**1. Khách hàng (Customer)**

1. **Trang đăng nhập, đăng ký, quên mật khẩu (Login Page)**
2. **Trang chủ khách hàng (Customer Home Page)**
3. **Yêu cầu dịch vụ mới (New Service Request)**
4. **Quản lý yêu cầu dịch vụ (Manage Service Requests)**
5. **Quản lý hợp đồng (Manage Contracts)**
6. **Gửi phản hồi (Submit Feedback)**
7. **Trang thông tin khách hàng (Customer Information)**
8. **Chỉnh sửa thông tin khách hàng (Edit Customer Information)**

**2. Công ty bảo vệ (Security Company)**

1. **Trang đăng nhập (Login Page)**
2. **Trang chủ công ty bảo vệ (Security Company Home Page)**
3. **Quản lý khách hàng (Customer Management)**
4. **Trang thông tin khách hàng (Customer Information)**
5. **Chỉnh sửa thông tin khách hàng (Edit Customer Information)**
6. **Quản lý nhân viên bảo vệ (Security Guard Management)**
7. **Trang thông tin nhân viên bảo vệ (Security Guard Information)**
8. **Chỉnh sửa thông tin nhân viên bảo vệ (Edit Security Guard Information)**
9. **Quản lý yêu cầu dịch vụ (Manage Service Requests)**
10. **Quản lý hợp đồng (Manage Contracts)**
11. **Phân công nhân viên bảo vệ (Assign Security Guards)**
12. **Quản lý chấm công (Attendance Management)**
13. **Quản lý phản hồi khách hàng (Customer Feedback Management)**
14. **Quản lý đào tạo (Training Management)**
15. **Báo cáo và thống kê (Reports and Statistics)**

**3. Nhân viên bảo vệ (Security Guard)**

1. **Trang đăng nhập (Login Page)**
2. **Trang chủ nhân viên bảo vệ (Security Guard Home Page)**
3. **Lịch làm việc (Work Schedule)**
4. **Chấm công (Clock In/Out)**
5. **Đào tạo (Training)**
6. **Báo cáo công việc (Work Reports)**
7. **Cập nhật hồ sơ (Update Profile)**
8. **Trang thông tin nhân viên bảo vệ (Security Guard Information)**

**Chi tiết cho từng màn hình theo từng Actor**

**1. Khách hàng (Customer)**

* **Trang đăng nhập (Login Page)**
  + Fields: Username, Password
  + Buttons: Login, Forgot Password
* **Trang chủ khách hàng (Customer Home Page)**
  + Information: Welcome message, Summary of current activities
  + Links/Buttons: New Service Request, Manage Service Requests, Manage Contracts, Submit Feedback, Customer Information
* **Yêu cầu dịch vụ mới (New Service Request)**
  + Fields: Customer ID, Company ID, Number of Guards, Service Details, Start Date, End Date, Budget
  + Buttons: Submit Request
* **Quản lý yêu cầu dịch vụ (Manage Service Requests)**
  + Fields: Request ID, Customer ID, Company ID, Number of Guards, Service Details, Start Date, End Date, Budget, Status
  + Table: ServiceRequests
  + Buttons: Add New Request, Edit Request, Delete Request, View Request Details
* **Quản lý hợp đồng (Manage Contracts)g**
  + Fields: Contract ID, Request ID, Company ID, Customer ID, Contract Date, Start Date, End Date, Total Amount, Status
  + Table: Contracts
  + Buttons: View Contract Details
* **Gửi phản hồi (Submit Feedback)**
  + Fields: Contract ID, Customer ID, Feedback Date, Rating, Comments
  + Buttons: Submit Feedback
* **Trang thông tin khách hàng (Customer Information)**
  + Fields: Customer ID, Name, Address, Phone Number, Email
  + Buttons: Edit Information
* **Chỉnh sửa thông tin khách hàng (Edit Customer Information)**
  + Fields: Customer ID, Name, Address, Phone Number, Email
  + Buttons: Save, Cancel

**2. Công ty bảo vệ (Security Company)**

* **Trang đăng nhập (Login Page)**
  + Fields: Username, Password
  + Buttons: Login, Forgot Password
* **Trang chủ công ty bảo vệ (Security Company Home Page)**
  + Information: Welcome message, Summary of current activities
  + Links/Buttons: Customer Management, Security Guard Management, Manage Service Requests, Manage Contracts, Assign Security Guards, Attendance Management, Customer Feedback Management, Training Management, Reports and Statistics
* **Quản lý khách hàng (Customer Management)**
  + Fields: Customer ID, Name, Address, Phone Number, Email
  + Table: Customers
  + Buttons: Add New Customer, Edit Customer, Delete Customer, View Customer Details
* **Trang thông tin khách hàng (Customer Information)**
  + Fields: Customer ID, Name, Address, Phone Number, Email
  + Buttons: Edit Information
* **Chỉnh sửa thông tin khách hàng (Edit Customer Information)**
  + Fields: Customer ID, Name, Address, Phone Number, Email
  + Buttons: Save, Cancel
* **Quản lý nhân viên bảo vệ (Security Guard Management)**
  + Fields: Guard ID, Company ID, Name, Phone Number, Email, License Number, Certification
  + Table: SecurityGuards
  + Buttons: Add New Guard, Edit Guard, Delete Guard, View Guard Details
* **Trang thông tin nhân viên bảo vệ (Security Guard Information)**
  + Fields: Guard ID, Company ID, Name, Phone Number, Email, License Number, Certification
  + Buttons: Edit Information
* **Chỉnh sửa thông tin nhân viên bảo vệ (Edit Security Guard Information)**
  + Fields: Guard ID, Company ID, Name, Phone Number, Email, License Number, Certification
  + Buttons: Save, Cancel
* **Quản lý yêu cầu dịch vụ (Manage Service Requests)**
  + Fields: Request ID, Customer ID, Company ID, Number of Guards, Service Details, Start Date, End Date, Budget, Status
  + Table: ServiceRequests
  + Buttons: Add New Request, Edit Request, Delete Request, View Request Details
* **Quản lý hợp đồng (Manage Contracts)**
  + Fields: Contract ID, Request ID, Company ID, Customer ID, Contract Date, Start Date, End Date, Total Amount, Status
  + Table: Contracts
  + Buttons: Add New Contract, Edit Contract, Delete Contract, View Contract Details
* **Phân công nhân viên bảo vệ (Assign Security Guards)**
  + Fields: Assignment ID, Contract ID, Guard ID, Start Date, End Date, Hours Worked
  + Table: GuardAssignments
  + Buttons: Add New Assignment, Edit Assignment, Delete Assignment, View Assignment Details
* **Quản lý chấm công (Attendance Management)**
  + Fields: Attendance ID, Guard ID, Date, Check-in Time, Check-out Time, Hours Worked
  + Table: Attendance
  + Buttons: Add New Attendance Record, Edit Attendance Record, Delete Attendance Record, View Attendance Details
* **Quản lý phản hồi khách hàng (Customer Feedback Management)**
  + Fields: Feedback ID, Contract ID, Customer ID, Feedback Date, Rating, Comments
  + Table: Feedback
  + Buttons: Add New Feedback, Edit Feedback, Delete Feedback, View Feedback Details
* **Quản lý đào tạo (Training Management)**
  + Fields: Training ID, Guard ID, Training Date, Training Details, Result
  + Table: Training
  + Buttons: Add New Training Record, Edit Training Record, Delete Training Record, View Training Details
* **Báo cáo và thống kê (Reports and Statistics)**
  + Information: Summary of various metrics (number of active contracts, number of guards, customer satisfaction, etc.)
  + Buttons: Generate Reports, Export Data, View Detailed Statistics

**3. Nhân viên bảo vệ (Security Guard)**

* **Trang đăng nhập (Login Page)**
  + Fields: Username, Password
  + Buttons: Login, Forgot Password
* **Trang chủ nhân viên bảo vệ (Security Guard Home Page)**
  + Information: Welcome message, Summary of current activities
  + Links/Buttons: Work Schedule, Clock In/Out, Training, Work Reports, Update Profile, Security Guard Information
* **Lịch làm việc (Work Schedule)**
  + Fields: Assignment ID, Contract ID, Start Date, End Date, Hours Worked
  + Table: GuardAssignments
  + Buttons: View Assignment Details
* **Chấm công (Clock In/Out)**
  + Fields: Attendance ID, Guard ID, Date, Check-in Time, Check-out Time, Hours Worked
  + Table: Attendance
  + Buttons: Clock In, Clock Out, View Attendance Details
* **Đào tạo (Training)**
  + Fields: Training ID, Guard ID, Training Date, Training Details, Result
  + Table: Training
  + Buttons: View Training Details
* **Báo cáo công việc (Work Reports)**
  + Fields: Report ID, Guard ID, Contract ID, Date, Report Details
  + Table: WorkReports
  + Buttons: Add New Report, Edit Report, Delete Report, View Report Details
* **Cập nhật hồ sơ (Update Profile)**
  + Fields: Guard ID, Name, Phone Number, Email, License Number, Certification
  + Buttons: Save, Cancel
* **Trang thông tin nhân viên bảo vệ (Security Guard Information)**
  + Fields: Guard ID, Company ID, Name, Phone Number, Email, License Number, Certification
  + Buttons: Edit Information