**LIST OF MODULES**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Programmer | Modules | Admin | Staff | Customer |
|  | **Account** | | | |
| 1. Login/Logout | • 0.33 | • 0.5 | • 0.25 |
| 2. Sign Up |  |  | • 0.25 |
| 3. Forgot Password | • 0.33 |  | • 0.25 |
| 4. User Name, Email, Address, Contact, Password, and User ID (Read & Update) | • 0.33 | • 0.5 | • 0.25 |
| No. of Points (*1 point per module per user*) | 1 | 1 | 1 |
| **User Account** | | | |
| 1. View User Details | •0.25 |  |  |
| 2. Add and Remove User | •0.25 |  |  |
| 3. Update User Details | •0.25 |  |  |
| 4. Add and Remove User Role | •0.25 |  |  |
| No. of Points (*1 point per module per user*) | 1 |  |  |
| **Customer Profiles** | | | |
| 1. View Customer Details |  | •0.5 |  |
| 2. Update Customer Details |  | •0.5 |  |
| No. of Points (*1 point per module per user*) |  | 1 |  |
| **Services** | | | |
| 1. View Services | •0.14 | •0.17 | • 0.25 |
| 2. Add and Remove Service | •0.14 |  |  |
| 3. Update Service Details | •0.14 | •0.17 |  |
| 4. Request Service |  |  | •0.25 |
| 5. View Service Request Details | •0.14 | •0.17 | •0.25 |
| 6. Update Service Request Details | •0.14 | •0.17 |  |
| 7. Accept and Decline Service Request | •0.14 |  |  |
| 8. Assign Staff | •0.14 |  |  |
| 9. Assign Manpower |  | •0.17 |  |
| 10. Schedule a Service |  | •0.17 |  |
| 11. Give Feedback |  |  | •0.25 |
| No. of Points (*1 point per module per user*) | 1 | 1 | 1 |
|  | **Products** | | | |
| 1. View Product | •0.33 | • 0.5 | •0.5 |
| 2. Add and Remove Product | •0.33 |  |  |
| 3. Update Product Details | •0.33 | •0.5 |  |
| 4. Add to Cart Product |  |  | •0.5 |
| No. of Points (*1 point per module per user*) | 1 | 1 | 1 |
| **Cart** | | | |
| 1. View Ordered Product |  |  | •0.5 |
| 2. Checkout Order |  |  | •0.5 |
| 3. Remove Product to Cart |  |  |  |
| No. of Points (*1 point per module per user*) |  |  | 1 |
| **Orders** | | | |
| 1. View Order Details | •0.25 | •0.5 | •0.5 |
| 2. Accept and Decline Order | •0.25 |  |  |
| 3. Assign Staff | •0.25 |  |  |
| 4. Update Order Details | •0.25 | •0.5 |  |
| 5. Give Feedback |  |  | •0.5 |
| No. of Points (*1 point per module per user*) | 1 | 1 | 1 |
| **Payments** | | | |
| 1. View Payment Details | •0.2 | •0.2 | •0.25 |
| 2. Send Proof of Payment |  |  | •0.25 |
| 3. Download Payment | •0.2 | •0.2 | •0.25 |
| 4. View Receipt | •0.2 | •0.2 | •0.25 |
| 5. Confirm Payment | •0.2 | •0.2 |  |
| 6. Generate Receipt | •0.2 | •0.2 |  |
| No. of Points (*1 point per module per user*) | 1 | 1 | 1 |
| **Inquiry Tickets** | | | |
| 1. Raise Ticket |  |  | •0.33 |
| 2. View Ticket Details | •0.5 | •0.5 | •0.33 |
| 3. Give Feedback |  |  | •0.33 |
| 4. Update Ticket Details | •0.5 | •0.5 |  |
| No. of Points (*1 point per module per user*) | 1 | 1 | 1 |
|  | **Feedback** | | | |
| 1. View Feedback Details | •1 | •1 |  |
| No. of Points (*1 point per module per user*) | 1 | 1 |  |
| **Transaction Documents** | | | |
| 1. Request Document |  |  | •0.5 |
| 2. Upload, Share, and Delete Document | •0.25 | •0.25 |  |
| 3. Document Requests List | •0.25 | •0.25 |  |
| 4. View Documents and Folders | •0.25 | •0.25 | •0.5 |
| 5. Create and Delete Folder | •0.25 | •0.25 |  |
| No. of Points (*1 point per module per user*) | 1 | 1 | 1 |
| **Manpower** | | | |
| 1. View Manpower | •0.33 | •0.5 |  |
| 2. Add and Remove Manpower | •0.33 |  |  |
| 3. Update Manpower Details | •0.33 | •0.5 |  |
| No. of Points (*1 point per module per user*) | 1 | 1 |  |
| **Sales Report** | | | |
| 1. View Sales Report | •0.5 | •0.5 |  |
| 2. Generate Sales Report | •0.5 | •0.5 |  |
| No. of Points (*1 point per module per user*) | 1 | 1 |  |
| **Dashboard** | | | |
| 1. Notifications | •0.5 | •0.5 | •0.5 |
| 2. KPI’s | •0.5 | •0.5 | •0.5 |
| No. of Points (*1 point per module per user*) | 1 | 1 | 1 |
| Number of Modules per User (equals no. of points per user) | | 12 | 12 | 9 |
| **Total Number of Modules** | | 33 | | |