System Requirements Statement (SRS) –

AdventureHub

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**1. Introduction**

**1.1 Document Purpose**

**This document outlines the Software Requirements Specification (SRS) for the AdventureHub platform, designed to provide a comprehensive framework for outdoor activity discovery and management. It serves as a guideline for stakeholders, developers, and project managers throughout the software development lifecycle. This SRS will detail both functional and non-functional requirements, user interactions, and the overall architecture necessary for implementation.**

**1.2 Project Background**

**Currently, there is no centralized system to help users discover outdoor activities in specific locations. Tourists and locals often rely on outdated or limited resources to find such activities, while organizers lack a unified platform to manage and promote their events. AdventureHub bridges this gap by offering a web-based solution for participants to search, register, and receive notifications about activities, while enabling organizers to update and manage their offerings efficiently.**

**1.3 Goals of the Project**

**The main objectives of the AdventureHub platform are:**

* **To allow users to search for and register for outdoor activities in their desired locations.**
* **To enable organizers to add, update, and manage their published activities and events.**
* **To promote and enhance tourism by connecting participants and organizers seamlessly.**
* **To improve user experience by providing verified information about the organizers and activities.**

**1.4 Customers and Stakeholders**

**Customers:**

* **Tourists and locals who wish to participate in outdoor activities such as treks, paragliding, camping, and rafting.**
* **Organizers who are looking to promote and manage outdoor activities.**
* **Tourism boards and organizations that support outdoor tourism initiatives.**

**Stakeholders:**

* **Outdoor activity enthusiasts and communities.**
* **Businesses offering outdoor experiences.**
* **Local tourism departments and government entities.**

**2. Functional Requirements Overview**

**The Accounts part of AdventureHub System has 3 major modules in it.**

|  |  |  |
| --- | --- | --- |
| **No** | **BRS requirement ID** | **Description** |
| **2.1** | **Customer Module** | |
| **2.1.1** | **F1** | **Account Creation Process** |
| **2.1.2** | **F2** | **Login Process** |
| **2.1.3** | **F3** | **Update Account Process** |
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## Customer Module

* Customers are the users who are looking to explore adventures nearby.

### Account Creation Process

* AdventureHub System compels to create the account before using it. So, AdventureHub System should provide the function which makes the customer creates new account.
* When customer creates new account, the function demands below information:

1. Login information
2. Contact Details

* **The Login information**

The Login information consists of some items described as below.

1. User Name
2. Password
3. First Name
4. Last Name
5. E-mail address
6. User Type
   * All items are compulsorily demanded.
   * User Name

* The User Name needs to be unique. If the customer enters a username which is already taken, It will ask the customer to enter different username.
  + Password
* The Password has constrains which makes the Password consists of more than or equal 8 and less than or equal 16 characteristics including characters described as below.

1. Numeric figure (at least one)
2. Capital alphabet (A-Z)(at least one)
3. Small alphabet (a-z)(at least one)
4. Special character (#, $, %, &, etc.) (at least one)

* The Password is masked by dummy characters. The re-entering Password is demanded.
* The Password must be encrypted in AdventureHub System.
  + User Type

The User Type falls into three categories described as below.

1. Customer
2. Organizer
3. Administrator

* The User Type defines also three types of user; "Customer", "Organizer", and "Administrator”.
* In an Account Creation Process, the customer can select Regular User.
* No one could select The Administrator, because Administrator is implemented to AdventureHub System in advance.
* Contact Details
* The Contact Detail consists of some items described as below.

1. Permanent Address
2. Contact Phone No
   * All items are compulsory demanded.
   * Permanent Address

* Permanent Address should be filled.
* But only the state should be selected from options.
* The Security Question information

The Security Question information is needed when any user loses their Password. This information consists of two items described as below.

1. Selected Question
2. Answer
   * All items are compulsory demanded.
   * Some questions which are difficult to answer for anyone else are prepared in advance.

E.g. which color do you like most?

* + A question should be selected from options by the customer, and the Answer is registered by the customer.
* Login information and security question information should be entered on one screen.

### Login Process

* AdventureHub System always compels user authentication before using itself except when a new account is successfully created.
* The user authentication demands User Name and Password. The User Name and the Password should be checked in three ways.
  + First, The User Name and the Password should be existed and correct.
* If The User Name and the Password are not equal to what the user has registered, the user authentication cannot be provided.
  + Second, the User Type linked to the User Name should be "customer".
* When the User Type is " customer ", then user can be placed on “Customer Home”.
  + Finally, User Name should be available.
* The Administrator can decide whether the User Name is available or suspended – Refer to the SRS of the Admin part.
* If the customer is rejected, user authentication is not provided for system user.
* Only when the three checks are successfully completed, user can be placed on respected page.

### Update Account Process

#### Forgot Password Process

* When system user loses their Password, the recovery method should be provided by AdventureHub system.

The recovery method is described as below.

* + First, system user enters their User Name for AdventureHub System.
  + Next, AdventureHub System demands the Answer which has been registered since when the Account was created.
  + Only when the Answer is correct, farmer get the new password by E-mail which also has been registered since when the Account was created.
  + The new password is automatically generated by AdventureHub System.
* Of course, the new password should consist of more than or equal to 8 and less than or equal 16 characteristics including at least a numeric figure, a capital alphabet, a small alphabet, and a special character.
* As a consequence, The Customer could get the Customer authentication using the new password.
  + Then, the customer should better change the new password manually.
* If the Answer is not correct, the correct answer is demanded again from the user.
  + In that case, Of course, customer couldn’t get the new password.

#### Change Password Process

* When customer wants to change their Password, the measure should be provided by AdventureHub System.
* Therefore, AdventureHub System should provide the function which is available after getting the farmer authentication.
* The function demands the current password and the new password.
  + Of course, the new password should consist of more than or equal 8 and less than or equal 16 characteristics including at least a numeric figure, a capital alphabet, a small alphabet, and a special character.
  + The current password and the new password are masked by using dummy characters.
  + The new password is demanded to enter twice to avoid a typing error.
* Only when the current password is correct, farmer could change their Password.
* When the current password is changed into new password, AdventureHub System compels user authentication again.

#### Update Account Info

* AdventureHub System should provide the function which helps to keep the account updated for customer.
* The information customer could update is described below.

1. Login information
2. User information
3. Security Question Information

* The Login information

The updatable items as described below.

1. First Name
2. Last Name
3. E-mail address
   * All items are compulsory demanded, but updating is optional.

* The User information

The updatable items as described below.

1. User Name
2. User Phone No
3. E-mail address
4. Permanent address
   * All items are compulsory demanded, but updating is optional.

* The Security Question information

The updatable items as described below.

1. Selected Question
2. Answer
   * All items are compulsory demanded, but updating is optional.

### Search for an Event

* Search Process is described as below.

1. ***Location of the user will be accessed as the first step;***
   * + **Event Name**: Must be unique within the system.
     + **Date and Time**: Scheduled date and time for the event.
     + **Description**: Brief description of the event, highlighting key details.
     + **Contact Information**: Organizer's contact details for participant inquiries.
2. ***Searching of Adventures:***

* **Based on category: (List will be shown followed by dropdown of**

**sub-catagories)**

* + **Water Adventures** (Scuba Diving, Boating, Rafting, Kayaking, etc)
  + **High Altitude Adventures** (Bunjee Jumping, Paragliding, Sky-Diving, Hot Air Balloon, etc)
  + **Mountain Adventures** (Mountain Climbing, Hiking, ZipLining, Trekking, etc)
  + **Sight Seeing** (Camping, Wildlife Safari, etc)
  + **Cold Adventures** (Skiing, Snowboarding, etc).
* **SearchBox - Keyword Searching** (where entered keywords are matched with the Event Names, and list of all matched events are displayed out of which user will select one).

**User will See the list of events, after entering keywords or by searching through category, then the user will proceed further with an event and after tapping on the event name, a list of Organizers will be displayed who provide the chosen event along with the following details of the organizer:**

* **Photos**
* **Name of the Organizer**
* **Rating**
* **Prices**

### Register for an Event

* Customers will select an organizer by the list of organizers provided on the screen.
* The user can even sort the organizers by:

1. Ratings
2. Price

* After selection of the organizer, following steps are to be executed to confirm the booking of the customer for the particular event:

1. Fill the registration form which includes:
2. Name
3. Phone Number
4. Date of Adventure
5. Date of Birth(to check if they’re an adult or not)
6. Number of people
7. Name & Contact of all members
8. Confirmation of Details, Date/Time/Venue.
9. Terms and Conditions, Refund Policy (as some adventures require consent form).
10. 100% Payment to be done to confirm Booking.
11. Acknowledgement of booking confirmation will be given/shown through emails/notifications.
12. Booking Confirmed.

### Cancel Registration

* To cancel any upcoming registration of any event, the required functionalities are to be provided by AdventureHub.
* To cancel the registration, following details are to be asked from the user:

1. **Reason for Cancellation?**
2. **Do you want to re-schedule the Adventure?**

* Radio Button – (Yes/No)

-If User, selects YES, user will be redirected to the reschedule functionality which is described below.

-Else, user will continue with the cancellation.

1. **How many people are to be cancelled from the adventure.**

* Once these details are entered by the user, refund request will be sent to the organizer, the constrains for the refund which were included in the terms and conditions/Refund Policy are:

1. 100% Refund if cancelled before 48 hours of the Event.
2. 50% Refund if cancelled between 48 to 24 hours of the event.
3. 20% refund if cancelled between 24 to 12 hours of the event.
4. 0% refund for cancellation between 12 hours to the actual time of the event.

* Acknowledgement will be shown to the user as the refund will be initiated within 7 to 10 days, user can proceed to exit now.
* Organisers will get these refund requests along with:
  + User’s name,
  + Contact no. of registered User,
  + Members associated with the user,
  + Cancelled Adventure’s details (name, date).
  + Refund Amount to be processed using dummy Payment APIs
  + Organisers will be updating and refunding the requests every day.

### Re-Schedule the Booking

* To re-schedule any upcoming registration of any event, the required functionalities are to be provided by AdventureHub.
* Rescheduling is allowed only before 24 hours of the Event Date and time.
* Rescheduling is possible for all the members and not for any one of those.
* Customer will be offered with the next possible date with an empty slot of the Adventure having minimum empty slots equal to the number of members associated with the user for the booking for the Event.
* Customer will select a Date from the given dates and proceed further for the Rescheduling.
* Customer will be shown all the details regarding reschedule including,
  + Rescheduled event’s Name,
  + Event’s Date/Time/Venue
  + No. of members associated with the booking
  + Name and contact details of all the members
* Confirmation of Details will be done.
* Terms and Conditions, Refund Policy will be explained (as some adventures require consent form).
* Acknowledgement of booking confirmation will be given/shown through emails/notifications.
* Booking Rescheduled.

### 2.2 Organizer Module

The **Organizer Module** allows organizers to create accounts, manage events, and perform various actions within the AdventureHub System. This module streamlines event creation and management, allowing organizers to engage effectively with the platform and participants.

#### 2.2.1 Account Creation Process

Organizers must create an account to access the **Adventure-Hub System** and manage events. The account creation process involves four main categories of information**:**

1. **Login Information**
2. **Contact Details**
3. **Security Question Information**
4. **Screen Navigation**

##### **Login Information**

* **UserName**
  + Must be unique and case-insensitive.
  + Cannot be previously registered with the system.
* **Password**
  + Must be between 8-16 characters.
  + Requirements include:
    - At least one numeric character.
    - One uppercase and one lowercase letter.
    - One special character (e.g., #, $, %, &).
  + Password is masked upon entry and re-entered for confirmation.
* **First Name**: Required.
* **Last Name**: Required.
* **E-mail Address**: Required.
* **User Type**: Select "Organizer" from available options (Administrator is pre-defined).

##### **Contact Details**

Organizers are required to enter specific contact information for verification and future communication:

* **Permanent Address:**
  + Full address, including state selection from predefined options.
* **Contact Phone No:**
  + Valid phone number required.

##### **Security Question Information**

To enhance account security and aid in recovery, organizers provide security question details:

* **Selected Question**
  + Chosen from predefined options for security purposes.
* **Answer**
  + Required and must be specific to the selected security question.

##### **Screen Navigation**

* **Login Information Screen**
  + **Organizer enters:**
    - login details
    - User Name
    - Password.
* **Contact & Security Information Screen**
  + **Organizer enters (on separate screen):**
    - Contact details
    - Security question

#### 2.2.2 Login Process

Organizers must authenticate their accounts before accessing the system’s features.

* **Authentication Requirements**
  + **UserName** and **Password** must be correct.
  + **User Type** must be set to "Organizer".
  + **Account Status** must be active and not suspended by the Administrator.
* **Successful Login**
  + After successful authentication, organizers are directed to the **Organizer Home** dashboard, which features access to:
    - **Logout**
    - **Update Account**
    - **Change Password**
    - **Create Event**
    - **Manage Events**
    - **View Event Registrations**

#### 2.2.3 Forgot Password Process

If an organizer forgets their password, the following process is used for recovery:

* **Password Recovery Steps**
  + Organizer enters their **UserName**.
  + Organizer provides the registered answer to their security question.
  + If the answer is correct, a new password is sent to the registered email.
* **New Password Generation**
  + The new password is automatically generated and meets password security criteria.
* **Post-Recovery Action**
  + Organizers are advised to manually change the new password for added security.

#### 2.2.4 Change Password Process

Organizers can change their password as needed.

* **Change Password Requirements**
  + Organizer enters the current password and provides a new password.
  + The new password must meet the specified password criteria.
* **Confirmation**
  + The current password must be validated before the new password can be saved.

#### 2.2.5 Update Account Process

Organizers can update their account information as necessary.

* **Account Update Options**
  + **Login Information**:
    - First Name
    - Last Name
    - E-mail Address.
  + **Contact Details**:
    - UserName
    - Phone No
    - Permanent Address.
  + **Security Question Information**:
    - Change the selected question and answer for account security.

#### 2.2.6 Create Event

After authenticating, organizers can create new events to engage with participants on the platform.

* **Event Creation Requirements**
  + **Event Name**: Must be unique within the system.
  + **Date and Time**: Scheduled date and time for the event.
  + **Location**: Detailed location or venue of the event.
  + **Description**: Brief description of the event, highlighting key details.
  + **Prices**: Prices of the events must be updated at the time of registration.
  + **Contact Information**: Organizer's contact details for participant inquiries.
* **Three stages of the event will be registered in the database;**
  + **ACTIVE** (which are published but not completed yet).
  + **COMPLETED** (which were published and completed successfully).
  + **CANCELLED** (Which were cancelled due to some reasons, reasons can be,)
    - Insufficient Registrations (minimum 20% of the slots to be full).
    - Cancelled due to natural calamity (rains/flood/etc.)
    - Etc.

#### 2.2.7 Manage Events

Organizers can view, edit, or delete events they have created, these details will be shown to the Organiser;

* **Event Details:**

1. Event Name
2. Date and Time
3. Location
4. Description

#### Update Event Details:

1. Modify Event Name (Event name/ Event type shouldn’t be modifiable, might lead to confusion in the user’s mind about the event)
2. Change Date and Time (how? What things will be changed after date and time change? User will be notified? No change in date and time to be done unless strict verification is done).
3. Update Location (Only in extreme cases, event venue should be changed)
4. Edit Description

#### Cancellation Options:

1. Cancel Event (What will be the process?)
2. Provide Cancellation Reason (Optional) Should be mandatory.
3. Notify Registered Participants

#### 2.2.8 View Event Registrations

Organizers can review registration details for participants who have signed up for their events.

* **Registration Information Displayed**
  + **Participant Names**
    - Display full names of registered participants.
  + **Contact Information**
    - Show contact details, such as email and phone number, for each participant.
  + **Registration Status**
    - Indicate the current status of each participant’s registration (e.g., Active, Completed, Cancelled).

This structured **Organizer Module** description covers sections up to 2.2.8, with detailed information for each process and requirement within the module.

PAYBACK PROCESS???

For refund of customers, if user cancels or if the organizer itself cancels the event, what will be process? Process same for both or different?

Consider this if user cancels,

Organisers will get these refund requests along with:

* + User’s name,
  + Contact no. of registered User,
  + Members associated with the user,
  + Cancelled Adventure’s details (name, date).
  + Refund Amount to be processed using dummy Payment APIs
  + Organisers will be updating and refunding the requests every day.

# 2.3 Admin Module

**2.3.1 Login Process**

* **User Authentication**:
  + AdventureHub requires user authentication before accessing admin functionalities, except during account creation.
  + **Authentication Requirements**:
    - **Credentials Check**:
* The UserName and Password provided by the admin must exist and be correct.
* If the UserName and Password do not match the registered credentials, access is denied.
  + - **User Role Verification**:
* The User Type linked to the UserName must be "Admin."
* Only users with the "Admin" role can access the "Admin Home" page.
  + - **Account Status Check**:
      * The UserName must be active.
      * The Administrator can decide if the UserName is active or suspended. If suspended, access is denied.
  + **Session Duration**:
* The admin session is maintained for the duration specified by the Administrator.
  + **Admin Home Features**: Once authenticated, the Admin Home provides access to:
    - 1. Logout option
      2. Account update option
      3. Password change option
      4. Activity search feature
      5. Option to publish activities for users
      6. Update activity information
      7. Delete activity option
      8. Browse market insights for outdoor activities

**2.3.2 Forgot Password Process**

* **Password Recovery**:

If the Admin forgets their password, the recovery method should be provided by AdventureHub.

* **Recovery Steps**:

1. The admin enters their UserName for AdventureHub.
2. The admin must provide the registered E-mail address used during account creation.
3. If the E-mail address is correct, the admin receives a new password via E-mail.
4. The new password is automatically generated and must consist of 8 to 16 characters, including at least one numeric character, one uppercase letter, one lowercase letter, and one special character.
5. Once the Admin receives the new password, they can log in and are encouraged to change it immediately.

**2.3.3 Change Password Process**

* **Password Change**:

When the Admin wants to change their password, the AdventureHub should provide the option after authentication.

* **Change Password Requirements**:
* The Admin must enter the current password and the new password.
* The new password must consist of 8 to 16 characters, including at least one numeric character, one uppercase letter, one lowercase letter, and one special character.
* Both the current and new passwords are masked for security.
* The new password must be entered twice to avoid typing errors.
* **Validation**:
* The current password must be correct for the admin to change it.
* After successfully changing the password, the admin must re-authenticate to access the system

**2.3.4 Update Account Process**

* **Account Update**:

AdventureHub provides functionality for the admin to update account information.

* **Updatable Information**:

1. **Login Information**:

* First Name
* Last Name
* E-mail address
* All items are mandatory but updating is optional.

1. **User Information**:

* User Name
* User Phone Number
* E-mail address
* Permanent Address
* All items are mandatory but updating is optional.

1. **Security Question Information**:

* Selected Security Question
* Answer
* All items are mandatory but updating is optional.

**2.3.5 Record Generation**

* **Reporting**:
* The admin should be able to view all user records.
* Generate daily reports of user enrolment.
* Generate monthly reports of user enrolment by state.

**2.3.6 Accounts Management**

* **Account Management**:

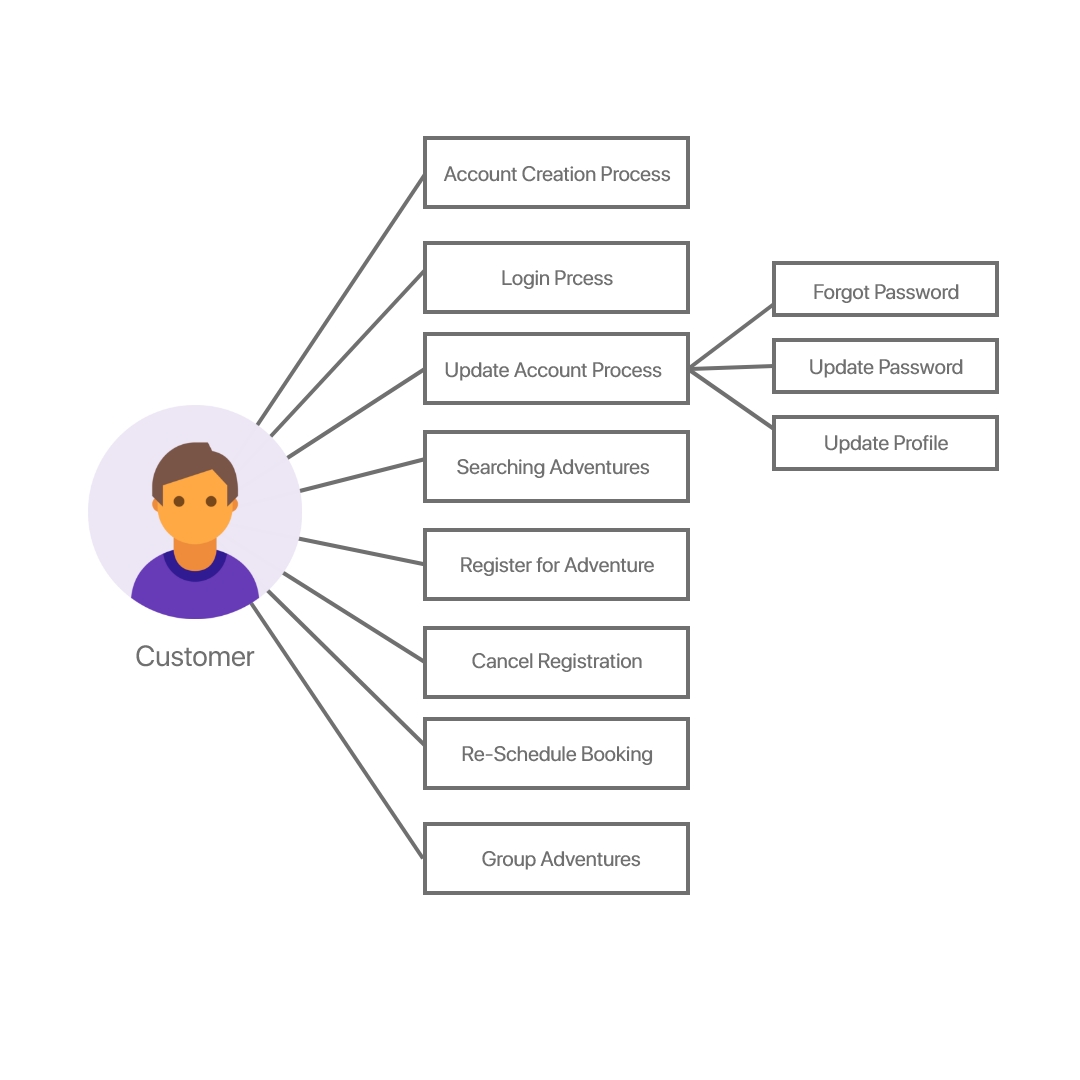
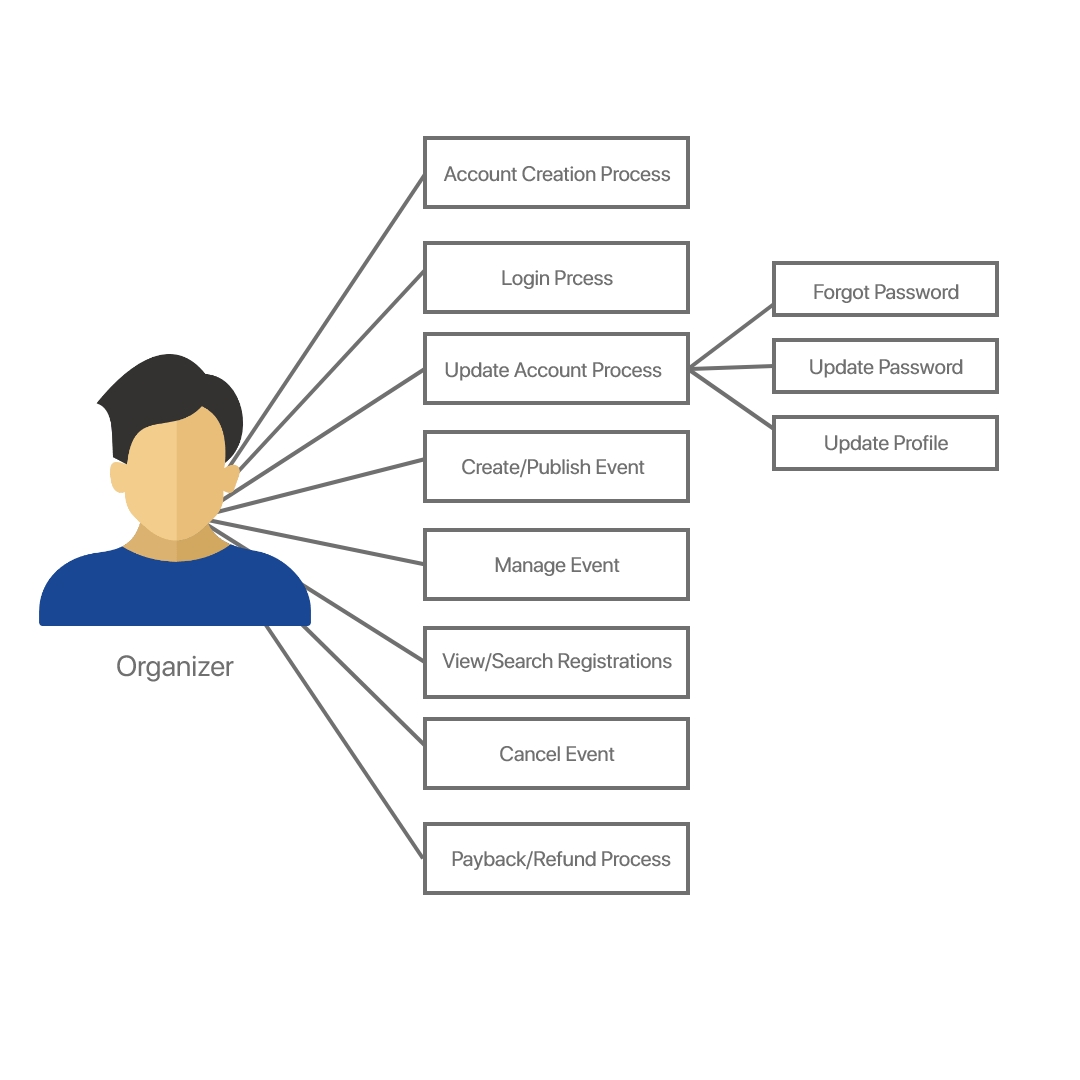
The admin should be able to manage all user accounts with the following functionalities:

* Enable accounts
* Disable accounts

### 2.4 Message Acknowledgement Module

### 2.4.1 Sends Messages of Acknowledgement

This functionality ensures that users receive timely notifications regarding their activities and interactions within the AdventureHub platform.

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