**Software Requirements Specification**

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**Arranging Homestays and Cultural Exchange Platform**

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# 1 Introduction

## Purpose

The purpose of this document is to present a detailed description of the Arranging Homestays and Cultural Exchange Platform. It will explain the purpose and features of the system, the interfaces of the system, what the system will do, the constraints under which it must operate and how the system will react to external stimuli. This document is intended for both the stakeholders and the developers of the system.

## Project Scope

This project involves the development of a platform designed to facilitate homestays and cultural exchanges between hosts and travelers. The system aims to connect individuals globally, encouraging cultural immersion, skill sharing, and budget-friendly travel solutions. It allows hosts to specify their needs and accommodations while enabling travelers to create profiles showcasing their skills and preferences. The platform supports secure communication and efficient management of arrangements, fostering meaningful interactions between diverse communities by promoting cultural exchange, offering affordable travel options through skill-based contributions, supporting hosts in isolated or underserved communities, providing flexible arrangements for both short-term and long-term stays, and streamlining profile creation, communication, and arrangement management.

## Glossary and Abbreviations

|  |  |
| --- | --- |
| **Term** | **Definition** |
| Active Article | The document that is tracked by the system; it is a narrative that is planned to be posted to the public website. |
| Author | Person submitting an article to be reviewed. In case of multiple authors, this term refers to the *principal author*, with whom all communication is made. |
| Database | Collection of all the information monitored by this system. |
| Editor | Person who receives articles, sends articles for review, and makes final judgments for publications. |
| Field | A cell within a form. |
| Historical Society Database | The existing membership database (also HS database). |
| Member | A member of the Historical Society listed in the HS database. |
| Reader | Anyone visiting the site to read articles. |
| Review | A written recommendation about the appropriateness of an article for publication; may include suggestions for improvement. |
| Reviewer | A person that examines an article and has the ability to recommend approval of the article for publication or to request that changes be made in the article. |
| Software Requirements Specification | A document that completely describes all of the functions of a proposed system and the constraints under which it must operate. For example, this document. |
| Stakeholder | Any person with an interest in the project who is not a developer. |
| User | Reviewer or Author. |

## List of System Stakeholders

1. Travelers/Volunteers: Individuals looking for affordable accommodations and cultural immersion experiences. They contribute their time and skills in exchange for food and lodging.

2. Hosts: People or families offering accommodations and seeking assistance with specific tasks. They are central to the platform's operations.

3. Platform Administrators: Responsible for managing the platform, maintaining functionality, overseeing user activity, and ensuring smooth interactions.

4. Communities: Local communities hosting travelers, benefiting from the cultural exchange and skill-sharing aspect.

5. Language Learners: Both hosts and travelers aiming to improve their foreign language skills through immersive experiences.

6. Security and Verification Entities: Stakeholders involved in verifying user profiles, ensuring secure payments, and promoting safe interactions.

7. Potential Sponsors/Advertisers: Organizations or brands interested in partnering with the platform to promote services aligned with the platform's goals.

8. Government and Regulatory Authorities: Monitor legal compliance, data security, and public safety aspects of such operations.

## References

IEEE. *IEEE Std 830-1998 IEEE Recommended Practice for Software Requirements Specifications.* IEEE Computer Society, 1998.

<https://www.cse.msu.edu/~cse435/Handouts/SRSExample-webapp.doc>

<https://www.grammarly.com>

# Functional Requirements

## User Requirements Specification

**2.1.1 User Registration & Profiles**

|  |  |
| --- | --- |
| **Use Case Name** | **User Registration & Profiles** |
| **Trigger** | User (Traveler/Host) clicks "Register" on the platform. |
| **Precondition** | The platform is accessible, and the user is not logged in. |
| **Success scenario** | 1. The user selects "Register" and chooses the account type (Traveler/Host). 2. The user enters personal details (name, skills, preferences). 3. If the user is a Host, they provide accommodation details, required help, and expectations. 4. The system validates and saves the information. 5. The user can later edit or delete profile information. |
| **Alternative Paths** | User may skip optional fields (e.g., preferences) during registration. |
| **Post condition** | Profile is created/modified in the database. |
| **Exception Paths** | 1. Validation fails (e.g., duplicate email) → error message. 2. User aborts registration midway. |
| **Other** | Profile photos and documents (e.g., IDs) can be uploaded. |

**2.1.2 Search & Matching**

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| --- | --- |
| **Use Case Name** | **Search & Matching** |
| **Trigger** | User (Traveler/Host) clicks "Search" with filters. |
| **Precondition** | User is logged in; search functionality is available. |
| **Success scenario** | **For Travelers:** 1. Filters hosts by location, work type, duration, amenities. 2. Displays matching hosts. **For Hosts:** 1. Filters travelers by skills, availability, interests. 2. Displays matching travelers. |
| **Alternative Paths** | User may save frequent search filters for reuse. |
| **Post condition** | Search results are displayed; matches are logged |
| **Exception Paths** | No results found → suggests broader filters. |
| **Other** | Results are ranked by relevance (e.g., location proximity). |

**2.1.3 Communication**

|  |  |
| --- | --- |
| **Use Case Name** | **Communication** |
| **Trigger** | User (Traveler/Host) clicks "Search" with filters. |
| **Precondition** | Both users are registered and logged in. |
| **Success scenario** | 1. System opens encrypted chat interface. 2. User sends/receives messages in real-time. |
| **Alternative Paths** | Users may attach files (e.g., work samples, accommodation photos). |
| **Post condition** | Messages are stored in chat history. |
| **Exception Paths** | Recipient blocks sender → chat is disabled. |
| **Other** | Notifications are sent for new messages. |

**2.1.4 Agreement Management**

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| --- | --- |
| **Use Case Name** | **Agreement Management** |
| **Trigger** | User (Host/Traveler) initiates "Create Agreement." |
| **Precondition** | Preliminary agreement reached via messaging. |
| **Success scenario** | 1. System generates a draft agreement (hours/day, duration, lodging). 2. Both parties review and sign digitally. 3. Agreement is stored and enforceable. |
| **Alternative Paths** | Users may modify terms before signing. |
| **Post condition** | Agreement is active; both parties notified. |
| **Exception Paths** | 1. Signing fails → system retries. 2. Dispute → platform mediates. |
| **Other** | Automated reminders for agreement end dates. |

**2.1.5 Membership & Payments**

|  |  |
| --- | --- |
| **Use Case Name** | **Membership & Payments** |
| **Trigger** | Traveler initiates payment to activate membership |
| **Precondition** | Traveler has signed up and is logged into the platform |
| **Success Scenario** | 1. Traveler selects membership plan  2. System redirects to payment gateway  3. Traveler enters payment details  4. Payment is processed successfully  5. System activates membership and confirms to traveler |
| **Alternative Paths** | - Traveler selects a different payment method  - Traveler cancels before payment is completed |
| **Post condition** | Traveler's membership is active; access to host listings is granted |
| **Exception Paths** | - Payment fails due to network or insufficient funds  - Payment gateway error; system prompts to retry |
| **Other** | Hosts list for free; no payment use case for them |

**2.1.6 Reviews & Ratings**

|  |  |
| --- | --- |
| **Use Case Name** | **Reviews & Ratings** |
| **Trigger** | A traveler-host exchange has been completed |
| **Precondition** | - A stay or interaction between traveler and host has occurred  - User is logged in |
| **Success Scenario** | 1. User (traveler or host) navigates to the review section  2. User selects the relevant past exchange  3. User provides a star rating and written review  4. System validates input and saves review  5. Review is visible on the profile of the reviewed party |
| **Alternative Paths** | - User only leaves a star rating without a written comment  - Review is submitted anonymously (if supported) |
| **Post condition** | Review is stored and associated with the correct user profile |
| **Exception Paths** | - User tries to review before the exchange is complete  - Review input is empty or invalid  - Network error during submission |
| **Other** | Hosts can also accept or reject applications before exchange begins (may be handled as a separate use case or sub-flow) |

**2.1.7 Safety & Verification**

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| **Use Case Name** | **Safety & Verification** |
| **Trigger** | - User signs up or edits their profile  - User reports suspicious activity |
| **Precondition** | - User must be logged in  - User profile is incomplete (for ID verification) or a suspicious user/event is identified (for reporting) |
| **Success Scenario** | **ID Verification:**  1. User accesses verification section  2. Uploads ID document (e.g., passport) and/or verifies phone number  3. System processes and validates info  4. System confirms verification status  **Reporting System:**  1. User navigates to a profile or message  2. Clicks “Report”  3. Selects reason and adds details  4. System records report and flags the account for review |
| **Alternative Paths** | - User skips verification and continues with limited access  - User cancels the report submission midway |
| **Post condition** | - User is verified, improving trustworthiness  - Report is logged in the system for admin review |
| **Exception Paths** | - Invalid ID or failed verification (e.g., blurry image, mismatch)  - System error while uploading documents or submitting reports |
| **Other** | Verified users may receive a “Verified” badge; admins are notified of submitted reports |

**2.1.8 Localization**

|  |  |
| --- | --- |
| **Use Case Name** | **Localization** |
| **Trigger** | - User accesses the platform for the first time  - User selects a preferred language from settings |
| **Precondition** | - System supports multiple language options  - User is accessing the app via web or mobile interface |
| **Success Scenario** | 1. User opens the platform  2. System detects user’s location or browser language  3. Interface automatically adjusts to detected language  4. User can manually change language in settings  5. System updates and displays all content in the selected language |
| **Alternative Paths** | - User manually selects a different language regardless of auto-detection  - Language is remembered via cookies/local storage for future visits |
| **Post condition** | The user interface is displayed in the selected language throughout the session |
| **Exception Paths** | - Selected language not fully supported (fallback to default language)  - Network delay in loading language resources |
| **Other** | System may use external translation APIs or localized content files; right-to-left support may be needed for some languages (e.g., Arabic, Hebrew) |

## System Requirements Specification

**Backend**

* Database to store user profiles, listings, messages, and agreements.
* Algorithm for matching travelers/hosts based on preferences.

**Frontend**

* Responsive UI for web/mobile (e.g., React, Flutter).
* Intuitive forms for profile creation and search filters.

**Admin Panel**

* Dashboard to manage users, content and reports ,resolve disputes and monitor reviews.

## Requirements’ Priorities

|  |  |  |
| --- | --- | --- |
| **Priority** | **Requirement** | **Category** |
| MUST | User registration/profile creation | Core functionality |
| MUST | Search/filter hosts/travelers | Core functionality |
| MUST | Secure messaging system | Core functionality |
| MUST | Payment processing for travelers | Core functionality |
| SHOULD | ID verification & safety features | Trust/Safety |
| SHOULD | Review/rating system | Quality assurance |
| COULD | Multilingual support | Enhanced UX |

# Non-functional Requirements

## General Types/Categories

**The following categories will be addressed in this system:**

* Look and feel: The spirit of platform appearance
* Performance: Defines system speed and response times.
* Security: Focuses on protecting data and ensuring secure operations.
* Scalability: Ensures the system can handle increased user load or data volume efficiently.
* Usability: Addresses the user-friendliness and accessibility of the platform.
* Availability: Defines system uptime and continuity of service.
* Maintainability: Outlines ease of updating or repairing the system.
* Legal: The laws and standard that apply to the product
* Portability: Covers the ability of the system to operate across different platforms and devices

## Specification

**Each requirement is specified under its respective category:**

1. Look and feel

* The platform should use a consistent visual theme with no more than three primary colors.
* The layout should follow a clean, minimalist design to support ease of navigation.

2. Performance

* The platform must respond to user interactions within 2 seconds for 95% of cases under a load of 500 concurrent users.

3. Security

* All user data must be encrypted using AES-256 both at rest and during transmission.

4. Scalability

* The system must support up to 1 million user profiles without degradation of performance.

5. Usability

* The platform must be accessible to users with visual impairments, supporting screen readers and keyboard navigation.

6. Availability

* The system must maintain 99% uptime, with no single downtime exceeding 5 hours per year

7. Maintainability

* Updates to the system should not require more than 3 hours of downtime and should be supported by automated deployment tools.

8. Portability

* The platform must be compatible with the latest versions of commonly used web browsers (Chrome, Firefox, Safari, Edge) and operate on Android and iOS devices

## Fit Criteria

**The following fit criteria define how each non-functional requirement will be tested or validated to ensure it has been met:**

**1. Look and Feel**

The platform must consistently use only three primary colors across all pages, as verified through design review and visual inspection.

**2. Performance**

95% of all user interactions must respond within 2 seconds under a simulated load of 500 concurrent users, measured using performance testing tools such as Apache JMeter.

**3. Security**

All user data must be encrypted using AES-256 both at rest and in transit. Compliance will be validated through code review and automated security scanning tools.

**4. Scalability**

The system must maintain acceptable response times (under 2 seconds) while supporting up to 1 million user profiles, confirmed through scalability testing.

**5. Usability**

Accessibility tests must confirm support for screen readers and keyboard navigation, following the WCAG 2.1 Level AA guidelines.

**6. Availability**

Uptime monitoring reports must show 99% system availability annually, with no individual downtime exceeding 5 hours, as measured by uptime monitoring tools.

**7. Maintainability**

System updates must be deployable with less than 3 hours of downtime. This will be verified through deployment test runs and CI/CD automation logs.

**8. Portability**

The system must pass browser compatibility testing on the latest versions of Chrome, Firefox, Safari, and Edge, and operate smoothly on Android and iOS mobile devices.

## Effect on Architecture

**1. Look and Feel**

Centralized styling will be implemented using a theme system or design tokens to ensure visual consistency across all components of the platform.

**2. Performance and Scalability**

The system will use load balancing, caching mechanisms (e.g., Redis), and modular micro services architecture to maintain high responsiveness and enable efficient horizontal scaling.

**3. Security**

Secure communication protocols (HTTPS) will be enforced across all endpoints. Sensitive data will be encrypted using AES-256 for storage and TLS for transmission.

**4. Availability**

Cloud-based deployment (e.g., AWS) with redundant servers and automatic failover mechanisms will ensure high availability and minimize downtime.

**5. Maintainability**

A modular, well-documented codebase will be adopted to simplify maintenance, updates, and onboarding of new developers. CI/CD pipelines will support rapid and safe deployment.

**6. Usability**

The user interface will follow accessibility-first principles, using semantic HTML elements, ARIA attributes, and responsive design techniques to ensure usability across diverse user needs and devices.

**7. Portability**

The front-end will be built using responsive frameworks (e.g., Bootstrap or Tailwind CSS), ensuring compatibility across screen sizes and devices. Back-end APIs and services will be designed to support cross-browser operation and mobile responsiveness.

# Design & Implementation Constraints

# 4.1 Technology Stack Constraints

**Definition:** These constraints define the programming languages, tools, and frameworks that **must** or **must not** be used throughout the system's development process.

**Examples:**

* **Mandatory Use of Specific Technologies:**
  + The backend of the application must be developed using **PHP 8** and follow **Object-Oriented Programming (OOP)** principles.
  + The frontend should use **HTML5**, **CSS3**, and **JavaScript** with the **Bootstrap 5** framework for responsive design.
  + The database should be **MySQL**.
* **Prohibited Technologies:**
  + - Usage of outdated technologies such as **PHP 5.x** or insecure libraries is not allowed.

**Rationale:** Defining a consistent tech stack ensures smooth integration, better maintainability, and allows team members to work efficiently using familiar technologies.

**4.2 Compliance Constraints**

**Definition:** These constraints ensure that the application follows **legal**, **ethical**, and **organizational** standards related to user data and system security.

**Examples:**

* + - **Data Privacy Regulations:**
      * The system must comply with **GDPR** (General Data Protection Regulation) when handling personal information like user profiles, messages, and location data.
    - **Age Restriction:**
      * Users under the age of 18 should not be able to register as travelers or hosts.
    - **Terms of Use and Consent:**
      * Users must accept the terms and conditions before accessing platform features.

**Rationale:** Compliance with these constraints helps avoid legal issues, protects users' rights, and ensures ethical system behavior.

**4.3 Hardware Limitations**

**Definition:** These constraints involve the **minimum hardware capabilities** required to run the system effectively on different user devices.

**Examples:**

* + - **Minimum Device Requirements:**
      * The web app must operate smoothly on devices with at least 2GB RAM and dual-core processors.
    - **Browser and Platform Compatibility:**
      * The platform should work properly on modern browsers such as Google Chrome, Firefox, and Microsoft Edge.
      * Mobile responsiveness must support both Android 9+ and iOS 12+ via responsive web design (not native apps).

**Rationale:** By considering hardware limitations, we ensure that a broad audience—including budget travelers—can access the platform without performance issues.

# System Evolution

As platforms grow, they must **evolve** to meet user needs, improve security, and add features. The following outlines planned **future upgrades** and how they affect the **system's architecture**.

## Anticipated Changes

**5.1.1 Adding Host Verification through Government ID:**

* **What it is:** Hosts will be required to upload a valid government-issued ID for identity verification.
* **Purpose:** Increases trust and safety on the platform.
* **Example:** Similar to Airbnb's ID verification process [Airbnb Help Center](https://www.airbnb.com/help/all-topics).

**5.1.2 Mobile App with Offline Messaging :**

* **What it is:** A dedicated mobile app will allow volunteers and hosts to message each other even without internet, syncing messages when reconnected.
* **Purpose:** Supports users in remote or rural areas.
* **Example:** WhatsApp and Signal offer similar offline message queuing.

**5.1.3 Integration with Travel Insurance APIs:**

* **What it is:** The platform will integrate with third-party travel insurance providers (e.g., Safety Wing, World Nomads) to offer coverage options to travelers.
* **Purpose:** Adds value and ensures travelers are protected in case of injury, theft, etc.
* **Example:** APIs like Safety Wing’s Nomad Insurance can be embedded in booking flows [Safety Wing](https://safetywing.com/).

## Effect on Design

These changes will **impact the system's architecture** in the following ways:

**5.2.1. Plug-and-Play Authentication Providers :**

* The system must allow **easy integration** of different authentication methods like:
  + Government ID verification
  + Social logins (Google, Facebook)
* **Solution:** Use **OAuth 2.0 / OpenID Connect**, and design with **modular authentication** layers.
* **Why:** Makes it easy to add or remove authentication services without reworking the core system.

**5.2.2. Modular Profile System with Expandable Data Schema :**

* Profiles must be designed to **store additional fields** in the future (e.g., ID verification status, insurance details, app settings).
* **Solution:** Use a **schema-less database** (e.g., MongoDB) or design the relational schema to allow optional, versioned fields.
* **Why:** This supports evolving requirements without needing frequent database overhauls.

**5.2.3. API Versioning for Backward Compatibility :**

* APIs must support **multiple versions** to avoid breaking functionality for users on older mobile apps or integrations.
* **Solution:** Use versioned endpoints like /API/v1/users, /API/v2/users.
* **Why:** Ensures existing users aren't forced to update immediately when new features roll out.
* **Reference:** [Microsoft API Versioning Guidelines](https://learn.microsoft.com/en-us/azure/architecture/best-practices/api-design#versioning-a-restful-web-api)

# Requirements Discovery Approaches

**Definition:**

Requirements Engineering is “the process of establishing the services that the customer requires from a system and the constraints under which it operates and is developed. The requirements themselves are the descriptions of the system services and constraints that are generated during the requirements engineering process.”

By anchoring our discovery in this definition, we ensure we not only gather user needs but also frame them within the system’s operational and technical constraints.

**6.1 Stated vs. Real Requirements**

**Stated Requirements**: These are the explicit needs and desires communicated by stakeholders during initial discussions.

**Example**: “I want to browse hosts by country.”

**Real Requirements**: These are the essential system needs that emerge after deeper analysis and validation.

**Example**: “I need to filter hosts by language and availability to avoid mismatches.”

**Rationale**: Identifying real requirements is crucial. Systems that meet stated requirements alone may still fail to deliver practical value if deeper needs are missed.

**6.2 Core RE Activities (Generic Process)**

Our discovery process is built upon the four standard Requirements Engineering activities:

**Elicitation**: Gathering requirements from stakeholders.

**Analysis**: Interpreting and refining the collected data.

**Validation**: Confirming accuracy and completeness of the requirements.

**Management**: Tracking, prioritizing, and handling changes throughout the project lifecycle.

**6.3 Discovery Techniques**

**1. Stakeholder Interviews**

**Elicitation & Analysis**: Conduct semi-structured interviews with travelers, hosts, and teaching assistants to explore both explicit and hidden requirements (e.g., trust indicators, cancellation policies).

**Validation**: Summarize insights and validate with participants to confirm accuracy.

**2. Surveys & Questionnaires**

**Elicitation**: Deploy surveys with targeted questions (e.g., “Rank the importance of in-platform messaging features”).

**Analysis**: Use aggregated responses to prioritize feature development.

**3. Competitor Observation & Document Analysis**

**Elicitation & Analysis**: Examine existing platforms like Workaway and Airbnb, focusing on how they handle profile verification, reviews, and user safety.

**Requirement Derivation**: Extract actionable insights (e.g., implementation of a host verification badge).

**4. Use-Case Workshops**

**Analysis & Validation**: Facilitate scenario-based workshops (e.g., “What happens if a traveler cancels last minute?”) to uncover edge cases and functional flows.

**Specification**: Draft basic use-case diagrams to visualize and formalize these flows.

**6.4 How We’ll Structure & Manage Requirements**

**Prioritization (MoSCoW Method)**

Requirements will be categorized into:

**Must have**: Critical for MVP (e.g., secure messaging).

**Should** **have**: Important but not essential (e.g., multilingual support).

**Could** **have**: Enhancements if time permits (e.g., theme customization).

**Won’t have (for now)**: Deferred or out of scope.

**Traceability**

Each requirement will be assigned a unique ID and tracked through its lifecycle (design, implementation, testing) to maintain consistency and accountability.

**Iteration**

Requirements will be revisited and refined during each sprint. Stakeholder feedback will guide ongoing changes and ensure alignment with real-world needs.

# Requirements Validation Techniques

The goal of **requirements validation** is to ensure that all requirements are:

* Correct
* Complete
* Unambiguous
* Verifiable
* Feasible
* Aligned with stakeholder needs

**7. 1. Reviews:**

**Type: *Structured walkthrough or formal inspection [systematic review of a software document]***

* **What it does**: Involves reviewing the requirements document in a structured session with developers, analysts, and stakeholders.
* **Example**:  
  Suppose the requirement is:

"A traveler should be able to send a request to a host and communicate through the platform."

During review:

* + Is this clear enough?
  + What about [unusual] edge cases (unverified users trying to message hosts)?
  + Do we need to define communication limits?

The team may redefine the requirement or add constraints.

Source: [IEEE 830 - Software Requirements Specification Guidelines](https://ieeexplore.ieee.org/document/720574)

7.2.  **Prototyping:**

* **What it does**: Builds low-fidelity mockups [**basic visual representations**] of key parts of the system (like UI) to validate understanding.
* **Example**:  
  A prototype of the traveler profile page is shared with test users.
  + Users might suggest adding filters ("search hosts by help type or region").
  + Based on the feedback, you revise/add requirements.

Source: [IEEE Standard 1058 - Software Project Management Plans](https://ieeexplore.ieee.org/document/741876)

7.3. Use Case Validation:

* **What it does**: Breaks down real-life interactions into step-by-step scenarios to see if requirements cover all cases.
* **Example**:  
  Use case: *Traveler contacts a host*  
  Steps:
  1. Traveler logs in
  2. Searches hosts
  3. Views host profile
  4. Sends request message
  5. Awaits reply

Stakeholders verify: Is that all that’s needed? Any missing features like notifications or language filters?

7.4. Requirements Traceability Matrix (RTM):

* **What it does**: Maps every requirement to its origin (business goal, stakeholder request) and ensures there’s a corresponding test case.
* **Example**:  
  Requirement: "Travelers must pay a yearly membership fee to contact hosts."

It’s mapped to:

* + Business objective: generate revenue [profit]
  + Test case: block messaging functionality for non-paying users

7.5. Surveys and Interviews:

* **What it does**: Collects feedback from real users (hosts/travelers) to validate if the requirements align with real-world needs.
* **Example**:
  + Interview with a host: Does the requirement to "describe help needed" make sense? Are the input fields adequate [suitable] ?
  + Survey for travelers: Would they find it useful to search by length of stay, type of help, or host reviews?