**Customer Requirement Analysis Report**

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| **Topic: Simulating Operations of a Condominium Owners’ Association** | | |
| **ID:2022016** | **Name: MD. Tauhid Un Noor Konoz** | **User1:President** |
| **User2:Treasurer** |
|  |  | **User3: Secretary** |
| **User4:Tenant/ Renter** |
|  |  | **User5: Condo-Lawyer** |
| **User6: Unit Owners** |
|  |  | **User7: Property Manager** |
| **User8: Technician** |

**Possible event type:**

* **UIE - - user input to trigger event**
* **UID - - user input to be considered as data**
* **OP – display content (output)**
* **PC – prerequisite check**
* **VL – validation check**
* **VR – verification check**
* **DP – fetching data from file system and process it to get some calculated outcome (data processing)**

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| **User1 name:** **President** | | | |
| **User-1,** **Goal-1** | **Description of Goal-1:** **Contact all the board members** for a meeting. | | event type |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful,president dashboard will be loaded | OP,PC |
|  | event-3 | The user will click on the Contact all Board Members Button. | UIE |
|  | event-4 | A textarea will appear where the user will write a brief summary of the agenda and the date and time and click on send Button. | UID UIE OP |
|  | event-5 | The user will return to the dashboard by using the back button and all the Board members will be notified. | OP DP |
|  | | | |
| **User-1, Goal-2** | **Description of Goal-2: Manage Events** | | event type |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, President dashboard scene will be loaded | OP |
|  | event-3 | Select option to Manage Events | UIE |
|  | event-4 | The user will save the event data like event name event date event type and save it in the table view. | UID OP |
|  | event-5 | The user will click the Save Event Data button And Send Button. | UIE |
|  | event-6 | The user will get back to the dashboard and the secretary will be notified. | OP DP |
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| **User-1, Goal-3** | **Description of Goal-3: View and approve new budget** Requests sent by Treasurer | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, President landing/dashboard scene will be loaded | OP,PC |
|  | event-3 | A notification will pop up by loading button if there is new budget request passed by Treasurer | OP,UID |
|  | event-4 | After clicking the notification the list of needs and the budget will display | UIE OP |
|  | event-5 | If the Request is approved, the user will click on the approve /yes button will send to the Treasurer or if not the decline/no button. | UIE |
|  | event-6 | The notification will be sent to the Treasurer and user will return to dashboard | DP OP,UIE |
|  | | | |
| **User-1, Goal-4** | **Description of Goal-4: Consulting** / Communicating frequently/Any queries with the Board Member | |  |
| Workflow: | event-1 | Workflow of login will be executed first | UID, VL, VR |
|  | event-2 | If login successful the president dashboard will be loaded | OP,PC |
|  | event-3 | President Will Click the consulting button,When Consulting Button will load user will see the Load member queries notification,when he will load the  Notification he will find some queries from board members. | OP |
|  | event-4 | The user “Contact the Member”,by using Send yes or no confirmation by button on Click. | UIE |
|  | event-5 | He will save the meeting date,BoardMember Name by his/her type and time. | UID, OP |
|  | event-6 | the user selects Back and returns to the dashboard. | UIE, OP |
|  | | | |
| **User-1, Goal-5** | **Description of Goal-5: Review report** on the Board’sactivities on a weekly basis from the secretary and Approve the Leave of absence From the Condo Lawyer. | |  |
| Workflow: | event-1 | Workflow of login will be executed first | UID VL VR |
|  | event-2 | If login successful the president dashboard will be loaded | OP,PC |
|  | event-3 | A notification will pop up if there is a new report on activities of the week and Notification of leave of absence. | OP,UIE |
|  | event-4 | After clicking the notification the board members’ name and report on their activities will be shown to the user And Send the Received Feedback. | UIE OP |
|  | event-5 | If the user is done, the user will return to the home screen by clicking return. | UIE OP |
|  | | | |
| **User-1**, **Goal-6** | **Description of Goal-6:** **Get an estimated requirements list** on the upcoming workplan from the secretary and respond accordingly. | |  |
| Workflow: | event-1 | Workflow of login will be executed first | UID, VL, VR |
|  | event-2 | If login successful,president dashboard will be loaded | OP,PC |
|  | event-3 | A notification will pop up if there is any requirement passed by secretary | OP |
|  | event-4 | The user will click on the notification which will display the list of requirements sent | UIE OP |
|  | event-5 | After reading the list, if he decides to act on the request, he will click on the add button which will add it to their cart list and show the list. | UIE OP DP |
|  | event-6 | if they choose not to act they click on decline and return to dashboard | UIE OP |
|  | | | |
| **User-1, Goal-7** | **Description of Goal-7:** **Checking monthly billing** statements and reports from the property manager. | |  |
| Workflow: | event-1 | Workflow of login will be executed first | UID, VL, VR |
|  | event-2 | If login is successful,the president dashboard will be loaded. | OP,PC |
|  | event-3 | The user Will click on Checking the monthly billing option. | OP |
|  | event-4 | if there is any billing statement or report passed by Property manager ,The user will click on the notification which will display the report and statement | UIE OP |
|  | event-5 | If the user is done, he will return back to the dashboard by clicking back. | OP DP |
|  | | | |
| **User-1, Goal-8** | **Description of Goal-8: Review and approve** Job recruitment | |  |
| Workflow: | event-1 | Workflow of login will be executed first | UID, VL, VR |
|  | event-2 | If login successful,president dashboard will be loaded | OP,PC |
|  | event-3 | The user will click on New applicants button | UIE |
|  | event-4 | A list of names will appear. Clicking on a name will show the cv of the person and at the end a accept or decline button will be present | OP UID UIE DP |
|  | event-5 | If accept is clicked the person’s name,date of joining ,job title will be added in the table view and accepted list and they will be notified and if not it will be added to declined list | UID UIE OP DP |
|  | event-6 | the user Will return to the dashboard | UIE OP |

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| **User-2 name: Treasurer** | | | |
| **User-2, Goal-1** | **Description of Goal-1: Create Request Monthly Budget Approval** from president | |  |
|  | event-1 | Workflow of login will be executed first | UID, VL, VR |
|  | event-2 | If login successful the treasurer dashboard will be loaded | OP,PC |
|  | event-3 | First The user will save the Budget id ,Budget Type ,Payable amount,Approval Status , Date | UIE |
|  | event-4 | After clicking save all data The data will show in the Table view.. | OP UID |
|  | event-5 | After clicking the request button the Data will be sent to the President. | OP,UID |
|  | event-6 | the user will return to the dashboard. | OP,UIE |
|  | | | |
| **User-2, Goal-2** | **Description of Goal-2:** **View and approve new expense requests** sent by the Property manager. | |  |
| Workflow: | event-1 | Workflow of login will be executed first | UID, VL, VR |
|  | event-2 | If login successful, treasurer dashboard will be loaded | OP,PC |
|  | event-3 | A notification will pop up if there is any request passed by the property manager. | OP |
|  | event-4 | After clicking the notification the amounts and fields of the cost will display | UIE OP |
|  | event-5 | If the user approves the request, the user will click on the approve button will send to their next month's budget or if not the decline button | UIE |
|  | event-6 | The notification will be sent to the Property manager and return to dashboard | DP OP |
|  | | | |
| **User-2, Goal-3** | **Description of Goal-3:** **Contact secretary** for any inquiries. | |  |
| Workflow: | event-1 | Workflow of login will be executed first | UID VL VR |
|  | event-2 | If login successful, treasurer dashboard will be loaded | OP,PC |
|  | event-3 | The user will click on the Contact Secretary button | UIE |
|  | event-4 | A textbox will be shown. The user will type his queries in the textbox and click on the send button | DP OP UIE |
|  | event-5 | The queries will be sent to the Secretary and the user will be back to his dashboard by clicking Return. | OP UIE DP |
|  | | | |
| **User-2, Goal-4** | **Description of Goal-4: Income Tax** report file to Government Tax Office. | |  |
| Workflow: | event-1 | Workflow of login will be executed first | UID VL VR |
|  | event-2 | If login successful,Treasurer dashboard will be loaded | OP,PC |
|  | event-3 | The user will click on the “Save Income Tax Return” | UIE |
|  | event-4 | A big Text area will be shown. The user will Save Tax Payer ,Taxpayer NID,Payment Date of Tax Payment , Status in the Income Tax In Table | OP UID |
|  | event-5 | After clicking the save Button the attachment will be saved. | DP UIE |
|  | event-6 | user will return to the dashboard. | OP |
|  | | | |
| User-2, **Goal-5** | **Description of Goal-5: Record Annual Auditing** for an independent certified public accountant for the purpose of verifying the fairness of the presentation of financial statements. | |  |
| Workflow: | event-1 | Workflow of login will be executed first | UID VL VR |
|  | event-2 | If login successful,treasurer dashboard will be loaded | OP,PC |
|  | event-3 | The user will click on the “Annual Auditing” | UIE |
|  | event-4 | The user will save the details of the Annual auditing report for Third Party accountants and save accounting Records ,Value ,Central tax. | OP UID |
|  | event-**5** | After clicking the Button Save the Annual Audit Report will Save. | DP UIE |
|  | event-6 | the user will return to the dashboard. | OP |
|  | | | |
| **User-2, Goal-6** | **Description of Goal-6:** **Create monthly Budget** | |  |
| Workflow: | event-1 | Workflow of login will be executed first | UID, VL, VR |
|  | event-2 | If login successful,treasurer dashboard will be loaded | OP,PC |
|  | event-3 | The user will click on the create budget button | UIE |
|  | event-4 | The previous month's budget table and a new table will appear side by side. | OP |
|  | event-5 | The user will enter the new data while comparing to the old data and click create. | UID UIE |
|  | event-6 | If the user is done, he will click Return and will be returned to the dashboard. | UIE OP |
|  | | | |
| **User-2, Goal-7** | **Description of Goal-7:** **Send monthly report of budget** expenses to the secretary | |  |
| Workflow: | event-1 | Workflow of login will be executed first | UID, VL, VR |
|  | event-2 | If login successful treasurer dashboard will be loaded | OP,PC |
|  | event-3 | The user will click on the report button | UIE |
|  | event-4 | A big textarea will be shown. Where the user will type a formal report and attach any attachments necessary. | OP ,UID |
|  | event-**5** | After clicking the send button the report will be sent to the Secretary and the user will return to the dashboard. | UIE ,DP ,OP |
|  | | | |
| **User-2, Goal-8** | **Description of Goal-8: Check payment status** of the Unit owner andSend Condo-Law assistant the fund duelist with the amount of due fees of the owners. | |  |
| Workflow: | event-1 | Workflow of login will be executed first | UID, VL, VR |
|  | event-2 | If login successful,treasurer dashboard will be loaded | OP |
|  | event-3 | The user will click on the “Check Payment status” and a list of the unit owners will appear with their status. | UIE OP |
|  | event-4 | the user will click the data table. The user will type the Unit owner's id ,Name with a long periodical dues with the details and click the save button in the table . | OP UID UIE |
|  | event-5 | After clicking the send Button a notification will be sent to the Condo-Lawyer | DP UIE |
|  | event-6 | user will return to the dashboard. | OP |

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| **User-3 name:** **Secretary** | | | |
| **User-3, Goal-1** | **Description of Goal-1:** Send a report on weekly activities of the Board Members to the President. | |  |
|  | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, secretary landing/dashboard scene will be loaded | OP |
|  | event-2 | The user will click on the Activity Report button | UIE |
|  | event-3 | A textarea will be shown,where the user will type the report based on the activities of the Board members over a week. | OP UID |
|  | event-4 | After clicking the send button the report will be sent to the President and the user will return to the dashboard. | DP UIE OP |
|  | | | |
| **User-3, Goal-2** | **Description of Goal-2:** Respond to any queries of the President and Treasurer. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, secretary landing/dashboard scene will be loaded | OP |
|  | event-3 | The user will click on the query option | UIE |
|  | event-4 | A list of queries will be loaded | OP |
|  | event-5 | To answer, the user will click on each of the query column | UIE |
|  | event-6 | A text box appears where the user will reply | OP UID |
|  | event-7 | The user will click send and return to the dashboard | UIE DP OP |
|  | | | |
| **User-3, Goal-3** | **Description of Goal-3:** Generate Attendance of the Board members in a meeting. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, secretary landing/dashboard scene will be loaded | OP |
|  | event-3 | The user will click on the generate attendance report button and a list of the members will be shown. | UIE OP |
|  | event-4 | The user will select the names of the present member in the meeting | UIE |
|  | event-5 | The user will click submit and return to the dashboard | OP DP UIE |
|  | | | |
| **User-3, Goal-4** | **Description of Goal-4:** Maintain/ Update the record of the users. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID VL VR |
|  | event-2 | if login successful, secretary landing/dashboard scene will be loaded | OP |
|  | event-3 | Click on the members button. | UIE |
|  | event-4 | A list of members will be loaded with all the required details such as name,position in the association,etc. | OP |
|  | event-5 | The user can update any of the specific rows of other users based on the current state. | DP UIE UID |
|  | event-6 | The user will return to the dashboard | UIE UID |
|  | | | |
| **User-3, Goal-5** | **Description of Goal-5:** Send reports on accidents to the Condo-lawyer. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, secretary landing/dashboard scene will be loaded | OP |
|  | event-3 | The user will click on the Report on Accidents button and a textbox will appear on the display. | UIE OP |
|  | event-4 | The user will have to mention the name of the victim, place,time and details of the accidents and name of the witnesses in the textbox and click the Submit button. | DP UID UIE |
|  | event-6 | A notification will be sent to the Condo-Lawyer and the user will return to the dashboard. | UIE DP OP |
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| **User-3, Goal-6** | **Description of Goal-6:** Send a record on to do list and finalized resolutions in a meeting to the President. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, secretary landing/dashboard scene will be loaded | OP |
|  | event-3 | The user will click on the Records Of Meeting Button and a textbox will appear | UIE OP |
|  | event-4 | The user will write the details on to do lists and finalized resolutions in the last meeting and click the submit button | OP UID UIE |
|  | event-6 | the user will return to the dashboard and the President will be notified. | DP OP |
|  | | | |
| **User-3, Goal-7** | **Description of Goal-7:** Generate up-to-date announcements to the Condominium renters, unit owners and board members. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, secretary landing/dashboard scene will be loaded | OP |
|  | event-3 | If there is any necessary announcement for the Board members, Unit Owners and the renters needs to be informed,the user will click on the “Make Announcement” button | UIE |
|  | event-4 | A textarea will appear and the user will type the announcement. | UID, OP |
|  | event-5 | After clicking the “Announce” Button the user will return to the dashboard and announcement will be broadcasted | UIE, DP, OP |
|  | | | |
| **User-3, Goal-8** | **Description of Goal-8:** Send the President an estimated requirement list for the upcoming work plan in the condominium. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, secretary landing/dashboard scene will be loaded | OP |
|  | event-3 | The user will click on the Requirements and a textbox will appear | UIE OP |
|  | event-4 | The user will write the detailed need of those things for the upcoming plan to execute and click the submit button | OP UID UIE |
|  | event-5 | the user will return to the dashboard and the President will be notified. | DP OP |

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| **User-4 name:** **Tenant/ Renter** | | | |
| **User-4, Goal-1** | **Description of Goal-1:** Registration of new Tenant | | event type |
|  | event-1 | The new user will launch the application and click on the register button | UIE, OP |
|  | event-2 | A form will load in the display, with fields such as gender, name, mobile, occupation etc. | OP |
|  | event-3 | An OTP will be sent to the user's phone/email. The user will be prompted to enter the otp. After entering the user will click the submit button. | OP, DP, UID, UIE, VR |
|  | event-4 | IF VR is successful, the user will be sent to his dashboard and an email/sms will be sent to them for confirmation and the time and date of their membership documents collection. | DP OP |
|  | | | |
| **User-4, Goal-2** | **Description of Goal-2:** Pay bills,rents and download their receipts. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, renter landing/dashboard scene will be loaded | OP |
|  | event-3 | Click on the pay rent option | UIE |
|  | event-4 | A display appears showing details such as building number,flat number,monthly rent amount and a ‘make payment button’. | OP |
|  | event-5 | The user will click on the make payment button | UIE |
|  | event-6 | A field to enter the bank account no and the amount appears | OP |
|  | event-7 | After entering the account no and the amount the user will click on the pay button | UID UIE |
|  | event-8 | After selecting the Download receipt button their receipt will be downloaded. | UIE DP |
|  | event-8 | After clicking on Done button the user will return to the dashboard | UIE,OP |
|  | | | |
| **User-4, Goal-3** | **Description of Goal-3 :**Request for late payment to the property manager. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, renter landing/dashboard scene will be loaded | OP |
|  | event-3 | The user will click on make late payment option | UIE |
|  | event-4 | a textbox will appear to explain the reason and proof to verify the user's reason. | OP |
|  | event-5 | In the textbox the user have to mention in detail the reason for the late payment and lastly attach proofs if needed | UIE,UID |
|  | event-6 | The user will click on the submit button and return to the dashboard and treasurer will be notified. | UIE,UID |
|  | | | |
| **User-4, Goal-4** | **Description of Goal-4:** Update renter’s required information | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, renter landing/dashboard scene will be loaded | OP |
|  | event-3 | The user will click on the change or update user details button | UIE |
|  | event-4 | pre existing information about the user is loaded | OP |
|  | event-**5** | The user will select on the column that requires to be updated and input the updated data. | UIE,UID |
|  | event-6 | The user will click on save and return to the dashboard. | UIE,OP |
|  | | | |
| **User-4, Goal-5** | **Description of Goal-5:** Maintenance Request to the Technician. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, renter landing/dashboard scene will be loaded | OP |
|  | event-3 | The user will click on the Maintenance Request button | UIE |
|  | event-4 | A textbox will appear and the user will write his issues and need for the maintenance and click the submit button. | OP,DP UIE |
|  | event-5 | the user will return to the dashboard and the Property manager will be notified | OP,DP |
|  | | | |
| **User-4, Goal-6** | **Description of Goal-6:** Make Reservation of one of the multipurpose halls for personal events. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, renter landing/dashboard scene will be loaded | OP |
|  | event-3 | the user will click on the make Reservation button | UIE |
|  | event-4 | A textbox will appear in the display | OP |
|  | event-5 | a textbox will appear to specify the need for the requested room. | OP |
|  | event-6 | A notification will be sent to the property manager and the user will return to the dashboard. | OP,DP |
|  | | | |
| **User-4, Goal-7** | **Description of Goal-7:** Posting Move-out notice to the owner | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, renter landing/dashboard scene will be loaded | OP |
|  | event-3 | the user will click on the Terminate Tenancy button | UIE |
|  | event-4 | a textbox will appear,where the user will have to specify the reason to terminate the tenancy contract and mention the move-out date. | OP UIE |
|  | event-5 | the user will type then click on submit button and a notification will be sent to the owner. | OP,UIE |
|  | event-6 | The user will return to the dashboard. | OP DP |
|  | | | |
| **User-4, Goal-8** | **Description of Goal-8:** Create society group or club | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, renter landing/dashboard scene will be loaded | OP |
|  | event-3 | The user will select on the group option | OP |
|  | event-4 | Existing group will be loaded and a option to create new group will be shown | OP |
|  | event-5 | Click on the create new group button | UID UIE |
|  | event-6 | A form will load on the display with fields such as group name,description of the group,picking groups icon or color and configuration set up for instance 'showing on the profile’,’showing on the resident list’ and ‘needs to be within the association’. | OP |
|  | event-7 | The user will fill the form and enable the configuration set up,and click on save button. | UIE UID |
|  | event-8 | User will return to dashboard | OP, UIE |

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| **User-5 name:** **Condo-Lawyer** | | | |
| **User-5, Goal-1** | **Description of Goal-1:** Contact all the unit owners for a meeting. | | event type |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, Condo-Lawyer landing/dashboard scene will be loaded | OP |
|  | event-3 | The user will click on the schedule meeting button | UIE |
|  | event-4 | A text area will appear where the user will write a brief summary of the agenda and the date and time and click send | UID UIE OP |
|  | event-5 | The user will return to the dashboard and all the owners will be notified | OP DP |
|  | | | |
| **User-5, Goal-2** | **Description of Goal-2:** Update rules and regulations. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, Condo-Lawyer landing/dashboard scene will be loaded | OP |
|  | event-3 | The user will click on the update rules and regulations button | UIE |
|  | event-4 | A list of rules will appear and an option to add new will also appear in the screen | OP |
|  | event-5 | The user will click on the rule if they want to edit or add new if they want to add a new rule | UIE |
|  | event-6 | A text area will appear where the user will write the updated/new rule and click update | UIE OP |
|  | event-7 | The database will be updated and the user will return to the dashboard | OP DP |
|  | | | |
| **User-5, Goal-3** | **Description of Goal-3:** Notifying about monetary compensation after reviewing accidents report from the Secretary. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, Condo-Lawyer landing/dashboard scene will be loaded | OP |
|  | event-3 | A notification will pop up if there is new report passed by Secretary | OP |
|  | event-4 | After clicking the notification of the report and the report will display | UIE OP |
|  | event-5 | If someone has suffered injury or death due to an accident that was caused by possible negligence on the property owner’s part, the user will click the Notice option. | UIE |
|  | event-6 | A text area will appear where the user will write the notice and click the send button notifying for full and fair monetary compensation from that premise owner and his insurance companies for the victim's loss. | UIE OP |
|  | event-7 | The user will return back to the dashboard and the owner will be informed | OP DP |
|  | | | |
| **User-5, Goal-4** | **Description of Goal-4:** Answering queries to give consultation to any owner. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, Condo-Lawyer landing/dashboard scene will be loaded | OP |
|  | event-3 | The user will click on option “Answer Queries”, queries will appear in the display | UIE OP |
|  | event-4 | The user will select a reply button and a textbox will be there. He will communicate with the owner and answer their queries and help them. | UIE OP, UID |
|  | event-5 | The user will click the Send button and a notification will be sent to the owner. | UID, OP |
|  | event-6 | After the communication ends the user selects exit and returns to their dashboard. | UIE, OP |
|  | | | |
| **User-5, Goal-5** | **Description of Goal-5:** View reports on fund dues from the treasurer. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, Condo-Lawyer landing/dashboard scene will be loaded | OP |
|  | event-3 | The user will click on the Review Reports button | UIE |
|  | event-4 | If there is any pending reports then the reports list will appear and the user will click on the report and the report will display with the name of the owners and their due amount. | UIE OP |
|  |  | If the user want to give a penalty he will select the owners name from the list and at the right side an Penalty Notice option will come | UIE OP |
|  |  | The user will click on the option and a text area will appear where the user will write the notice and the send button | OP UIE |
|  |  | The user will return back to the dashboard by clicking Return and the particular owner will be informed | OP DP |
|  | | | |
| **User-5, Goal-6** | **Description of Goal-6:** Make request for leave of absence to the President. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, Condo-Lawyer landing/dashboard scene will be loaded | OP |
|  | event-3 | The user will click on the Request Leave button | UIE |
|  | event-4 | A big text area will be shown. Where the user will type a formal letter for a leave of absence | OP UID |
|  | event-5 | After clicking the request button the letter will be sent to the President and the user will return to the dashboard. | DP OP |
|  | | | |
| **User-5, Goal-7** | **Description of Goal-7:** Put a lien against a Unit owner for unpaid Condo-fees.. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, Condo-Lawyer landing/dashboard scene will be loaded | OP |
|  | event-3 | Click Lien Notice | UIE |
|  | event-4 | A text will appear where the user will write notice informing about lien and put the attachment of registered Lien. | UIE OP |
|  | event-5 | The user will return back to the dashboard and the owner will be informed | OP DP |
|  | | | |
| **User-5, Goal-8** | **Description of Goal-8:** Give approval on Lease, Sale or Transfer of a Unit. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, Condo-Lawyer landing/dashboard scene will be loaded | OP |
|  | event-3 | A notification will pop up if there is new request passed by Owners | OP |
|  | event-4 | After clicking the notification the request will display | UIE OP |
|  | event-5 | If the user approves the request, the user will click on the approve button will send to the owner or if not the decline button. | UIE |
|  | event-6 | The notification will be sent to the owner and return to dashboard | DP OP |

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| **User-6 name: Unit Owners** | | | |
| **User-6, Goal-1** | **Description of Goal-1:** Vote to form the Board | | event type |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, Unit Owner landing/dashboard scene will be loaded | OP |
|  | event-3 | The user will click on the “Vote” button and a list of board designations and with the names of the candidates will appear | UIE OP |
|  | event-4 | The user will select the candidates whom they want in that particular duty | UIE |
|  | event-5 | After voting the user will click on the submit button which will return the user to the dashboard. | UID, UIE, OP, DP |
|  | | | |
| **User-6, Goal-2** | **Description of Goal-2:** Evaluate the Board anonymously. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, Unit Owner landing/dashboard scene will be loaded | OP |
|  | event-3 | Select option to Evaluate Board it will display the list of members. | UIE OP |
|  | event-4 | An option to give a certain amount of stars from 1-5 and a text area to leave a comment will appear in the display. | OP |
|  | event-5 | After evaluating the user will click on the submit button which will return the user to the dashboard. | UID, UIE, OP, DP |
|  | | | |
| **User-6, Goal-3** | **Description of Goal-3:** Pay bills. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, Unit Owner landing/dashboard scene will be loaded | OP |
|  | event-3 | After clicking the pay bill button a list of pending bills will appear | OP |
|  | event-4 | The user will click on the bill they want to pay and a form will appear. | OP UIE |
|  | event-5 | A field to enter the bank account no and another field to enter the amount will appear. | OP |
|  | event-6 | After entering the data and clicking the pay button an OTP will be asked of the user | UID UIE |
|  | event-7 | The user will enter the OTP and click pay, if verified the user will be sent a success notification else an error notification will be sent | OP VR |
|  | event-8 | To collect and print the copy of their receipt the user will click on “Get my receipt” option. | UIE |
|  | event-9 | After clicking the option the receipt will be downloaded in his device and the user will return to the dashboard. | OP DP |
|  | | | |
| **User-6, Goal-4** | **Description of Goal-4:** Registration of new owner. | |  |
| Workflow: | event-1 | The new user will launch the application and click on the register button | UIE, OP |
|  | event-2 | A form will load in the display, with fields such as Name, Unit No etc | OP |
|  | event-3 | An OTP will be sent to the user's phone/email. The user will be prompted to enter the otp. After entering the user will click the submit button. | OP, DP, UID, UIE, VR |
|  | event-4 | If VR is successful, the user will be sent to their dashboard and an email/sms will be sent to them for confirmation and the time and date to collect his membership documents. | OP DP |
|  | | | |
| **User-6, Goal-5** | **Description of Goal-5:** Report incase of an accident to the Secretary. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, Unit Owner landing/dashboard scene will be loaded | OP |
|  | event-3 | The user will click on the accident report button | UIE |
|  | event-4 | A big textarea will be shown. Where the user will type a formal letter describing the incident. | OP UID |
|  | event-5 | After clicking the send button the letter will be sent to the Condo-Lawyer and the user will return to the dashboard. | DP UIE OP |
|  | | | |
| **User-6, Goal-6** | **Description of Goal-6:** Do query to Condo-Lawyer. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, Unit Owner landing/dashboard scene will be loaded | OP |
|  | event-3 | Select option to Query | UIE |
|  | event-4 | A textarea will be shown. | DP OP |
|  | event-5 | The user will express their concerns and problems to the Condo-Lawyer. | OP UIE UID OP |
|  | event-6 | User clicks on send and will be returned to dashboard | UIE OP |
|  | | | |
| **User-6, Goal-7** | **Description of Goal-7:** Update To-Let Notice Board about apartments and Units for rent or sell. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, Unit Owner landing/dashboard scene will be loaded | OP |
|  | event-3 | The user will click on “Update notice board” and Rent and Sell options will appear | OP UIE |
|  | event-4 | The user will click on the option and a text area will appear | OP UIE |
|  | event-4 | The user will enter the notice in the text area and click on the update button which will return to the dashboard. | OP DP UID UIE |
|  | | | |
| **User-6, Goal-8** | **Description of Goal-8:** Request for lease, sell or transfer of a Unit. | |  |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR |
|  | event-2 | if login successful, Unit Owner landing/dashboard scene will be loaded | OP |
|  | event-3 | The user will click on the ‘Request for Lease Sell or Transfer’ button | UIE |
|  | event-4 | A big textarea will be shown. Where the user will type a formal letter for lease, sell or transfer the unit. | OP UID |
|  | event-5 | After clicking the request button the letter will be sent to the Condo-Lawyer and the user will return to the dashboard. | DP OP |

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| **User-7 name:** **Property Manager** | | | |
| **User-7, Goal-1** | **Description of Goal-1:** Review payment and assign tasks. | | event type |
| Workflow: | event-1 | User will login using username and password and user type. | UID, VL, VR |
|  | event-2 | Redirect to user dashboard after successful login | OP |
|  | event-3 | The property will select Option named “Payment and Assign tasks” | UIE |
|  | event-4 | After selecting Payment and Assigned tasks user will see two tab option payment and assign task | UIE, OP |
|  | event-**5** | Select the Payment option and a window will load with all workers and required fields. | UIE |
|  | event-6 | Property manager will select one row from the table | UIE, DP,OP |
|  | event-7 | Then will Click “Make Payment” button. | UID,UIE,OP |
|  | event-8 | After that a new window will open with an amount input field. | UIE,DP,OP |
|  | event-9 | Then click “Make Payment” and an alert will show. | UIE,OP |
|  | event-10 | The property manager will go to task assign tab | UID,UIE |
|  | event-11 | Then select a row and click “Assign Task” | UIE |
|  | event-12 | An window will open with task name and deadline | OP |
|  | event-13 | Then click “Assign Task” and an alert will show | OP |
|  | | | |
| **User-7, Goal-2** | **Description of Goal-2:** Receive and approve reports from tenants’ requests, address concerns and comments about the community, rules, COA fees, etc. | |  |
| Workflow: | event-1 | User will login using username and password and user type. | UID, VL, VR |
|  | event-2 | Redirect to user dashboard after successful login | OP |
|  | event-3 | Property Manager will click My Community option | UIE |
|  | event-4 | After the click, the system will show all the tenants list. | OP,DP |
|  | event-**5** | Then, the user can click on any individual tenant and the system will show information in details with approve and reject buttons in an anchor pane. | UIE,OP |
|  | event-6 | The property manager can respond to tenants using the approve and reject button. | UIE |
|  | | | |
| **User-7, Goal-3** | **Description of Goal-3:** Overseeing reserve fund. | |  |
| Workflow: | event-1 | User will login using username and password and user type. | UID, VL, VR |
|  | event-2 | Redirect to user dashboard after successful login | OP |
|  | event-3 | Property manager will click on the “Reserve Fund ” Option. | UIE |
|  | event-4 | After clicking the dashboard will display “Balance” and two lists of “ expense” and “Pending” tasks | UIE, OP,DP |
|  | event-**5** | The manager can select any work from the pending table and click”Mark as complete” the task will shift to “Expense Table”. | UIE, DP,OP |
|  | event-6 | The property manager can add tasks to the pending table by clicking “Add Task”. | UIE, OP |
|  | | | |
| **User-7, Goal-4** | **Description of Goal-4:**Send expense requests to the Treasurer. | |  |
| Workflow: | event-1 | User will login using username and password and user type. | UID, VL, VR |
|  | event-2 | Redirect to user dashboard after successful login | OP |
|  | event-3 | The property manager will click on the option named “Expense Report”. | UIE |
|  | event-4 | Then a list of tasks with deadline and completed date will show with two buttons “Refresh” and “Create Report”. | UIE, DP, OP,PC |
|  | event-5 | After clicking “Create Report” a scene will be visible with details and two buttons “Send Report” and “Generate PDF”. | OP |
|  | event-6 | Then first click “Generate PDF” then click “Send report”. | OP |
|  | event-7 | An alert will show “Successful”. | OP |
|  | | | |
| **User-7, Goal-5** | **Description of Goal-5:** Maintain and Update tenants information (make payment on behalf of renterters, Rent, bills etc) on a regular basis. | |  |
| Workflow: | event-1 | User will login using username and password and user type. | UID, VL, VR |
|  | event-2 | Redirect to user dashboard after successful login | OP |
|  | event-3 | The Property Manager will click on the option named “Rent and Bills”. | UIE |
|  | event-4 | After clicking rent and bills, the system will show the list of renters and their billing statement with two comments i.e., “Paid” and “Due”. | UIE,OP,DP |
|  | event-**5** | If any bill/rent is due, the payment will/can be done in installment through the property manager by clicking “Pay”. | UIE |
|  | event-6 | The property manager can generate a report on the total payment details, information, due by clicking “Generate Report”. | UIE,OP |
|  | event-7 | The property manager can view individual details by clicking “Show Details”. |  |
|  | | | |
| **User-7, Goal-6** | **Description of Goal-6:** Reporting monthly billing statements and reports to the President. | |  |
| Workflow: | event-1 | User will login using username and password and user type. | UID, VL, VR |
|  | event-2 | Redirect to user dashboard after successful login | OP |
|  | event-3 | The property manager will click on the option named “Report to President”. | UIE |
|  | event-4 | The user will select the month and payment type and click “Show Result”. | OP, DP,UIE |
|  | event-**5** | A list of bills will show with required fields. | OP |
|  | event-6 | Then the user will click “Generate PDF report”. | OP |
|  | event-7 | The user will select a month and click the button “Send Report”. | UIE, UID |
|  | event-8 | After the statement is sent, a notification will pop up saying “Statement Delivered Successfully”. | OP |
|  | event-9 | The Statement will be sent to the President through the system. | UIE,DP,OP |
|  | | | |
| **User-7, Goal-7** | **Description of Goal-7:** Approve and receive daily reports, Leave applications, supply requirements, and valid and due payment requests from technicians and send emergency alerts to the technicians.. | |  |
| Workflow: | event-1 | User will login using username and password and user type. | UID, VL, VR |
|  | event-2 | Redirect to user dashboard after successful login | OP |
|  | event-3 | The property manager will have an option named “Daily Reports ”. | UIE |
|  | event-4 | After that the system will show four different options in a new window named “Leave Applications”, “Requirement Requests”, “Payment” and “Emergency Service”. | OP |
|  | event-**5** | The Property manager will select any of the four options. | UIE |
|  | event-6 | After that, the system will show a list of the technicians | DP,OP |
|  | event-7 | For “Leave Applications”, “Requirement Requests”, and “Payment” there will be two buttons “Approve” and “Reject Button”. | UID,OP,VL |
|  | event-8 | The property manager will validate the request and then approve. | UIE |
|  | event-9 | If there is any payment due of any worker, the property manager will validate the request and approve the due payment. | UIE |
|  | event-10 | In case of any Leave application, the property manager can approve or reject the leave application given the circumstances. | UIE |
|  | event-11 | The approved and rejected requests and application will notify the workers through an alert. | UIE, OP |
|  | event-12 | The Property Manager can assign any emergency task to the technician. | UID,UIE,OP |
|  | | | |
| **User-7, Goal-8** | **Description of Goal-8:** Hires and contacts the new technicians. | |  |
| Workflow: | event-1 | User will login using username and password and user type. | UID,VL,VR |
|  | event-2 | Redirect to user dashboard after successful login | OP |
|  | event-3 | The user will click on “Hire Technicians” and the dashboard will show a list of technicians applied for the job. | OP |
|  | event-4 | The user will see details by clicking “Show Details” after selecting any candidate. | UIE, OP |
|  | event-**5** | The user will click the “Approve” button and the user will be asked to select a time for an appointment. Lastly click the “Submit” button. | UIE,UID |

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| **User-8 name: Technician** | | | |
| **User-8, Goal-1** | **Description of Goal-1:** Select the assigned tasks from the Property manager. | | event type |
| Workflow: | event-1 | User will login using username and password and user type. | UID,VL,VR |
|  | event-2 | Redirect to user dashboard after successful login | OP |
|  | event-3 | The user will click on the option “My Tasks”. | UIE |
|  | event-4 | Three tables will be displayed in a new window. One will be Pending Tasks one will be Ongoing Tasks and lastly the Completed tasks. | OP,DP,UID |
|  | event-5 | The user will select one task and will put it in the ongoing table. | OP,UIE |
|  | event-**6** | The user will then select the task form ongoing then click mark as complete. | UIE |
|  | event-7 | Then the task phase will shift to Completed tasks from ongoing tasks. | OP,UID |
|  | | | |
| **User-8, Goal-2** | **Description of Goal-2:** Communicate with the property manager when supplies are needed. | |  |
| Workflow: | event-1 | User will login using username and password and user type. | UID,VL,VR |
|  | event-2 | Redirect to user dashboard after successful login | OP |
|  | event-3 | The user will click “Request for supply” | UIE |
|  | event-4 | The technician will request for required supplies(If any) mentioning the give task | PC, UIE, VL,OP |
|  | event-5 | The user will fill a form with fields name, amount, purpose and required Date. | UIE,UID,OP |
|  | event-**6** | Then the user will click “Submit”. | UIE,UID |
|  | | | |
| **User-8, Goal-3** | **Description of Goal-3:** Responds to and performs from Property Manager for emergencies that may arise outside of normal business hours i.e., fire, power loss, etc. | |  |
| Workflow: | event-1 | User will login using username and password and user type. | UID,VL,VR |
|  | event-2 | Redirect to user dashboard after successful login | OP |
|  | event-3 | The dashboard will the option named “Emergencies”. | OP |
|  | event-4 | After that a list of emergency tasks will show with its type and status. | OP |
|  | event-**5** | The user will accept the task clicking “Áccept” and the status will be accepted. | OP, DP |
|  | event-6 | The technician can also request extra charges for the emergency task by clicking “Extra charges” | UIE |
|  | | | |
| **User-8, Goal-4** | **Description of Goal-4:** Submit the total completed task bill to the Property Manager. | |  |
| Workflow: | event-1 | User will login using username and password and user type. | UID,VL,VR |
|  | event-2 | Redirect to user dashboard after successful login | OP |
|  | event-3 | The Technician will click on the goal “Submit Task Bill”. | UIE |
|  | event-4 | After that, task names will be shown in the dropdown. | OP,DP |
|  | event-**5** | The technician will select any task from the dropdown . | UIE,UID |
|  | event-6 | After selecting the dropdown task, a comment box, amount, and a submit button. | OP,PC |
|  | event-7 | After putting the amount and comment the technician will submit it to the Property Manager. | UID, UIE |
|  | event-8 | Upon the delivery, a notification will pop up saying “Bill submitted Successfully”. | OP |
|  | event-9 | The user can view his submitted bill by Clicking “Show My Submitted Bill” | UIE, OP |
|  | | | |
| **User-8, Goal-5** | **Description of Goal-5:**Can apply for due payment to the property Manager. | |  |
| Workflow: | event-1 | User will login using username and password and user type. | UID,VL,VR |
|  | event-2 | Redirect to user dashboard after successful login | OP |
|  | event-3 | The user will click on “Payment”. | UID,UIE |
|  | event-4 | If the payment is not made the technician will request for the due amount stating name, work name, date and amount. | OP |
|  | event-**5** | The user will click the submit button. | OP, DP |
|  | | | |
| **User-8, Goal-6** | **Description of Goal-6:** The technician can download the transaction list as a pdf. | |  |
| Workflow: | event-1 | User will login using username and password and user type. | UID,VL,VR |
|  | event-2 | Redirect to user dashboard after successful login | OP |
|  | event-3 | The technician will click on “Transaction List” and a list of all transactions will be visible. | UID,UIE |
|  | event-4 | The technician will click on “Download as PDF” | UID |
|  | event-**5** | After clicking “Download as PDF” an alert will show as “Downloaded Successfully”. | OP,DP |
|  | | | |
| **User-8, Goal-7** | **Description of Goal-7:** Withdraw Amount through system | |  |
| Workflow: | event-1 | User will login using username and password and user type. | UID,VL,VR |
|  | event-2 | Redirect to user dashboard after successful login | OP |
|  | event-3 | The user will click the option “Withdrawal”. | UIE |
|  | event-4 | After that, the system will display two options named “My Balance”, “Withdraw”. | DP,OP |
|  | event-4 | After Clicking my balance, an anchor pane will be visible with the current balance. | OP |
|  | event-5 | After clicking on Withdraw option, an input field with amount | UID,UIE |
|  | event-6 | The technician will input the amount and click on the “Withdraw” button. | UIE |
|  | event-7 | After clicking submit button an alert will pop up saying  “Withdrawal Successful”. | UIE,OP |
|  | | | |
| **User-8, Goal-8** | **Description of Goal-8:** Can leave a leave application to the property manager. | |  |
| Workflow: | event-1 | User will login using username and password and user type. | UID,VL,VR |
|  | event-2 | Redirect to user dashboard after successful login | OP |
|  | event-3 | The technician will have a leave application by clicking “Leave Application” with input required fields. | OP |
|  | event-4 | The Technician will have three tab buttons named “Pending”, “Rejected” and “Approved”. | OP |
|  | event-**5** | The recently applied will be in the pending list. | DP,OP |
|  | event-6 | If the requests are accepted, pending requests will immediately shift to the approved list. | UIE,UID,OP |
|  | event-7 | If the requests are rejected, pending requests will immediately shift to the rejected list. | UIE,UID,OP |