party applications that include location services, *PayPal*, *Google Analytics*, and advertisements (*Google Ads*).

           The application tracks and makes use of cookies to provide the company with information to further improve the application. It is also used to provide safety and necessary updates for the users of all transactions. Although all cookies are recommended, there are a few mandatory cookies that will result in the user being unable to access the application or certain pages on the application if all cookies are declined. These cookies will save some user information in order to provide a safe and accessible application.

# Access Control Policy:

           Personal information will be private to the user and the application’s company. The only authorization will be given for a user to view someone else need-to-know and approved information (such as the specific equipment location) provided by the other user once a transaction has been successfully completed. The application functions on a minimal access basis and information not necessary to any user, internal or external to the company, will not be provided at any point.

Third parties will have access and make changes to the user’s profile and experience. Access is granted as necessary and is limited to their specific location compared to their placement in the application. To show this, *PayPal’s* API will be given access to the user’s information such as name, email, and phone number outside of the *PayPal* login information, however, outside of the payment page on the *Get Rec’d* application, *PayPal* will not have access to what the user is looking at nor personal information until the transaction is accessed,

           The purpose is to minimize potential exposure of personal information to deter bad actors from access to private information. In order to prevent negative actions from taking place, the access controls will be implemented throughout the entirety of the application’s life cycle. By being a user on the application or through being an employee of *Get Rec’d,* one is agreeing to adhere to this policy and to neglect any intentions to prevent this policy from being effective for oneself or for others.

# Key Management:

           A specific use for our application using private keys and accessibility will be the user information in regards to location as the location of a rental will be securely impossible to see from others until the transaction is completed, essentially unlocking the location for the necessary parties to see.

These keys will include encrypted private information of the user and delicate information such as transactions. Additionally, they will include “snapshots” (specific time backups) of the information that will also be protected, but also accessible to those with the authorization as needed in the future.

*Wix’s* key system will provide that the complex and numerous keys will be under a safeguard where users will have their information protected and encrypted.

Prototype**:  *The prioritized groups are 4, 5, & 9***

## Requirements Group 1 & Group 3

The application must allow users to create and register an account on the website

The application must allow the user the ability to login to their account, as long as they have the correct account details.

To signup, a user would click on login and then sign up if the user is new to the site/application. The user will fill out their first & last name, email, password, and phone number. The user must agree to the terms & conditions and the privacy policy of the application. Finally, the user will click sign up.

To log in the user will take a similar path to signup and enter their email and password and click login.

Graphical user interface, text, application, email

Description automatically generatedGraphical user interface, text

Description automatically generated

## Requirements Group 2

The application must allow the user the ability to use their sole account to rent-from other users, as well as rent-to other users.

The prototype images are showing that when a user logs in it is their own account and only their own. The examples below are rentee and renter.

A screenshot of a person skiing

Description automatically generated with medium confidenceGraphical user interface, website

Description automatically generated

## Requirements Group 4

The application must allow the user the ability to upload media regarding equipment, such as images and videos.

A renter would add items through their profile. They will select their booking services and it will allow the user to enter the title of their item, subtitle to add more information. The description section is optional and is labled as that, but it is encouraged to add more details. Images and media can be added by selecting the “+” sign and selecting the images from the users device. The user will select submit when all of the media and details have been added.

*The two images are on the following page.*

Graphical user interface, text, application

Description automatically generatedGraphical user interface, application

Description automatically generated

## Requirements Group 5

The application must allow the user to decide the date and time for when they would like to rent and rent out equipment.

Once the item has been selected it goes to a calendar and time view landing page. The user then clicks on specific date or range of dates and times. The date and time must be available for the user to select. Once the date and time are selected the user clicks book.

Graphical user interface, application

Description automatically generatedGraphical user interface

Description automatically generated

## Requirement Group 6

The application must allow both users involved in the transaction a safe place and system to make the transaction for renting equipment secure.

After the booking date and time has been select there is a summary landing page with the payment details. The user then clicks on the PayPal button that takes the user to the PayPal API for checkout.

Graphical user interface, application

Description automatically generatedGraphical user interface, application

Description automatically generated

## Requirement Group 7 and Group 8

The application must allow the user to leave their own reviews and read other reviews for the sale of reliability; this includes reviews of both renter and rentee.

The application must allow the user to perform a search for equipment based on their needs with filtering abilities ‘equipment’, ‘date’, and/or ‘location’.

The rating system can be accessed through the homepage. The person can enter text, can add emojis, and a star rating for a user. The user then entes their name and email and submit.

The search functionality can be accessed from any page and it picks up on key terms.

Graphical user interface

Description automatically generatedGraphical user interface, text, application, chat or text message

Description automatically generated

## Requirement Group 9

The application must allow the user to customize their personal user profile to their own liking.

The user’s profile can be accessed from the homepage and it has this landing page with basic user information. The images below shows that the user can edit their names, email and phone number. The renter’s profile allows them to add their description of what they rent.

There are three images for Requirement Group 9 which continues on the following page.

Graphical user interface, text, application

Description automatically generatedGraphical user interface, application

Description automatically generated

Graphical user interface, application

Description automatically generated

## Requirement Group 11

The application must allow the user to communicate with others users involved in the transaction through a chat service.

The chat functionality can be accessed from any page through the chat bubble icon. The chat functionality allows either direct messages or email.

Graphical user interface, application

Description automatically generated