SITA

Customer Operations Specialist Application

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Introduction

This document defines the features, functions, and user experience of our real estate platform. It explains what the system will do, why we are building it, and what value it brings to our customers compare to other competitors in the market.

Hight-level System Design

Before writing code, we need to outline system design of the application, to ensures it grow and adapt to web and mobile use cases.

Define Core Features

Identify core features:
• Who are the primary users?

Are we focusing more on property sellers (agencies, owners, brokers) or buyers/renters? Or focus on both?

User Flows

What users will do? (e.g., register, log in, post content, view)
• Map out user journeys.

Problem Statement

Define the Core Features

Use Cases

Requirements

High Level System Architecture

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