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| **FPT UNIVERSITY** |
| Capstone Project Document  Report 3  Project Management Plan |
| |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | | **Group 18** | | | **Group Members** | Đào Bảo Long – Team Leader – SE60690  Lê Phúc Lữ – Team Member – 60563  Nguyễn Thanh Tùng – Team Member – SE60609  Nguyễn Tấn Đức – Team Member – SE60660 | | **Supervisor** | Nguyễn Trọng Tài | | **Ext Supervisor** | N/A | | **Capstone Project Code** | i-Deliver |   Build a Web Application  for manages all activities of  delivery service system by coach. | |
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|  |
| Hồ Chí Minh City, January 2014 |

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# Software Requirement Specifications (SRS)



## User Requirement Specification

The system should allow 4 types of actors, namely Guest, Customer, Staff, and System Administrator, and an abstract actor named Logged User, to interact with. Each of these types of user is granted a set of functions as specified below.



Diagram 1. Actor overview diagram



### Guest Requirements

A guest is an unauthenticated user of the website. He or she can:

* Log in with his authorized account;
* Register a new account;
* View, search for, and filter routes by a number of criteria that suit his or her needs;
* View details of an arbitrary routes.

### Logged User Requirements

A logged user is an authenticated user of the website (e.g., a user who logged on to the system with a valid username and password). They can:

* Log out;
* Change their own password;
* View and update their account details.

Note that that this actor is an abstract one and does not represent a real actor in practice.

### Customer Requirements

A Customer is a logged user (see 3.1.2. Logged User Requirement) and is given all the functions of a logged user. In addition, he or she is granted all the functions of a guest (see 3.1.1. Guest Requirement) except for the Log in and Register functions. A Customer also has his or her own set of functions:

* Create and submit the goods delivery requests;
* Cancel unwanted requests if they weren’t paided or approved;
* Edit submitted delivery information in a limit duration;
* Leave reviews about the service;
* Rate hotels by multiple criteria;
* Tracking for package (when the package left station, time left to be delivered, …);
* Make an online payment via third-party service.

### System Administrator Requirements

A System Administrator is a logged user (see 3.1.2. Logged User Requirement) and is given all the functions of a logged user. In addition, a system Administrator also has his or her own set of functions:

* Manage Staff accounts;
* Add more System Administrator accounts;
* Manage fee value and calculating formular;
* Statistics: get datas about revenue, performance.

### Staff Requirements

A Staff is a logged user (see 3.1.2. Logged User Requirement) and is given all the functions of a logged user. In addition, a system Administrator also has his or her own set of functions:

* Manage all requests: approve, reject online requests, create new, edit and cancel offline requests;
* Manage all related information about routes, stations, trips and coaches;
* Arrange and schedule for packages delivery;
* Searching for information about requests, routes, stations, trips and coaches;
* Manage comments and rating: delete violated comments and clear spam rating;
* Statistics: get datas about revenue, performance.

## System Requirement Specification (Specific Requirements)



### External Interface Requirements



#### User Interfaces

The i-Deliver website should adopt an attractive and user-friendly interface so that the users of the system can get a good experience browsing the site.

The pages should be well linked together to promote seamless navigation between them. The instructions should be specific and suggestive, so that the users will not be confused about what to do next.

Client postbacks should be limited wherever possible, in order to boost performance and ease of use.

Vietnamese should be the official language of the website as its target customers are mainly Vietnamese people. Vietnam Dong should be the official currency. Moreover, all other localizable information, such as date and time, should be Vietnamese-styled.

#### Hardware Interfaces

The i-Deliver website can be reached by personal computers that support Internet connection and web browsers. In order to get the best experience, the following conditions should be satisfied:

* 50 Kbps Internet connection or faster;
* 1 gigahertz (GHz) processor or faster;
* 512 megabytes (MB) RAM or more;

#### Software Interfaces

The software listed below is needed for the system to operate normally:

|  |  |  |  |
| --- | --- | --- | --- |
| **Software Name** | **Version** | **Cost** | **Provider** |
| Web Browser   * Internet Explorer * Google Chrome * Mozilla Firefox * Safari * Opera | 7.0 or higher | Free  Free  Free  Free  Free | Microsoft  Google  Mozilla  Apple  Opera |
| SQL Server Express | 10.0 | Free | Microsoft |
| .NET Framework | 4.5 | Free | Microsoft |
| IIS Express | 8 | Free | Microsoft |

### Main flow overviews

There are two main flows in the system as specified below.



#### Flow 1: Customers make goods delivery request



Figure 1. Customer make goods delivery request

The flows *Customer make goods delivery request* include the followings steps:

1. The customer login to the i-Deliver website (registration is required for guest);
2. The customer provides necessary deliver information (receiver address, detail contact, package weight and size, type of goods) to make a request; they can make a payment online via third-party service or the receiver will pay for delivery fee;
3. The staff re-scaling and categorizing package then confirm provided information to system to check package requirements and calculate delivery fee;
4. The staff approve request then make an invoice for customer if their package meet delivery standards, or they will reject request and return package to customer if not.

#### Flow 2: Staffs manage and scheduling for package delivery

The flow *Staff opens a hotel in the system* include the followings steps:

1. The Staff completes basic information of their hotel and makes a request to the system Administrator;
2. The hotel opening request is notified to the system Administrators;
3. The system Administrator check the validity of the hotel and approves of the hotel opening request;
4. The Staff continues to add images, room types, features for their hotel;
5. The Staff specifies prices and daily available statuses for each room. Until this step, their hotel is searchable, filterable, and can be booked on the I-DELIVER website;
6. The Staff installs a Facebook application for the Facebook page of their hotel (If there is no Facebook page for the hotel, the Staff must manually create one on Facebook).



Figure 2. Staff opens a hotel in the system

### System Features



#### Overall Use Case Diagram

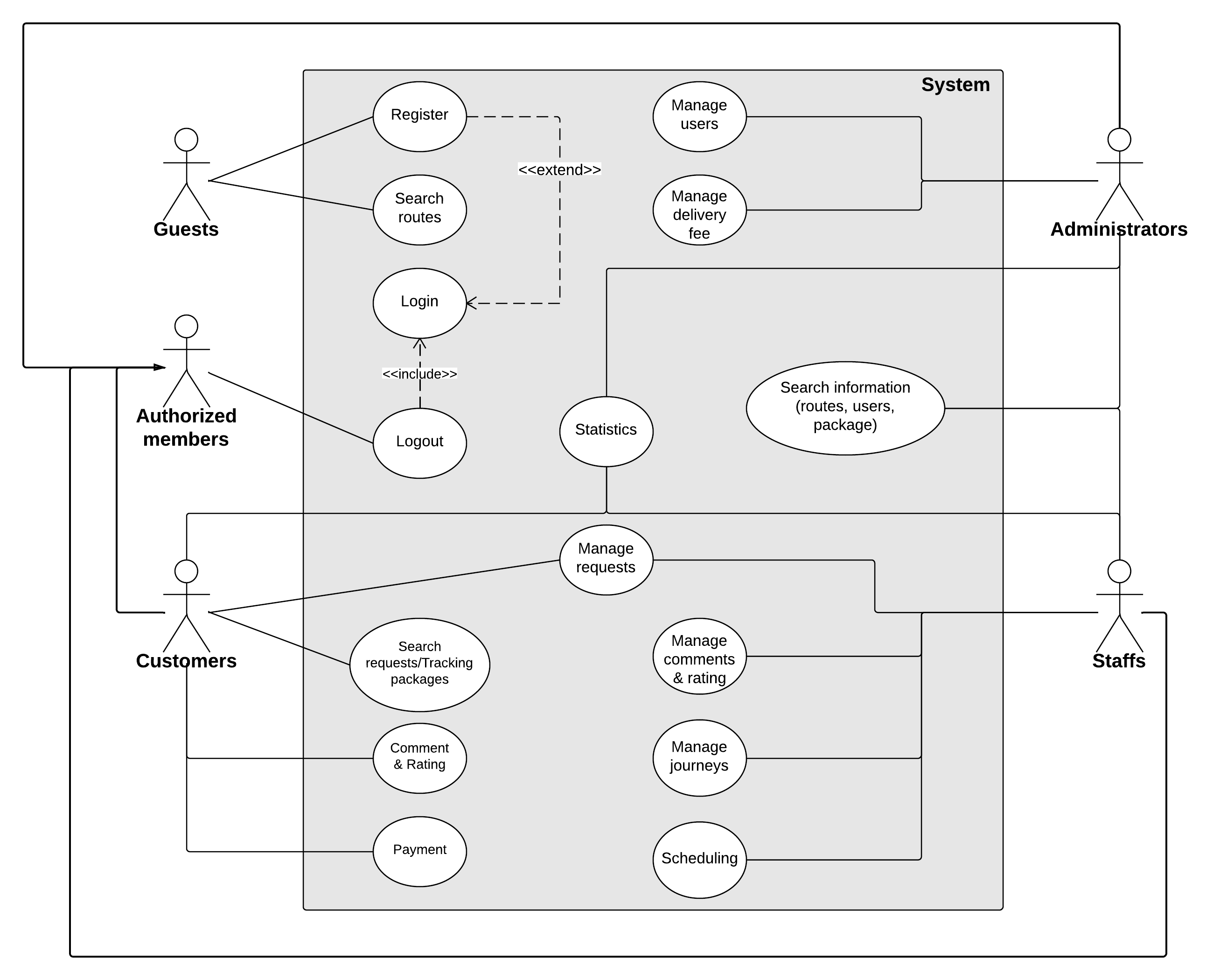


Diagram 2. Use case diagram

Note that only important and business-related use cases are described in details in the section below.

#### « Guest » Register



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| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC001 | **Use-case Version** | | <1.0> |
| **Use-case Name** | Register | | | |
| **Author** | DucNTSE60660 | | | |
| **Date** | 07/02/2014 | **Priority** | Normal | |
| **Actor:** Guest  **Summary:**  This use case help guest to create an account in the system.  **Goal:**  Help Guest can have an account in the system.  **Triggers:**  Guest clicks on “Đăng Kí”.  **Preconditions:**  Guest needs an account to login in to the system in other to have more authorization in the system.  **Post Conditions:**  *On success:* A new account is created in the system. This account is user account type.  *On failure:* Ask guest register again.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Guest clicks on “Đăng Kí” |  | | 2. |  | Display “Register” screen with text box for Guest to type all necessary info for creating new account. | | 3. | Guest inputs all required fields. |  | | 4. |  | Validate all input data. Send invalid message (if have). | | 5. | Correct all invalid fields (if have). |  | | 6. | Guest clicks on “Đồng Ý” button. |  | | 7. |  | System creates new account for guest. | | 8. |  | Redirect to Login page. |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | Guest must enter all required fields before submitting. | | 2. | Each registering, guest can create one account in the system. | | 3. | Each account in the system is distinguished by email address which assumes as username. | | 4. | When email fields of the new account are as same as the existing ones, the system will show invalid message. | | | | | |

#### « Guest, Customer » Search information



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| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC002 | **Use-case Version** | | <1.0> |
| **Use-case Name** | Search information | | | |
| **Author** | DucNTSE60660 | | | |
| **Date** | 07/02/2014 | **Priority** | Normal | |
| **Actor:** Guest, Customer  **Summary:**  This use case is about allowing guest and customer can search information about routes, trips, etc.  **Goal:**  Help guest and customer view the information in system.  **Triggers:**  Guest enters keyword and click “Tìm kiếm” button.  **Preconditions:**  **Post Conditions:**  *On success:* Guest and customer can view their needed information.  *On failure:* Show message “Not found”.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Guest clicks on textbox search and enters search keyword and then click on “Tìm kiếm” button. |  | | 2. |  | Display a table with information that suitable with search keyword. | | 3. |  | System show not found message. (if have). | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Customer » Post request



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| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC003 | **Use-case Version** | | <1.0> |
| **Use-case Name** | Post request | | | |
| **Author** | DucNTSE60660 | | | |
| **Date** | 07/02/2014 | **Priority** | Normal | |
| **Actor:** Customer  **Summary:**  This use case is about allowing customer can post request to delivery their goods in the system.  **Goal:**  Customer can describe about their goods (size, weight, etc.), choose the place where to send the goods and get suggest fee from the system.  **Triggers:**  Customer wants to delivery their goods.  **Preconditions:**  Customer logon with customer role. Customer post request for delivery goods.  **Post Conditions:**  *On success:* Request for transporting goods will be created.  *On failure:* Ask customer request again.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Customer logon to the system with customer role. |  | | 2. | Customer clicks “Gửi yêu cầu” on menu. |  | | 3. |  | Display “Post request” screen with all textbox for customer to enter all necessary info for delivering goods. | | 4. | Customer enters all required fields. |  | | 5. |  | Validate all input data. Send invalid message (if have). | | 6. | Correct all invalid fields (if have). |  | | 7. | Customer click on” Xác nhận” button. |  | | 8. |  | System create new request for customer. |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **Systm Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | Customer must login to use the system function. | | 2. | Customer must enter all required fields before submitting. | | 3. |  | | | | | |

#### « Customer » Edit request



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| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC004 | **Use-case Version** | | <1.0> |
| **Use-case Name** | Edit request | | | |
| **Author** | DucNTSE60660 | | | |
| **Date** | 07/02/2014 | **Priority** | Normal | |
| **Actor:** Customer  **Summary:**  This use case is about allowing customer can change information of request.  **Goal:**  Customer can change wrong information, such as information of receiver, trips, etc.  Help for the transport of good become better.  **Triggers:**  Customer wants to change information of request.  **Preconditions:**  Customer login to the information with their role.  Customer must have previously submitted request.  **Post Conditions:**  *On success:* Request of information is updated.  *On failure:*  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Customer login to the system with their role. |  | | 2. | Customer clicks “Yêu cầu đã gửi” link |  | | 3. |  | Show “All requests” screen. | | 4. | Customer choose a request that their want to edit. |  | | 5. |  | Show information of request screen. | | 6. | Customer changes value at allowed fields. |  | | 7. |  | Validate all input data. | | 8. |  | Show incorrect messages for each invalid value (if have). | | 9. | Customer correct all invalid value (if have). |  | | 10. | Customer clicks on “Xác nhận” button. |  | | 11. |  | New information of request is updated in database. | | 12. |  | Redirect to “All request” screen. |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | Customer must have previously submitted request. | | 2. |  | | 3. |  | | | | | |

#### « Customer » Cancel request



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| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC005 | **Use-case Version** | | <1.0> |
| **Use-case Name** | Cancel request | | | |
| **Author** | DucNTSE60660 | | | |
| **Date** | 07/02/2014 | **Priority** | Normal | |
| **Actor:** Customer  **Summary:**  This use case is about allowing customer to cancel request for delivery goods.  **Goal:**  Cancel request for delivery goods  **Triggers:**  Customer does not want to delivery their goods.  **Preconditions:**  Customer login to the information with their role.  Customer must have previously submitted request.  **Post Conditions:**  *On success:* Request for delivery goods is removed.  *On failure:*  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Customer logon to the system with customer role. |  | | 2. | Customer clicks “Yêu cầu đã gửi” link |  | | 3. |  | Show “All requests” screen. | | 4. | Customer chooses a request and clicks on “Huỷ bỏ” button. |  | | 5. |  | Show message box to confirm. | | 2. | Customer chooses “Có” or “Không”. |  | | 3. |  | Redirect “All requests” screen. |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | Customer must have previously submitted request. | | 2. |  | | 3. |  | | | | | |

#### « Customer » Search request



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| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC006 | **Use-case Version** | | <1.0> |
| **Use-case Name** | Search request | | | |
| **Author** | DucNTSE60660 | | | |
| **Date** | 10/02/2014 | **Priority** | Normal | |
| **Actor:** Customer  **Summary:**  This use case is about allowing customer can search their request.  **Goal:**  Customer can search previously submitted request.  **Triggers:**  Guest enters keyword and click “Tìm kiếm” button.  **Preconditions:**  .  **Post Conditions:**  *On success:*  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Customer » Tracking package



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| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC001 | **Use-case Version** | |  |
| **Use-case Name** |  | | | |
| **Author** |  | | | |
| **Date** |  | **Priority** |  | |
| **Actor:**  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Customer » View request detail



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| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC001 | **Use-case Version** | |  |
| **Use-case Name** |  | | | |
| **Author** |  | | | |
| **Date** |  | **Priority** |  | |
| **Actor:**  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Customer » Payment



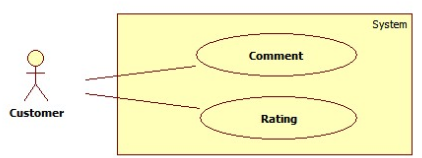
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| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC001 | **Use-case Version** | |  |
| **Use-case Name** |  | | | |
| **Author** |  | | | |
| **Date** |  | **Priority** |  | |
| **Actor:**  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Customer » Statistics



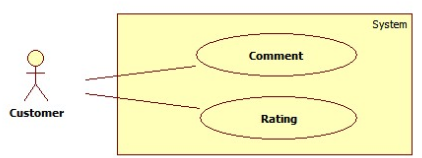
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| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC001 | **Use-case Version** | |  |
| **Use-case Name** |  | | | |
| **Author** |  | | | |
| **Date** |  | **Priority** |  | |
| **Actor:**  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Customer » Rating



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **RATING – SPECIFICATION** | | | | |
| **Use-case No.** | UC012 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Rating | | | |
| **Author** | Lê Phúc Lữ | | | |
| **Date** | 09/02/2014 | **Priority** | Normal | |
| **Actor:** Customer.  **Summary:**  This use case allows customer can make a small feedback to center by rating the service of a specific route. When rating, he/she clicks to the star and the number of marked stars is the level of rating for this route.  **Goal:**  To rate the quality of the service of route of the center.  **Triggers:**  Customer clicks to the stars to rate after he/she used the service of this route.  **Preconditions:**  The customer enters to the page contains the list of route and for each route, there is a rating level corresponding.  **Post Conditions:**  *On success:* The star from the leftmost to the star that user clicked to are all marked. Then, there is a sentence notices the level of customer rated lies beside the list of stars, i.e, “Bạn đã đánh giá 4/5 điểm cho dịch vụ này”.  *On failure:* There is nothing changed and the star is not marked.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | User click to one of five stars corresponding route to select the value that they think it should be. |  | | 2. |  | Display the information that user rated for the route: “Bạn đã đánh giá x/5 điểm cho tuyến đường này” with x is the rating level.  Saves the rating point for the route and updates the overall rating average point and rating average point for the currently rated route. |   **Alternative Scenario:**  N/A.  **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Customer clicks on the star but system encounters an exception when saving the rating point for the route. | Shows the popup to notice about the error “Không thể lưu đánh giá này do hệ thống có vấn đề”. |   **Relationships:**  “Clear rating” use case.  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | This use case only for customer that logged in to the system so when guest rating, the iDeliver check authentication and don’t perform the rating level. | | 2. | When user re-rates for the route, the old rate level will be updated by new rating. | | 3 | The rating level is the integer in interval [0; 5] inclusively but the average point maybe is an floating point number. | | | | | |

#### « Customer » Comment



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| --- | --- | --- | --- | --- |
| **COMMENT – SPECIFICATION** | | | | |
| **Use-case No.** | UC013 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Comment | | | |
| **Author** | Lê Phúc Lữ | | | |
| **Date** | 09/02/2014 | **Priority** | Normal | |
| **Actor:** Customer.  **Summary:**  This use case allows customer can make a small feedback to center by comment to the service of a specific route. When comment, he/she type the content of comment to the text box in the comment section of each route. After that, he/she click button “Gửi” or click “Enter” to submit the comment to system and this content will be display on the page of route. As long as submit the comment, he/she can edit or delete their own comment when they want.  **Goal:**  Comment the quality of the service of route of the center.  **Triggers:**  Customer can comment to route after he/she used the service of this route.  **Preconditions:**  The customer enter to the page contains the list of route and for each route, there is text box to input the content of comment corresponding.  **Post Conditions:**  *On success:* The content of comment display on the page of route that customer concerned.  *On failure:* User can input the comment to text box but cannot submit this content to system  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Customer inputs the content of comment to the text box then clicks to button “Gửi”. |  | | 2. |  | Displays the content of comment that user input. Name of button “Gửi” will be changed to “Chỉnh sửa” so when user want to modify their comment, he/she can click to this button, modify and resubmit. |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. | Customer doesn’t input anything to the text box and clicks to button “Gửi” |  | | 2. |  | Displays the popup notice that they want to input the text at least 3 characters, i.e, “Nhận xét của bạn phải có ít nhất 3 kí tự, mời bạn nhập lại”. | | 2. | 1. | Customer inputs the content of comment to the text box and he/she doesn’t click to button “Gửi”, then they click to Back on browse or close the window. |  | | 2. |  | Display the popup notice that they still not submit the comment to system and can be lost it by exit the window. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Customer inputs the content of comment to the text box then clicks to button “Gửi”. | Shows the popup to notice about the error “Không thể hiện nhận xét này do hệ thống có vấn đề”. | | 2. | After customer submits the comment, he/she want to modify the content, they clicks to button “Chỉnh sửa”. | Shows the popup to notice about the error “Không thể chỉnh sửa nhận xét này do hệ thống có vấn đề”. |   **Relationships:**  “Delete comment” use case.  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | When customer comments to the route, they can modify the content but cannot delete it. The comment is point to quality of the service, not for reply the other comment so can be delete if illegal. | | 2. | The content of comment is at least 3 characters differ to “space” character. | | | | | |

#### « System administrator » Define delivery fee value/calculating formula



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| --- | --- | --- | --- | --- |
| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC001 | **Use-case Version** | |  |
| **Use-case Name** |  | | | |
| **Author** |  | | | |
| **Date** |  | **Priority** |  | |
| **Actor:**  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « System administrator » Edit delivery fee value/ calculating formula



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| --- | --- | --- | --- | --- |
| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC001 | **Use-case Version** | |  |
| **Use-case Name** |  | | | |
| **Author** |  | | | |
| **Date** |  | **Priority** |  | |
| **Actor:**  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « System administrator » Create new staff account



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| --- | --- | --- | --- | --- |
| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC001 | **Use-case Version** | |  |
| **Use-case Name** |  | | | |
| **Author** |  | | | |
| **Date** |  | **Priority** |  | |
| **Actor:**  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « System administrator » Edit account information



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| --- | --- | --- | --- | --- |
| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC001 | **Use-case Version** | |  |
| **Use-case Name** |  | | | |
| **Author** |  | | | |
| **Date** |  | **Priority** |  | |
| **Actor:**  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « System administrator » Delete account



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC001 | **Use-case Version** | |  |
| **Use-case Name** |  | | | |
| **Author** |  | | | |
| **Date** |  | **Priority** |  | |
| **Actor:**  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « System administrator » Search information



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| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC001 | **Use-case Version** | |  |
| **Use-case Name** |  | | | |
| **Author** |  | | | |
| **Date** |  | **Priority** |  | |
| **Actor:**  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « System administrator » Statistics



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| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC001 | **Use-case Version** | |  |
| **Use-case Name** |  | | | |
| **Author** |  | | | |
| **Date** |  | **Priority** |  | |
| **Actor:**  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Staff » Approve request



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| --- | --- | --- | --- | --- |
| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC001 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Approve request | | | |
| **Author** | Nguyễn Thanh Tùng | | | |
| **Date** | 10/2/2014 | **Priority** | High | |
| **Actor:**  *Staffs*  **Summary:**  This use case allows staffs to approve a request from customers or in other words the staffs will change the status of request.  **Goal:**  To confirm a request is valid and that request will be processed.  **Triggers:**  .The staffs click on button “Chấp thuận” on the staff page.  **Preconditions:**  .The staff page is being displayed.  **Post Conditions:**  *On success:*.The request’s status will be changed  *On failure:*. An error message is displayed. The content of the error message will be based on the type of failure.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Staff » Reject request



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| --- | --- | --- | --- | --- |
| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC001 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Reject request | | | |
| **Author** | Nguyễn Thanh Tùng | | | |
| **Date** | 10/2/2014 | **Priority** | High | |
| **Actor:**  Staffs  **Summary:**  This use case allows staffs to delete a request from manager page.  **Goal:**  .To reject a request because it’s may be not valid or in a period time, don’t have any response from customers.  **Triggers:**  .The staffs click on button “Xóa” on the staff pages.  **Preconditions:**  . The staff page is being displayed.  **Post Conditions:**  *On success:* The request will be removed.  *On failure:*. An error message is displayed. The content of the error message will be based on the type of failure.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Staff » Assign package



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC001 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Assign package | | | |
| **Author** | Nguyễn Thanh Tùng | | | |
| **Date** | 10/02/2014 | **Priority** | High | |
| **Actor:**  *Staffs*  **Summary:**  This use case allows staffs assign a request to which car, route…follow the content of request, and request will be become a package.  **Goal:**  .To transport package according to customer requirements  **Triggers:**  .  **Preconditions:**  .The request must be approved.  **Post Conditions:**  *On success:*.Package will be assigned.  *On failure:*. An error message is displayed. The content of the error message will be based on the type of failure.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Staff » Update package status



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC001 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Update package status | | | |
| **Author** | Nguyễn Thanh Tùng | | | |
| **Date** | 10/02/2014 | **Priority** | High | |
| **Actor:**  *Staffs*  **Summary:**  The use case allows staffs update status of a package when it’s assigned.  **Goal:**  .To notifies to customers about their package through the status of package: on way or waiting.., help their tracking package.  **Triggers:**  .Staffs click on button”Thay đổi trạng thái” on staffs page.  **Preconditions:**  .Package must be assigned.  **Post Conditions:**  *On success:*.Status of package will be changed.  *On failure:*. An error message is displayed. The content of the error message will be based on the type of failure.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Staff » Manage time



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| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC001 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Manage time | | | |
| **Author** | Nguyễn Thanh Tùng | | | |
| **Date** | 10/02/2014 | **Priority** | High | |
| **Actor:**  *Staffs*  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*. An error message is displayed. The content of the error message will be based on the type of failure.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Staff » Search package



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| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC001 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Search Package | | | |
| **Author** | Nguyễn Thanh Tùng | | | |
| **Date** | 10/02/2014 | **Priority** | High | |
| **Actor:**  *Staffs*  **Summary:**  This use case allows staffs search information of package such as package name, assign to which car…  **Goal:**  .To search package for tracking and checking informations.  **Triggers:**  .Staffs click on button “Tìm kiếm”  **Preconditions:**  .Staffs page being displayed.  **Post Conditions:**  *On success:*. A list of packages is displayed.  *On failure:*. An error message is displayed. The content of the error message will be based on the type of failure.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Staff » Statistics



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| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC001 | **Use-case Version** | |  |
| **Use-case Name** |  | | | |
| **Author** |  | | | |
| **Date** |  | **Priority** |  | |
| **Actor:**  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Staff » Add a trip



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| **ADD A TRIP – SPECIFICATION** | | | | |
| **Use-case No.** | UC029 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Add new trip | | | |
| **Author** | LongDB | | | |
| **Date** | 10/02/2014 | **Priority** | Normal | |
| **Actor:**  *Staff*  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.a new trip was added to system’s database and display on trips management screen  *On failure:*  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Staff » Edit trip information



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| **EDIT TRIP INFORMATION – SPECIFICATION** | | | | |
| **Use-case No.** | UC030 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Edit trip’s information | | | |
| **Author** | LongDB | | | |
| **Date** | 10/02/2014 | **Priority** | Normal | |
| **Actor:**  *Staff*  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Add a trip” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Staff » Delete a trip



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| **DELETE A TRIP – SPECIFICATION** | | | | |
| **Use-case No.** | UC031 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Delete a trip | | | |
| **Author** | LongDB | | | |
| **Date** | 10/02/2014 | **Priority** | Normal | |
| **Actor:**  *Staff*  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Add a trip” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Staff » Add a station



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| **ADD A STATION – SPECIFICATION** | | | | |
| **Use-case No.** | UC032 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Add new station | | | |
| **Author** | LongDB | | | |
| **Date** | 10/02/2014 | **Priority** | Normal | |
| **Actor:**  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Staff » Edit station information



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| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC033 | **Use-case Version** | |  |
| **Use-case Name** |  | | | |
| **Author** | LongDB | | | |
| **Date** | 10/02/2014 | **Priority** |  | |
| **Actor:**  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Staff » Delete a station



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| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC034 | **Use-case Version** | |  |
| **Use-case Name** |  | | | |
| **Author** | LongDB | | | |
| **Date** | 10/02/2014 | **Priority** |  | |
| **Actor:**  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Staff » Add a route



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| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC035 | **Use-case Version** | |  |
| **Use-case Name** |  | | | |
| **Author** | LongDB | | | |
| **Date** | 10/02/2014 | **Priority** |  | |
| **Actor:**  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Staff » Edit route information



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| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC036 | **Use-case Version** | |  |
| **Use-case Name** |  | | | |
| **Author** | LongDB | | | |
| **Date** | 10/02/2014 | **Priority** |  | |
| **Actor:**  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Staff » Delete a route



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| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC037 | **Use-case Version** | |  |
| **Use-case Name** |  | | | |
| **Author** | LongDB | | | |
| **Date** | 10/02/2014 | **Priority** |  | |
| **Actor:**  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Staff » Add new coach



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| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC038 | **Use-case Version** | |  |
| **Use-case Name** |  | | | |
| **Author** | LongDB | | | |
| **Date** | 10/02/2014 | **Priority** |  | |
| **Actor:**  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Staff » Edit coach information



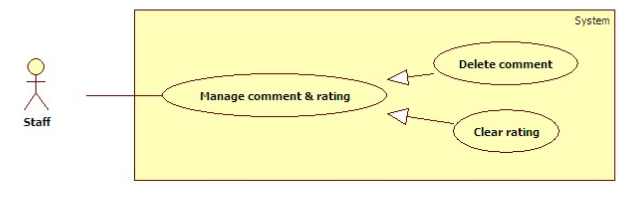
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC039 | **Use-case Version** | |  |
| **Use-case Name** |  | | | |
| **Author** | LongDB | | | |
| **Date** | 10/02/2014 | **Priority** |  | |
| **Actor:**  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Staff » Delete a coach



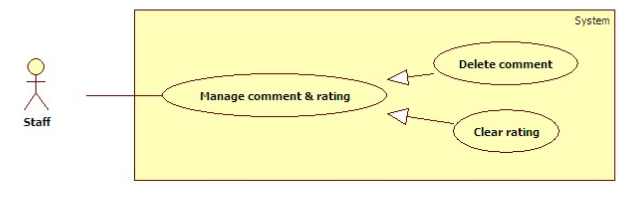
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **– SPECIFICATION** | | | | |
| **Use-case No.** | UC040 | **Use-case Version** | |  |
| **Use-case Name** |  | | | |
| **Author** | LongDB | | | |
| **Date** | 10/02/2014 | **Priority** |  | |
| **Actor:**  **Summary:**  …  **Goal:**  .  **Triggers:**  .  **Preconditions:**  .  **Post Conditions:**  *On success:*.  *On failure:*.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. |  |  | | 2. |  |  | | 2. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 3. | 1. |  |  | | 2. |  |  | | 4. | 1. |  |  | | 2. |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. |  | | 2. |  | | 3. |  | | | | | |

#### « Staff » Clear Rating



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLEAR RATING – SPECIFICATION** | | | | |
| **Use-case No.** | UC040 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Clear rating | | | |
| **Author** | Lê Phúc Lữ | | | |
| **Date** | 09/02/2014 | **Priority** | Normal | |
| **Actor:** Staff.  **Summary:**  This use case allows staff clear the rating of the route due to some reasons. After a period run the system, each route maybe receive a lot of rating for the service, so these rating and the average point of rate stand for the quality of a specific period of time. So to make sure the rating is up-to-date, staff have to reset (or clear) the rating for route.  **Goal:**  Clear the rating of customer for the route after a period run the system.  **Triggers:**  Staff can clear the rating after it has been saved or statistic after a long enough period.  **Preconditions:**  Staff enters to the manage feedback page of the system and choose one or multiple route for clear the rating.  **Post Conditions:**  *On success:* The ratings of selected routes will be reset to null.  *On failure:* The ratings of selected routes are not set to null exactly.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Staff chooses the list of route that he/she want to reset the rating, then click to button “Clear”. |  | | 2. |  | Shows a popup to confirm the action that the staff really wants to clear the rating or not. “Bạn có thực sự muốn reset các đánh giá cũ hay không?” | | 3. | If staff clicks to “Yes” button. |  | | 4. |  | All the rating of user rate for this route, also the average rating will be set to null. | | 5. | If staff clicks to “No” button. |  | | 6. |  | Closes the popup and doesn’t do anything. |   **Alternative Scenario:**  N/A.  **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Staff chooses the list of route that he/she want to reset the rating, then click to button “Clear”. When the popup showed, he/she clicks to “Yes” button to confirm. | The ratings of selected routes are not set to null exactly. | | 2. | Staff chooses the list of route that he/she want to reset the rating, then click to button “Clear”. When the popup showed, he/she clicks to “No” button to confirm. | Some ratings of selected routes are reset while user don’t expect. | | 3. | Staff chooses the list of route that he/she want to reset the rating, then click to button “Clear”. | The popup is not showed. |   **Relationships:**  “Rating” use case.  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | The rating of route after clear will become NULL (means there is not any user rate), not become 0. | | | | | |

#### « Staff » Delete Comment



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **DELETE COMMENT – SPECIFICATION** | | | | |
| **Use-case No.** | UC041 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Delete comment | | | |
| **Author** | Lê Phúc Lữ | | | |
| **Date** | 09/02/2014 | **Priority** | Normal | |
| **Actor:** Staff.  **Summary:**  This use case allows staff physical delete the illegal comment for the route, i.e, use the word are not bright meaning, advertise for external service, …  **Goal:**  Delete the specific comment of customer for route.  **Triggers:**  The staff can delete the comment that violates the rule.  **Preconditions:**  Staff enters to the manage feedback page of the system and choose the comment of route for delete.  **Post Conditions:**  *On success:* The comment will be deleted successfully.  *On failure:* The comment won’t be deleted as expected.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Staff chooses the comment of route and clicks the button “Xóa nhận xét”. |  | | 2. |  | Shows a popup to confirm the action that the staff really wants to delete the comment. “Bạn có thực sự muốn xóa nhận xét này không?” | | 3. | If staff clicks to “Yes” button. |  | | 4. |  | The comment will be deleted. | | 5. | If staff clicks to “No” button. |  | | 6. |  | Closes the popup and doesn’t do anything. |   **Alternative Scenario:**  N/A.  **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Staff chooses the comment of route and clicks the button “Xóa nhận xét”. When the popup showed, he/she clicks to “Yes” button to confirm. | The comment is not deleted. | | 2. | Staff chooses the list of route that he/she want to reset the rating, then click to button “Clear”. When the popup showed, he/she clicks to “No” button to confirm. | The comment is deleted or the content of it changed. | | 3. | Staff chooses the comment of route and clicks the button “Xóa nhận xét”. | The popup is not showed. |   **Relationships:**  “Comment” use case.  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | The comment is legal if its content is clear and point to the quality of service, not chat, advertise, … The staff has to read the content of comment carefully to make sure not delete legal comment. | | | | | |

### Software System Attributes



#### Reliability

Information about hotels are collected via web services in such a way that preserves the most accurate and up-to-date data. There should be a mechanism that helps prevent violating referential constraints and data integrity when the system synchronizes the data from the web services.

#### Availability

N/A

#### Security

Authentication is required when the user utilizes certain functions in the system. Passwords must be encrypted so the even they are unrecognizable to even system Administrators and database Administrators. The system should also require authorization when the user tries to access an unauthorized function.

#### Maintainability

In the architecture design of the system, the responsibilities of all components should be clear and do no overlap each other.

The communications with a web service provider should be packaged in a single module independent from the rest of the system. The module should support plug-and-play, so that, when the web service provider change the structure of the web service results, or when the system must work with another web service provider, minimal changes to the rest of the system are required.

#### Portability

On the client side, the website should be accessible to anyone with a personal computer that connects to the Internet and has a browser.

#### Performance

N/A

## Entity Relationship Diagram



Diagram 3. Entity relationship diagram