• The system must be able to handle both physical and digital videos.

**Actors:** hệ thống

**Functionality:** xử lí video.

• It must be able to record which videos are sold and rented and by whom.

**Actors:** nhân viên bán hàng

**functionality:** ghi lại các giao dịch.

• For sold videos, the quantity sold should be recorded; for physical video rental, which copy is rented and when it is due back should be recorded.

**Actors:** nhân viên bán hàng

**functionality:** Theo dõi Doanh số bán hàng và Cho thuê.

• The system should keep track of overdue rentals of physical videos and send email notices to customers who have videos overdue.

**Actors:**hệ thống

**functionality:** Cho thuê quá hạn

• There will be a customer membership option for an annual fee, which will entitle a member to discounts (10%) on the sale and rental of videos.

**Actors:** nhân viên bán hàng và khách hàng

**functionality:** Tùy chọn thành viên

• Members should be able to make reservations for physical video rentals either in person at the shop, by telephone or via the Web.

**Actors:** nhân viên bán hàng và thành viên

**functionality:** Đặt chỗ

• A member can reserve at most five physical videos at any one time, but there is no limit on how many physical videos a member or nonmember can rent at any one time.

**Actors:** nhân viên bán hàng và thành viên

**functionality:** Giới hạn đặt trước

• As an added feature, the shop would like to allow customers (either members or nonmembers) to input, via the Web, mini-reviews (up to 100 words) and a rating (from 1, lowest, to 10, highest) of videos they have purchased or rented. **Actors:** khách hàng (thành viên hoặc không phải thành viên)

**functionality:** Đánh giá và xếp hạng

• These reviews should be anonymous if the customer so wishes (i.e., customers can specify whether they want their name to be made known when other customers browse the reviews).

**Actors:** Hệ thống

**functionality:** Bảo mật

• A sales clerk should be able to enter and update the following information about all customers (members or nonmembers): name, address, phone number, age, sex, and email address.

**Actors:** nhân viên bán hàng

**functionality:** Thông tin khách hàng

• Members are assigned a membership number by the shop when they become members and a password, which allows them to change their personal information and to buy and rent digital videos via the Web.

**Actors:** nhân viên bán hàng và thành viên

**functionality:** Số thành viên và mật khẩu

• The shop manager should be able to generate various reports on the sale and rental of videos.

**Actors:** người quản lý cửa hàng

**functionality:** Báo cáo

• A sales clerk should be able to sell and rent physical videos and process the return of rented physical videos.

**Actors:** nhân viên bán hàng

**functionality:** Bán hàng và cho thuê

• When selling or renting physical videos, a sales clerk must be able to look up customer information and determine whether the customer is a member.

**Actors:**nhân viên bán hàng

**functionality:** Tra cứu khách hàng

• A sales clerk must be able to enter basic information about a video (i.e., video id, title, leading actor(s), director, producer, genre, synopsis, release year, running time, selling price, and rental price).

**actors:** nhân viên bán hàng

**functionality:** Thông tin video



