1. **User Types and Their Functions**

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| **User Group** | **Module** | **function** |
| Guest | Listings – with and without login | View listing  Filter  Sort  [applied fields: location, date, price range amenities] |
|  | Bookings – with login | Reserve listing  Modify reservation  [subject to approval by listing owner]  Cancel reservation  Pay for listing  View history |
|  | Reviews – should map to actual reservation (can cross check to the payment status) | Review the listing  Review the owner / host  [should have parent child relationship to display as thread]  [modify reviews]  Remove review |
|  | User profile management | Personal details  Payment methods  Preferences  Update profile  Delete profile |
|  | Communication | Message to listing owner  Message to one2r live support |
| Hosts | Listing | Create listing  Update listing  Enable / disable listing  Remove listing |
|  | Manage Reservations | [approve / decline modification of reservations]  [approve / decline reservations]  view reservations  [modify reservation] |
|  | Guests | View guest profile  View guest reviews  [view guest previous reservations to other properties] |
|  | Earning Management | View earning reports  Log disputes  Request refunds |
|  | Guest review | Review guest after stay/participation  Reply to guest reviews  Modify reviews |
|  | Communications | Respond to guest queries |
| Admin | User Management | Verify users  Dispute management  Suspend / activate hosts & guests |
|  | Content Moderation | Approve / reject listings  Approve / reject reviews  Flag inappropriate contents |
|  | Platform analysis | Monitor server  Monitor bookings  Monitor revenue  Monitor user activies (including guest, hosts, and admin) |
|  | Revenue Management | [approve refund requests]  Process payments and update requests  Update transaction status after reconciliations |
|  | Support | Handles escalations from guests or hosts [need to details out] |
|  | System maintenance | Update application  Bug fixing  Server maintenance |