

QA Fundamentals  
March 2016



**Click&Play**

Резервация на корт с един клик на мишката!

# Software Requirements Specifications

# Introduction

This is an overview of Clickandplay.bg — a web-based app which automates and simplifies the time-slot bookings at tennis clubs. The platform serves two type of clients — business and end users. From functional perspective to our business clients C&P may be regarded as a Customer Relationship Management system. Listed here are the system's functionalities, some technical and organisational implementation issues.

## Scope

This project is about the development of an online time-slot booking platform for tennis clubs and their client players. Thus, the platform will serve as a CRM system to the its business users and to its end users — as a simple online booking system. The most advantageous feature of the system is serving as a time- and money-efficient means of communication between tennis clubs and amateur tennis players, sparing both parties the effort of time-slots booking by phone and within the restrictions of the clubs' working times. It involves using technology to organise, automate, and synchronise bookings and customer service.

## Product perspective

Clikandplay.bg is a simple and fast online platform for booking time slots for tennis courts. The platform provides its services through a web-based application.

Our business clients — tennis clubs — pay an annual subscription fee for all the app's functionality, while they also receive great publicity possibilities. Once they buy their subscription each club creates its personal account and profile that they self-manage.

The end users — the players — use the system for free. All they need is to sign up for the service, then with just a few clicks they can choose the tennis club, the court and floor type and book the time slots that suit them best. The service is accessible at any time and from any device with internet access, meaning that club members can book courts from their smart phones, laptops, desktops and tablets as long as these are connected to a working internet connection.

Tennis clubs on the other hand, may use the system to organise their work and book time slots even for the non-registered users, who book their hours on site or by phone.

The interface is intuitive, requiring minimal to no training in order to be used both by the tennis clubs' staff and the players.

Clickandplay.bg will run on a dedicated web server available 24/7 and hosted by the software provider.

# Product functions for the business

- Automates tennis clubs' administration thus helping save time and money

A tennis club no longer needs waste precious time on numerous phone calls from client players. Once they publish their weekly schedule and keep it up-to-date, bookings happen on their own.

- Optimises the clubs' schedules to maximise sales

The easier it is for players to book their convenient time slots, the more they book. C&P makes it easy to see the time-slot availability with a quick view and choose the one that suits their own schedules best.

- Improves client service

Booking a time slot for a game of tennis no longer needs to happen within the club's working time. The system is up 24/7 and players can now book whenever they feel like and at any place where their device can be connected to the internet. And it is virtually impossible for two time slots to be booked by two different people. And, after the booking is done, the system sends a confirmation message to the client's listed email address, plus a reminder message at the day of the booking.

- Eliminates paper schedules

The clumsy, inflexible paper schedules become obsolete. Whenever a change occurs, it is easily reflected in the automated time-slot booking system — the previously booked time gets cleared and available for other players to book and the new time slot becomes reserved for the player who booked it.

- Process tracking at any time and any place with internet connection

Tennis club managers can now easily check their club's time-slot sales.

## Product functions for the end users

- Online tennis court booking capability at any time

As long as one has signed up to the system, has a device that can connect to the internet and an internet connection available, players can book the time slot for a tennis game that suits their own schedule.

- Easy access to the courts' schedule

One doesn't need to have created a complete profile within the system, to be able to view and interact with the schedule of their tennis club of choice. Less than a few clicks and they're there. Two more clicks and their tennis game is booked.

- Easy coordination between players

Want to invite a friend for a tennis game? Or to challenge several players into a tournament? The only thing all of you need to do is log into the system, choose the club you want to play at, open its schedule and select the time, floor and court type that suits you all.

# Assumptions, Dependencies & Constraints

## Assumptions

The platform will start by approaching as many of the tennis clubs in the country as possible. The more tennis clubs decide to run their business through the system, the better service will be provided to the players.

Apart from its automated, organisational functionalities, the platform provides a great publicity opportunity to tennis clubs, targeted at a dedicated, active audience.

## Dependencies

- Unless we attain numerous partner tennis clubs, players would not receive a great service
- Unless tennis clubs maintain their weekly schedules diligently, players would not receive a meaningful service
- Unless C&P is up and working 24/7, neither the tennis clubs, nor the players would receive a meaningful service
- Unless players do play the time slots they've earlier booked, tennis clubs would be wasting time slots and money

## Constraints

- We were supposed to be 7 in Team Echidna, we turned out to be 4
- We were short in time to complete the project in the best possible way we'd like to be

# Critical Success Factors

Some of the critical factors for the successful ClickAndPlay's performance are:

- The system's availability and reliability
- The participation of as many tennis clubs in as many locations throughout the country
- The clubs' diligent maintenance of their own profiles
- The clubs' diligent day-to-day maintenance of their schedules on the system
- The players' conscientious attitude towards the tennis clubs and the time slots they've booked

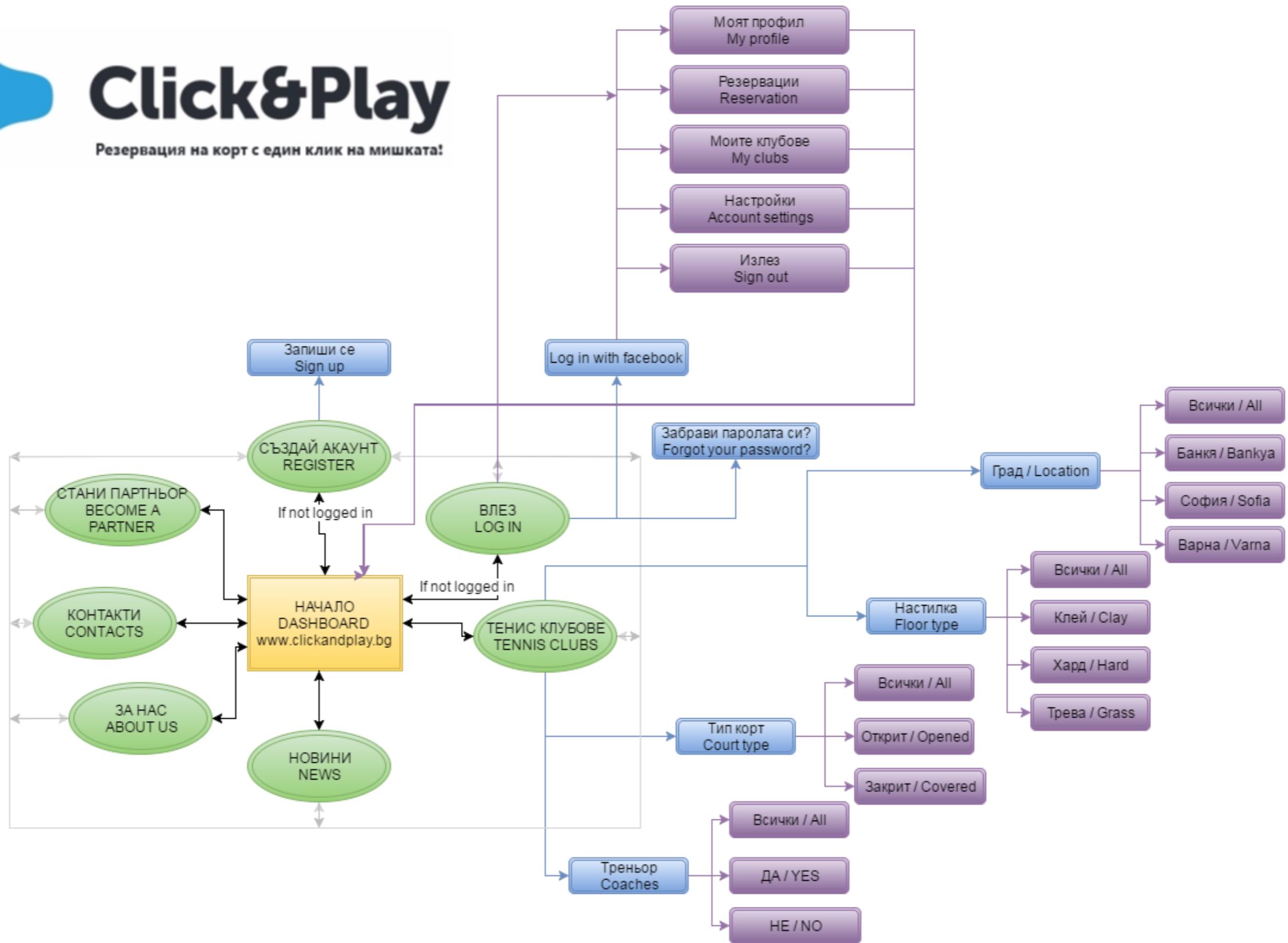
# Flowcharts

# Flowchart — General

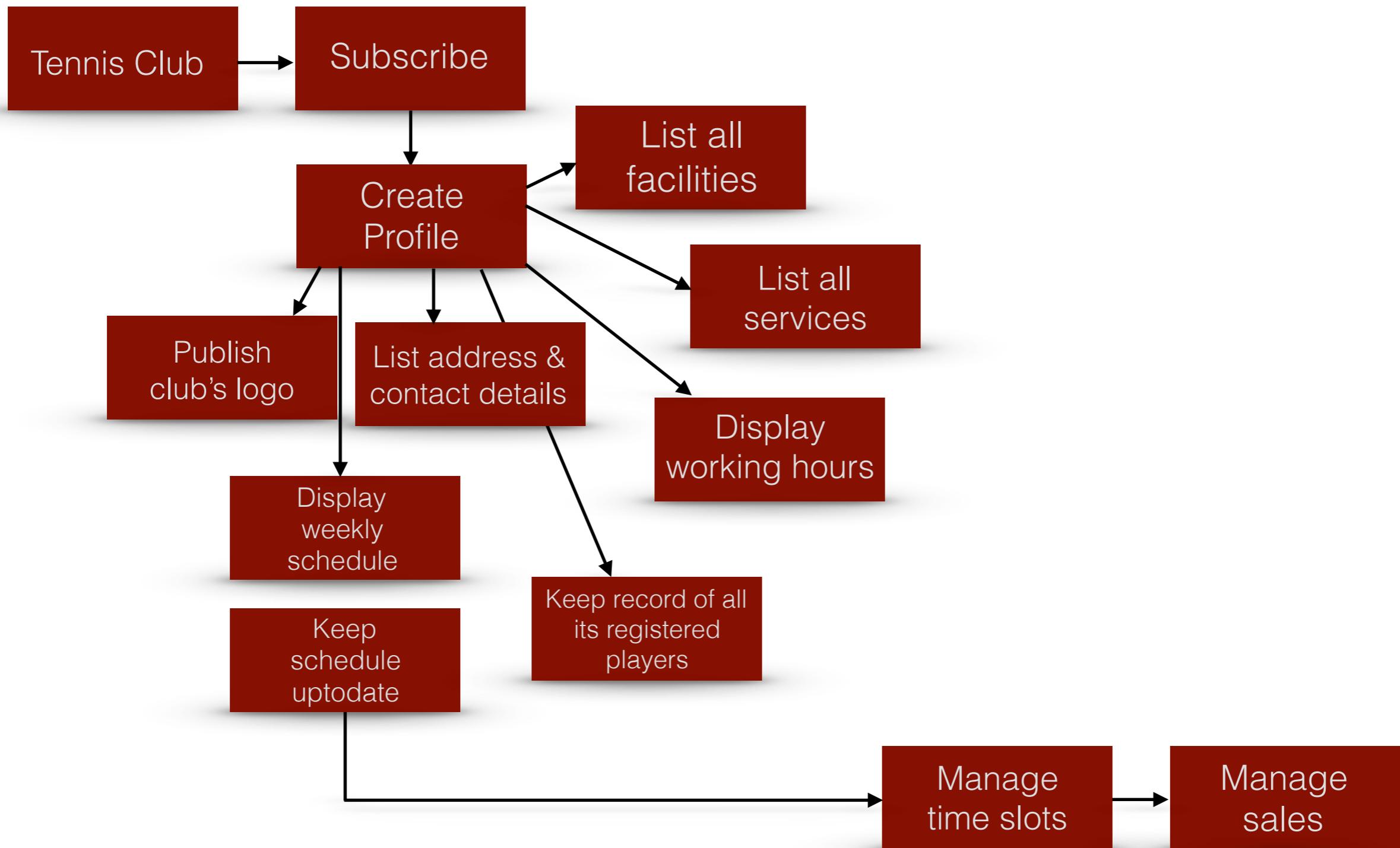


# Click&Play

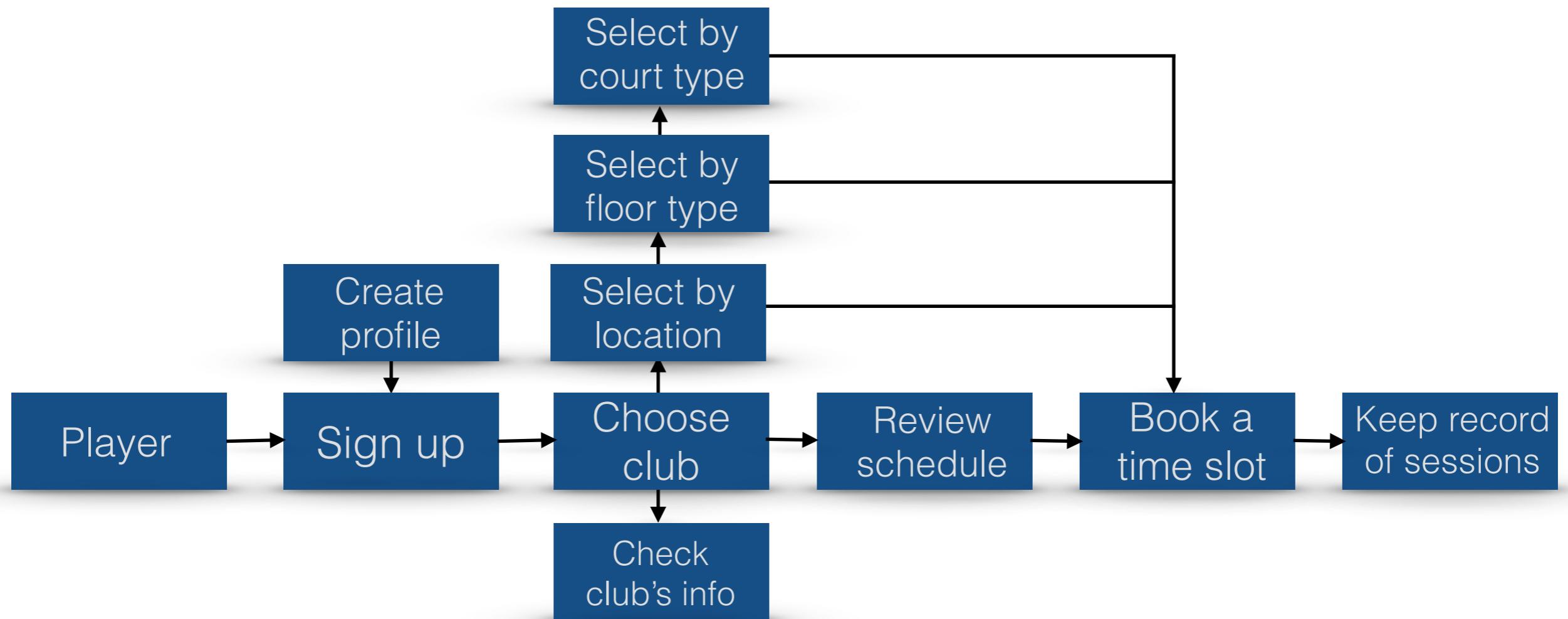
Резервация на корт с един клик на мишката!



## Flowchart — Business User



## Flowchart — End User



# Specific Requirements

# Product Functions

Use Case Class	No.	Uses Cases	Description
Dashboard   Home	1	View Home page	Land at Home page
System Authentication	1 2 3	Log In Log In w/ Facebook Forgotten Password	Log In to C&Pplay.bg Log In to C&P w/ FB Retrieve Pass/Create New
Create an Account	1 2	Create an account Agree w/ T&C's	Create an account Read & Agree w/ T&C's
Edit Profile	1	Edit personal info	Insert or edit personal info in profile
Tennis Clubs	1 2	Review partner TC's Choose a TC to book at	View partner club profiles Choose the club to play at
News	1	View the News section	See the news
About Us	1	View the About Us section	Read the About Us info
Contacts	1 2	View the Contacts Contact C&P	See the C&P contact details Send C&P email thru the form

# Functional Description

or the various Use Cases in detail along with  
the respective User Screens

# Functional Description: Use case related to Home

**Use Case #1:** Dashboard/Начало

**Primary Actor:** User

**Pre Condition:** Installed browser and active internet connection

**Main scenario:**

1. User is allowed to go to “Log in”
2. User is allowed to go to “Tennis clubs”
3. User is allowed to go to “Players”
4. User is allowed to go to “News”
5. User is allowed to go to “About us”
6. User is allowed to go to “Contacts”
7. User is allowed to go to “Create an account”
8. User is allowed to make a reservation by “Container boxes”

# Functional Description: User Screen I Use case related to Home

**Click&Play**

**Register**  
Get the benefits of our online platform  
Sign up Free in less than a minute.

[Create an account](#)

Already have an account?  
[Log in.](#)  
[Login with Facebook](#)  
[Forgot your password?](#)

[Dashboard](#)

[Tennis clubs](#)

[News](#)

**Sign in or Register**

**Play more tennis!**  
Find and reserve court  
**FAST AND EASY!**

**Book a court**

[Learn more...](#)

4 hours ago

**Tennis club "Pro Sport"**  
3 covered grass courts  
1 covered clay court

**Tennis club "Happy Win"**  
2 clay courts

**Tennis club "Rakovski"**  
5 covered clay courts

**Tennis equipment**

**Players**

[View all players](#)

		petya Borisova
		Peter Kunzov
		Martin Yordanov
		Alexander Pazderski
		Nencho Balabanov

# Functional Description: Use cases related to System Authentication

## Use Case #1: Log In

Primary Actor: User

Pre Condition: Installed browser and active internet connection

### Main scenario:

1. User initiates browser
2. User specifies web address for accessing the C&P
3. User gives the login and password
4. System does authentication
5. Activity Stream is displayed

### Alternate scenario:

- 4.1 Authorization fails – wrong username/password
  - 4.1.1 Prompt the user that he typed the username/password wrong
  - 4.1.2 Allow him to re-enter the username/password
- 4.2 Authorization fails – forgotten username/password
  - 4.2.1 Prompt the user to enter his registered email
  - 4.2.2 User receives an email with instructions about his login credentials

# Functional Description: User Screen I Use case related to System Authentication: Log In

The screenshot shows a web application interface for Click&Play. On the left, a dark sidebar contains navigation links: Login, Dashboard, Tennis clubs, and News. The main content area has a header with the Click&Play logo and navigation links for About us, Contacts, and language selection (Bulgarian and English). A "Login" button is visible in the top right of the main content area. The main content area displays a "Contacts" section with "Contact Info" (Sofia, Studentski grad, blvd. Kliment Ohridski 22-24, +359 892 33 40 40, office@clickandplay.bg, feedback@clickandplay.bg) and a "Get in touch" form with fields for Name, Email, Subject, and Message, each with a required field indicator (\*). A "Send" button is at the bottom of the form. At the bottom of the page is a footer with the Click&Play logo, the tagline "The online social platform for tennis players & clubs.", links for About & Careers and Become a Partner, and social media icons for Facebook and Twitter.

**Login** < Back

email

password

Remember me

**Login**

Dashboard

Tennis clubs

News

**Click&Play**

About us

Contacts

Bulgarian English

## Contacts

**Contact Info**

- Sofia, Studentski grad, blvd. Kliment Ohridski 22-24
- +359 892 33 40 40
- [office@clickandplay.bg](mailto:office@clickandplay.bg)
- [feedback@clickandplay.bg](mailto:feedback@clickandplay.bg)

**Get in touch**

\* Name:

\* Email:

\* Subject:

\* Message:

**Send** \* Required fields

**Click&Play** The online social platform for tennis players & clubs.

[About & Careers](#) [Become a Partner](#)

[TOU & Privacy](#). All member work copyright of respective owner, otherwise © 2012-2014 Click & Play Platform.

# Functional Description: Use cases related to Create an account

**Use Case #1:** Create an account

**Primary Actor:** User

**Pre Condition:** Installed browser and active internet connection

**Main scenario:**

1. User initiates browser
2. User specifies web address for accessing C&P
3. User goes to “Create an account”/“Създай акаунт”
4. User types his e-mail address
5. User types password
6. User retypes password
7. User agrees with Terms of Service
8. User selects “Sign up”/“Запиши се”
9. An message is displayed on top of the page  
“Welcome! You have signed up successfully.”/  
“Добре дошли! Вие се регистрирахте успешно.”
10. System does authentication

**Alternate scenario:**

- 4.1 Authorization fails due to wrong or non-existent e-mail address
  - 4.1.1 Prompt the user that he typed the e-mail address wrong
  - 4.1.2 Allow him to re-enter his e-mail address
- 5.1 User password and repeat password don't match
  - 5.2.1 Prompt the user that he typed different passwords
  - 5.2.1 Allow him to retype passwords

# Functional Description: User Screen | Use case related to Create an Account

**Click&Play**

[About us](#) [Contacts](#) 

## Register

Get the benefits of our online platform  
Sign up Free in less than a minute.

[Create an account](#)

Already have an account?  
[Log in.](#)  
[Login with Facebook](#)  
[Forgot your password?](#)

[Dashboard](#)

[Tennis clubs](#)

[News](#)

### Create an account

\* Email:

\* Password:

\* Repeat password:

By signing up, I agree to Click & Play's [Terms of Service](#).

[Sign up](#) \* Required fields

 The online social platform for tennis players & clubs.  
[About & Careers](#) [Become a Partner](#)

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# Functional Description: Use case related to Edit Profile

## Use Case #1: Edit profile information

Primary Actor: User

Pre Condition: User logged in

Main scenario:

1. User goes to “Edit profile information” located on the top left pane
2. User types his “Username”/“Потребителско име”
3. User types his “First name”/“Име”
4. User types his “Last name”/“Фамилия”
5. User types his “Phone”/“Телефон”
6. User types his “Favorite player”/“Любим играч”
7. User types “Playing since”/“Играя от”
8. User is allowed to select from the available cities “City”/“Град”
9. User is allowed to upload an “Avatar”/“Профилна снимка” from his computer
10. User is allowed to change his password “New password”/“Нова парола”
11. User is allowed to confirm his password “Password confirmation”/“Повтори новата парола”
12. User types his “Current password”/“Сегашна парола”
13. User notes for “Notify me for upcoming bookings”/“Извести ме за предстоящи”
14. User selects “Update”/“Промени”

Alternate scenario:

- 10.1 User password and confirm password don’t match

- 10.1.1 Prompt the user that he typed different passwords

- 10.1.2 Allow him to retype passwords

- 12.1 User current password doesn’t match with password he has typed

- 12.1.1 Prompt the user that he typed different passwords

- 12.1.2 Allow him to retype password

# Functional Description: User Screen | Use case related to Edit Profile

Add city

Enter your name  

Dashboard

Tennis clubs

News

 Click&Play

About us Contacts  



Logo

My Profile Reservations My clubs Account settings

### Account settings

Username

First name

Last name

Phone  (required for booking a court)

Favourite player

Playing since

City

Avatar  No file chosen 

# Functional Description: Use cases related to Tennis Clubs

Use Case #2: Choose a Tennis club to book at

Primary Actor: User

Pre Condition: Installed browser and active internet connection

Main scenario:

1. User is allowed to choose “location” ( “Град” )

- 1.1 “Bankya” ( “Банкя” )
- 1.2 “Varna” ( “Варна” )
- 1.3 “Sofia” ( “София” )
- 1.4 “All” ( “Всички” )

2. User is allowed to choose “Floor type” ( “Настилка” )

- 2.1 “Clay” ( “Клей” )
- 2.2 “Hard” ( “Хард” )
- 2.3 “Grass” ( “Трева” )
- 2.4 “All” ( “Всички” )

3. User is allowed to choose “Type court” ( “Тип корт” )

- 3.1 “Opened” ( “Открыт” )
- 3.2 “Closed” ( “Закрыт” )
- 3.3 “All” ( “Всички” )

4. User is allowed to choose “Coaches” ( “Тренёри” )

- 4.1 “Yes” ( “Да” )
- 4.2 “No” ( “Нет” )
- 4.3 “All” ( “Всички” )

5. User is allowed to make a reservation by “Container boxes”

5.1 User is allowed to “Book now”/“Резервирай”

5.1.1 User is allowed to declare date

5.1.1.1 Refer User to “Create an account” section

5.1.2 User is allowed to choose “Floor type”/Настилка

5.1.3 User is allowed to choose “Court type”/Корт

5.2 User is allowed to view “More details”/“Детали”

5.3 User books thru the “Book” button/буттона “Резервирай”

# Functional Description: User Screen I Use case related to Tennis Clubs

**Click&Play**

About us Contacts  

**Register**  
Get the benefits of our online platform  
Sign up Free in less than a minute.

[Create an account](#)

Already have an account?  
[Log in.](#)  
[Login with Facebook](#)  
[Forgot your password?](#)

[Dashboard](#)

[Tennis clubs](#) **(Current)**

[News](#)

**Tennis clubs**

location **Select** floor type **Select** court type **Select** coaches **Select**

All  
Clay Hard

**Pro Sport Tennis Club**

София, Студентски град. бул.Климент Охридски 22-24 Национална спортна академия "Васил Левски", 0897 55 80 80



**Раковски**

София, кв. Иван Вазов, ул. Балша 18, Стадион "Раковски", тел. 0885 160 272

 Book now  More details

**15 40 TENNIS CLUB**

15/40  
София, кв. "Редута", Спортен Комплекс "Академик", 0887 500 599

 Book now  More details

**VIA TENNIS STAR**

София, ъгъла на ул.Кукуш 4 и ул. 3020

 Book now  More details

**принс tennis center**

Принс тенис център, Варна  
гр. Варна, НСБ Спортпалас (панорамен път Варна-Златни Пясъци, след хотел Журналист, над бившия ресторант Трифон Зарезан), 0888 643 779

 Book now  More details

**Барокоспорт**

София, Студентски град, зала "Бонсис", 0899 900 100

 Book now  More details

**HAPPY WIN**

Хепи Уин  
София, кв.Лозенец бул.Черни връх 67 (Вход откъм ул.Флора Кънева 14)

 Book now  More details

# Functional Description: Use cases related to News & About Us

## Use Case #1: "News"/“Новини”

Primary Actor: User

Pre Condition: Installed browser and active internet connection

Main scenario:

1. User goes to “News” button ( “Новини” )
  - 1.1 User views information about C&P events and updates

## Use Case #1: "About us"/“За нас”

Primary Actor: User

Pre Condition: Installed browser and active internet connection

Main scenario:

1. User goes to “About us” button located on the top right corner on “Dashboard”
  - 1.1 Information about the creation, goals and partnerships of C&P is presented to user

# Functional Description: User Screen | Use case related to News



**Click&Play**

About us    Contacts     

**Register**  
Get the benefits of our online platform  
Sign up Free in less than a minute.

**Create an account**

Already have an account?  
[Log in.](#)  
[Login with Facebook](#)  
[Forgot your password?](#)

[Dashboard](#)  
[Tennis clubs](#)  
**News**

## News

[Click & Play с нова подобрена версия](#)

Здравейте приятели,

С най-голямо удоволствие искаме да Ви уведомим, че Click & Play стартира нова подобрена версия на своята система [clickandplay.bg](http://clickandplay.bg).

Очаквайте от нас...

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**Click&Play** The online social platform for tennis players & clubs.

[About & Careers](#)    [Become a Partner](#)

[TOU & Privacy](#) All member work copyright of respective owner, otherwise © 2012-2014 Click & Play Platform.

# Functional Description: User Screen | Use case related to About Us



## Click&Play

About us: [About us](#) [Contacts](#)  

### Register

Get the benefits of our online platform  
Sign up Free in less than a minute.

[Create an account](#)

Already have an account?  
[Log in.](#)  
[Login with Facebook](#)  
[Forgot your password?](#)

Dashboard

Tennis clubs

News

### About us:

Click and Play was started in 2011 with the major idea of developing sport through technologies. Our goal is to make tennis more accessible by making the process of reservation of courts, finding an opponent or coach easier for our clients. By doing this we aim to make the game more enjoyable. We build partnerships with other tennis clubs in our country, and together we make the experience on the court more entertaining and exciting for the players. Click & Play is working with the most promising and developing clubs in the country. Clubs which strive to constantly innovate their offerings and improve their service for the customers' benefit.

The game is for you, we would just like to make the experience more pleasurable.

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# Functional Description: Use case related to Contacts

Use Case #1: Contacts/Контакти

Primary Actor: User

Pre Condition: Installed browser and active internet connection

Main scenario:

## 1. Contacts info

- 1.1 Displays the residence of C&P
- 1.2 Displays the phone number of C&P
- 1.3 Allows user to go to the displayed office e-mail address of C&P
  - 1.3.1 Autocomplete the “E-mail” box with C&P office e-mail address
  - 1.3.2 User writes “Subject”, “Message” and his “Name”
  - 1.3.3 User sends the “Message” with “Send” button/“Изпрати”
- 1.4 Allows user to go the displayed feedback e-mail address of C&P
  - 1.4.1 Autocomplete the “E-mail” box with C&P feedback e-mail address
  - 1.4.2 User writes “Subject”, “Message” and his “Name”
  - 1.4.3 User sends the “Message” with “Send” button/“Изпрати”

## 2. Get in touch/Свържете се с нас

- 2.1 User writes his “Name”/“Име”
- 2.2 User writes C&P e-mail address
- 2.3 User writes “Subject”/Заглавие”
- 2.4 User writes a “Message”/“Съобщение”
- 2.5 User sends the “Message” with “Send” button/“Изпрати”

# Functional Description: User Screen I Use case related to Contacts

**Click&Play**

[About us](#) [Contacts](#)  

## Register

Get the benefits of our online platform  
Sign up Free in less than a minute.

[Create an account](#)

Already have an account?  
[Log in.](#)  
[Login with Facebook](#)  
[Forgot your password?](#)

[Dashboard](#)

[Tennis clubs](#)

[News](#)

## Contacts

**Contact Info**

- Sofia, Studentski grad, blvd. Kliment Ohridski 22-24
- +359 892 33 40 40
- [office@clickandplay.bg](mailto:office@clickandplay.bg)
- [feedback@clickandplay.bg](mailto:feedback@clickandplay.bg)

**Get in touch**

\* Name:

\* Email:

\* Subject:

\* Message:

**Send** \* Required fields

 The online social platform for tennis players & clubs.

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[TOU & Privacy](#) All member work copyright of respective owner, otherwise © 2012-2014 Click & Play Platform.

# Test Cases

## Test cases related to Dashboard

1. Navigate to [www.clickandplay.bg](http://www.clickandplay.bg) with a web browser
2. Log in as user "test", password "test"
3. Select "Dashboard" link option on the left hand side and make sure the pages do not error in any obvious way. Select each option and make sure the pages do not error.
4. Click "Sign out"

## Test cases related to Log In

Login works as expected. Bugs were not found.

The following test case scenarios were done:

1. Valid email AND Valid password - pass - "Activity stream " is displayed
2. Valid email AND Wrong password - pass - "Incorrect email or password" is displayed
3. Wrong email AND Wrong password - pass - "Incorrect email or password" is displayed
4. Wrong email AND Valid password - pass - "Incorrect email or password" is displayed
5. Only valid email - pass - "Incorrect email or password" is displayed
6. Only NOT valid type of an email - "Incorrect email or password" is displayed
7. Only wrong email - pass - "Incorrect email or password" is displayed
8. Only valid password - pass - "Incorrect email or password" is displayed
9. Forgotten password with valid email - pass - received email with instructions
10. Email with instructions - pass - received and working
11. Forgotten password with wrong email - pass - Login or E-mail not found is displayed

## Test cases related to Create an Account

Create an account works as expected. Bugs were not found.

The following Manual test case scenarios were done:

1. Follow the link ‘Create an account’ .

**Expected result:** ‘Create an account’ page is displayed.

2. Enter an email in the email address text box.

**Expected result:** Entered email address should be displayed

3. Enter password in the password text box(minimum 8 characters)

**Expected result:** Encrypted text should be displayed.

4. Enter the same password in the repeat password text box (minimum 8 characters).

**Expected result:** Encrypted text should be displayed.

5. Click on “Sign up” button

**Expected result:** Message :Welcome!You have signed up successfully.” Is displayed

7. Enter valid email and two different passwords. Press “Sign up” button.

**Expected result:** Pop-up window is displayed with the following message: “Password confirmation” doesn't match “New password”.

8. Enter password less than 8 characters. Repeat the same password and press the “Sign up” button

**Expected result:** Pop-up window is displayed with the following message:  
“New password” is too short (minimum is 8 characters)

9. Leave all text boxes empty and press “Sign up” button.

**Expected result:** “Email can't be blank.” “New password can't be blank.”

## Test cases related to News & About Us

“News” section works as expected. Bugs were not found.

The following manual test case scenario was done:

Follow the link “News” from the Dashboard (left pane)

**Expected result:** “News” page is displayed properly

"About us" works properly. No bugs were found.

Information about 'Click and play ' is displayed

## Test cases related to Contacts

Contacts works as expected. Bugs were not found.

The following manual test case scenarios were done:

1. Select the link “Contacts” (right pane, refer user screens in Appendix )

**Expected result:** “Contact info” page“ and “ Get in touch “ form are displayed

2. Fill out the mandatory fields with \* symbol(name,email, subject and message ) and press “ Send button”

**Expected result:** “Message sent successfully” message is displayed

1 Enter name, email and subject in the mandatory fields. Do not enter a message and press "Send" button

**Expected result:** The following message is displayed: “Please, fill all required fields correctly.”

# Reliability, Compatibility & Performance

# Reliability, Compatibility & Performance

## Reliability

Reliability is an important factor for C&P to be trustable, sought for and useful.

## Availability

C&P should be available 24 hours per day, 7 days per week. Maintenance access period is a month. Database is backed up.

## Performance

- The information retrieval should be as fast as possible for customer satisfaction.
- Both the business clients and the end users should be able to access a page in 0.001 second with a 33.6 Kbps modem. The booking submission should not take more than ... to be processed and confirmed.
- The server should be able to serve 25 percent of registered customers.
- The server should be able to serve 25 percent of registered customers simultaneously, which may be about several thousand for a medium scaled electronic enterprise.
- Separation of connection handling and data processing
- Separation of connection handling and data processing would definitely improve the overall system performance as well as cost incurred.
- Software runs on an online platform. Programming should also aim at quick data retrieval
- The size of data sent to the user can be limited to an upper bound, especially for the multimedia files, to minimize the data transfer time.
- Size of the secondary storage
- The larger the primary memory, the faster the applications would run. Moreover the size of the secondary storage should be sufficient for data swapping, recovery and backup procedures.

# Compatibility

## Compatible with Operating Systems

- Windows
- Linux
- OS X
- Android
- iOS

## Compatible with Browsers

- Microsoft Internet Explorer
- Mozilla Firefox
- Google Chrome
- Opera
- Safari

# Online User Documentation and Help System Requirements

## For the business clients

### Online Help

C&P is a fairly easy-to-use, intuitive system, that needs little to no training to start being used. Nevertheless, our business clients will receive an initial introduction to the numerous possibilities the platform provides them with. They will also can rely on the 24/7 technical support the web provider delivers at subscription.

## For the end user

Taking into consideration the system's easy-to-use, intuitive interface, the end user should not need any kind of training to work with. As for any issues related to server issues, the web provider will be taking care of these.

## Licensing Requirements

CAP is available through an annual paid subscription only to our business clients — the tennis clubs. Before subscribing to our services, tennis clubs obtain a two-week trial or Evaluation Use License, which will give a fully functional trial copy for 14 days. After that tennis clubs will need to pay a subscription fee to use the product. Upon payment C&P will be upgraded to a Production Use License. Tennis clubs receive access to the system for all devices they need to use it on. The number of users from a single tennis club that can connect to CAP is unlimited. Subscription is annual and includes services such as

- Software upgrades and product enhancements upon their commercial release, and respective training, if necessary
- Technical assistance with respect to the Software, including
  - Clarification of functions and features;
  - Clarification of any legal documentation;
  - Technical support and guidance in the operation of the Software; and
  - Software error analysis and correction.

CAP is to be used for free by the end users.