Software Requirements Specification (SRS) Document

SkySave

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Version 1

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1. **Project General Description**

SkySave is a web application that is designed to connect users to travel agencies that match the users' criteria. The customer can search for flights, room accommodations, transportation services, and travel packages. The customer will be able to write reviews for travel agencies. SkySave will also allow travel agencies to reply to reviews written by customers.

2. **Product Features**

The application is designed to make it more convenient to search for travel agency services. It is a specified search for a specific need.

Search: The customer will be given the option to input starting and ending locations, dates traveling, and trip budget. Based on given data, the site will match data with travel agencies and show the user the available services that can accommodate for the user's trip.

Personalized Profiles: Customers can create a profile to write reviews for the travel agencies. Travel agencies can create profiles to respond to reviews made by customers. The profile will be basic and let the user select a username for reviews. Admins can change a profile type to an agency provider type. Admins will have different profiles that also has a list of users and is shown flagged reviews.

Reviews: Travel agencies are displayed with a link of its reviews in the search results page. This will help customers decide which travel agency to select. Only customer profiles will be able to write reviews. Admins can remove false reviews. Travel agencies can reply to customer reviews. Reviews can be flagged by users.

View Providers: There will be a page that lists all the providers that are connected to the web app. All users can see this list.

3. Functional requirements

Customer:

- FR0: The app will allow users to create a profile.

- FR1: The app will allow users to log into their accounts.

- FR2: The app will allow users to manage their profile.

- FR3: The app will allow users to search for flights based on criteria such as date, location (from and to), and budget.

- FR4: The app will allow users view list of travel agencies (providers) that match their search criteria.

- FR5: The app will allow users to subscribe to a provider to receive updates and alerts about new deals, offers, and services from that provider.

- FR6: The app will allow customers to read reviews written by other users.

- FR7: The app will allow users to write reviews about travel agencies after using their services.

SysAdmin:

- FR0: Admin can create account

- FR1: Admin can log into account

- FR2: Admin can add and remove providers

- FR3: Admin can view all providers

- FR4: Admin can remove reviews

- FR5: Admin can view and modify account list

- FR6: Admin can manage profile

- FR7: Travel agency accounts must be verified by admin before converting default account into travel agency account

- FR8: Travel agencies connected to the app can only be added/ removed by an admin

- FR9: Administrators are assigned roles.

- FR10: Admin can see flagged reviews

4. Non-functional requirements

<u>Customer:</u>

- NFR0: A list of travel agencies should be displayed within 5 seconds after search criteria is applied.

- NFR1: A user's login attempt should be processed within 3 seconds for quick access to their account.

- NFR2: Search function should be easy to use with clear fields for date, location, and budget.

- NFR3: Users should be able to subscribe to a provider with a single click, with a subscription confirmation clearly displayed.

- NFR4: User reviews should be moderated to prevent inappropriate content.

- NFR5: Interface for creating and managing profiles should be user-friendly and intuitive, making for a visually appealing design and simplifying the process of creating and managing profiles.

<u>SysAdmin:</u>

- NFR0: Admin should be able to check with the agency to see if a flagged review is false.

- NFR1: Admin should be able to easily convert an already existing profile to a travel agency type profile when appropriate.

- NFR2: List of all providers should be shown in a pleasing manner. Not too many at once. We will try to aim for about 9 providers shown before having to scroll.

- NFR3: Admin should be able to delete reviews with a single click of a button.

- NFR4: Admin should be able to directly go to a flagged review from the admin's profile page.

- NFR5: Admin profile has access to the user list and can make modifications to the type.

5. Scenarios

    a. Customer – Kennedy

        i. SkySave (Create/Modify Customer Profile)

- **Initial Assumption**: Customer has access to web app and is logged in on the main page of the site.
- **Normal**: The customer goes to the profile section, enters or updates their preferences and personal information, and saves the changes.
- **What can go wrong**: The user may enter invalid information, causing and error message to appear.
- **Other activities**: The user can just view their current profile information before making any changes.
- **System state on completion**: The user's profile is updated with the new preferences and personal information.

        ii. SkySave (View/Subscribe to available services)

- **Initial Assumption**: Customer has a completed profile.
- **Normal**: The customer searches for flights using their preferences. The app will display a list of available flights that match the criteria. Then the customer will select a provider from the list and will click the subscribe button to receive updates and alerts.
- **What can go wrong**: The search may return no results if no flights match the criteria.
- **Other activities**: The user can refine their search criteria to get more relevant results.
- **System state on completion**: The user receives alerts for flights matching their criteria.

        iii. SkySave (Write review)

- **Initial Assumption**: Customer has a booked and completed flight.
- **Normal**: The customer navigates to the review section, selects the flight they wish to review, and writes and submits the review.
- **What can go wrong**: The user may hit a character limit error if the review is too long.
- **Other activities**: The user can read reviews written by other customers for reference.
- **System state on completion**: The review is posted and visible to other customers.

    b. Admin – Jun

        i. Log into profile

            1. **Initial Assumption**: Admin input credentials to log into profile

            2. **Normal**: The admin will be redirected to the profile page. Admin will have the same functionalities as a regular user. Admin profile page will have additional functions shown. Admin will be shown

flagged reviews. Admin will be able to view a list of user profiles.
- a. Admin can click flagged review to be redirected to the review in question.
  - i. Can remove review
  - ii. Can remove flag
- b. Admin can choose to be redirected to view a list of all users to be able to modify them.
- c. Admin can add/ remove a travel agency provider

3. **What can go wrong**: Admin can input wrong credentials. This will keep the user on the login page until the correct credentials are provided. Admin can accidentally remove a review. There will be an undo option. Admin can accidentally remove a provider. There will be an undo option.
4. **Other activities**: Admin can refresh profile page to see an updated list of flagged reviews.
5. **System state on completion**: The admin will be on the profile page.