

# Software Requirements Specification Document

Version 1

G4

Service Provided:

09/25/2024

Nhung Ngo, Viet Nguyen, Adrian Sam

1. Project General Description

G4 aims to create a seamless and enjoyable expression for user looking for activities-based adventures, providing an all-in-one platform where they can search, book, and review activities in different locations. Whether users are interested in exploring mountain trails, experiencing city tours, or enjoying beach activities, G4 simplifies the process by offering detailed information about available experiences.

2. Product Features

G4's purpose is to offer users a convenient way to search for places such as mountains, cities, and beaches and discover various activities available at those locations. It is designed to help customers find suitable adventures, including hiking, ziplining, or tubing, based on their preferences, enhancing their travel experiences with tailored activity suggestions.

G4 focuses on providing activity-based experiences rather than accommodations. Customers will be able to search for and view activities in specific locations, subscribe to them, and review them after participating. On the provider side, activity providers can list their services, manage their profiles, and interact with customer feedback. Additionally, a system administrator will oversee user access, manage services, moderate reviews, and monitor the overall usage of the system.

G4 includes key features such as enabling customers to search for places and discover activities in various locations. Providers have the ability to add, modify, or delete their services. Reviews and rating provided by customers will help guide future user in selecting activities. Finally, system administrators will have the ability to moderate reviews and services to maintain quality and ensure that the platform remain user-friendly and trustworthy.

## Functional Requirements

- FR0: Customers can create a profile.
- FR1: Customers can update their profile.
- FR2: Customers can see services available.
- FR3: Customers can subscribe to the service that they want.
- FR4: Customers can write reviews after using a service.
- FR5: Customers can research services by location and time.
- FR6: Service Providers can create their profile.
- FR7: Service Providers can update their profile.
- FR8: Service Providers can create new services.
- FR9: Providers can subscribe to post their services on the app
- FR10: Providers can set conditions to show services on customers' page
- FR11: Providers can chat with customers that choose their service
- FR12: Providers can see reviews and reply
- FR13: Providers can cancel orders or refund to customers
- FR14: The providers can see how many people have chosen their services
- FR15: Providers can delete their profile or cancel their subscription.
- FR16: The app will allow SysAdmins to manage user access, including banning, and restoring access to customer and providers.
- FR17: The app will allow SysAdmins to view all customer and provider profiles.
- FR18: The app will allow SysAdmins to view, approve, or remove service listing.
- FR19: The app will allow SysAdmins to view, flag, or delete inappropriate reviews and replies.
- FR20: The app will allow SysAdmins to view and download system usage statistics.
- FR21: All actions taken by SysAdmins (banning user or removing service) will be logged for auditing purposes.

Commented [VN1]: Adrian

Commented [VN2]: Viet

Commented [VN3]: Nhung

## Non-Functional Requirements

- NFR0: The system should respond to actions within 3 seconds.
- NFR1: Searches for services should result in 5 seconds.
- NFR2: Providers can see customers' private information
- NFR3: Providers can hide their rating
- NFR4: Providers should respond to customers right away
- NFR5: Providers need to refund right after cancellation from customers (it need time and consideration)
- NFR6: The SysAdmins should be able to ban or restore a user less than 5 seconds.
- NFR7: The SysAdmins should be able to remove a service listing or review within 10 seconds.
- NFR8: Access to user access, service, and review management tool should be restricted to the SysAdmins with the proper credentials.
- NFR9: The app must comply with relevant data privacy laws when handing customer and provider data.

**Commented [VN4]:** Adrian

**Commented [VN5]:** Viet

**Commented [VN6]:** Nhung

## Scenarios

### a. Customers – Adrian Sam

#### **Profile Management:**

- **Initial Assumption:** The user is logged in and on their profile page.
- **Normal:** The user fills out their profile and submits it. The profile gets updated.
- **What Can Go Wrong:** If the user misses the required fields an error message will show up.
- **Other Activities:** The user can cancel and go back to the main page
- **System State on Completion:** The profile is updated, and the user sees a confirmation message.

#### **Viewing Available Service**

- **Initial Assumption:** The user is logged in and on the service page.
- **Normal:** The user views a list of services based on their preferences and location.
- **What Can Go Wrong:** if no services are matched with the user's preferences, an error message will be displayed.
- **Other Activities:** The user can filter services by category, location, and rating.
- **System State on Completion:** The user will see a list of services.

#### **Subscribing to Service**

- **Initial Assumption:** The user selects the service they want.
- **Normal:** The user clicks subscribe, and the service is added to their profile.
- **What Can Go Wrong:** The service is unavailable or full.
- **Other Activities:** The user can cancel the subscription if needed.
- **System State on Completion:** The service is successfully subscribed, and the user is notified.

#### **Leaving Review**

- **Initial Assumption:** The user has used the service and wants to leave a review.
- **Normal:** The user writes and submits a review for the service.
- **What Can Go Wrong:** The user tries to submit a review without filling required fields, receiving an error message.

- **Other Activities:** The user can edit or delete their review after submitting it.
- **System State on Completion:** The review is posted, and the user sees a confirmation.

b. Providers – Viet Nguyen

i. **Manage Services:**

**Initial Assumption:** The provider logs in to the account, views their services, and manages orders.

**Normal:** Providers have their own page, and the services they own are displayed. The provider can select which service they want to manage. They will manage orders and payments, any code is needed to send to customers.

**What can go wrong:** The services can be full, but customers already make orders without knowing.

**Other activities:** The provider would chat with customers, process cancellations, and reply to reviews.

**System state on completion:** customer order will be confirmed and send notification to their inbox. Any questions from customers inbox will be replied,

ii. **Provider profile and service:**

**Initial Assumption:** The provider starts to create account and profile, they need to make a subscription to start posting services on the app

**Normal:** They start to create service on their account. Set up service and conditions to find service based on location.

**What can go wrong:** The provider forgets to put conditions for searching for their service, so it is hard to show the customers' page

**Other activities:** The provider can delete their service, renew, or edit

**System state on completion:** The provider can see their ice on the profile

iii. **View customer statistics:**

**Initial Assumption:** The provider will have analytic board to see how customers react to their services.

**Normal:** The provider will see the ratings from customers.

**What can go wrong:** the rating sometimes would not be from actual customers.

**Other activities:** The provider would check reviews followed by customer ratings, so they would fix their service.

**System state on completion:** good services would be more recommended, bad services would be least shown or customers will not choose

c. SysAdmin – Nhung Ngo

i. **Manage user access:**

- **Initial Assumption:** The SysAdmin is logged into the system and on the user management dashboard.
- **Normal:** The SysAdmin searches for a user by name or email, reviews the user's history, and bans the users for inappropriate behavior. The system will mark the user's account, and the user will be restricted from accessing the platform.
- **What Can Go Wrong:** The SysAdmin mistakenly bans the wrong user. They can quickly search for the user, undo the ban, and restore access.
- **Other Activities:** The SysAdmin may also update user profiles with note indicating why ban or warning was issued.
- **System State on Completion:** The user is banned, and their status is updated in the database.

ii. **Moderate services:**

- **Initial Assumption:** The SysAdmin is logged into the system and reviewing the list of service listing.
- **Normal:** The SysAdmin reviews flagged service, checks the customer complaints, and decides to remove the service. The system marks the service, and the provider is notified.
- **What Can Go Wrong:** The SysAdmin mistakenly removes the wrong service listing. They can restore the service listing.
- **Other Activities:** The SysAdmin may choose to notify the provider in advance of removal.
- **System State on Completion:** The flagged service is removed from platform, and the action is logged.

iii. **Moderate reviews:**

- **Initial Assumption:** The SysAdmin is on the review moderation dashboard.
- **Normal:** The SysAdmin views a flagged review, finds it inappropriate, and deletes it. The review is removed, and the customer who posted it is flagged for potential further action.
- **What Can Go Wrong:** The SysAdmin mistakenly deletes a valid review. They can restore the review.
- **Other Activities:** The SysAdmin can communicate with the user who posted the review, warning them about future conduct violations.
- **System State on Completion:** The inappropriate review is removed, and the action is logged.

iv. **View usage statistics:**



- **Initial Assumption:** The SysAdmin is logged into the system and navigates to the analytics dashboard.
- **Normal:** The system loads metrics showing the number of active users, banned users, flagged services, and deleted reviews.
- **What Can Go Wrong:** The system takes too long to load the statistics, It retries, and after a brief delay, the statistics are successfully loaded.
- **Other Activities:** The SysAdmin may also filter or customize the statistics to focus on specific area (trends in user bans, most flagged service,...) for more detailed analysis.
- **System State on Completion:** The SysAdmin views the usage statistics and exports a report for analysis.