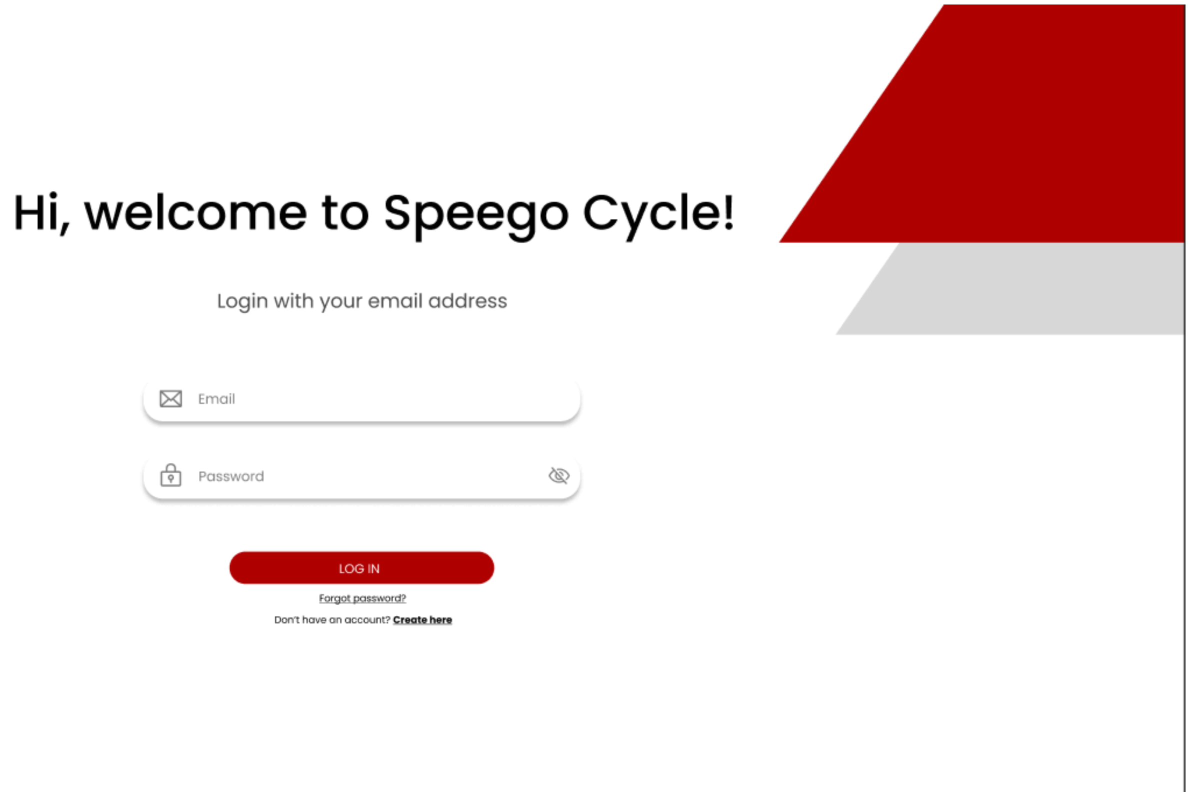
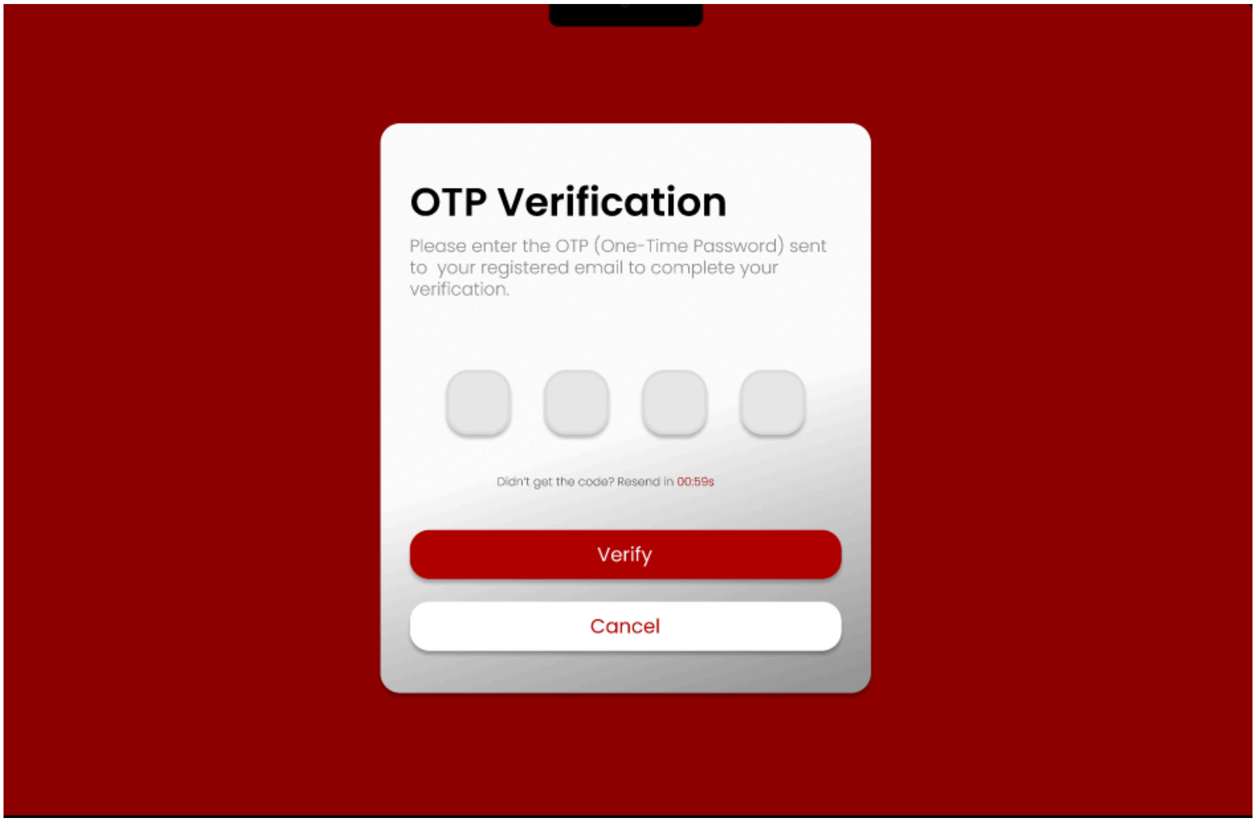
1. Login Page



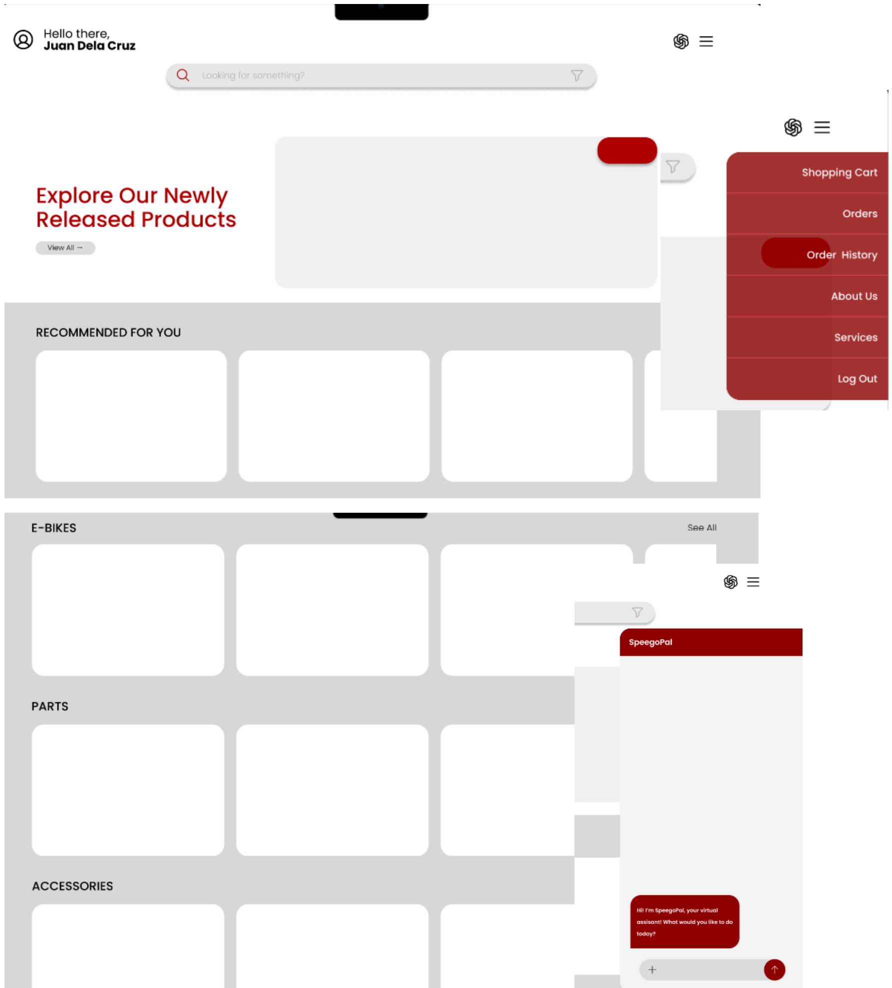
A. The login form (Username/Email and Password fields) should show once the page has loaded.
B. The Login button is only clickable when both fields are filled in.
    a. When errors are present (empty field or invalid text format), the Login button must remain disabled.
C. The password field should have an eye-slash toggle button to show or hide the entered password.
D. A “Forgot Password” link should be displayed under the Login button.
    a. When the user clicks the “Forgot Password” link, the system should redirect them to the Password Recovery page.
E. A “Create an Account” link should be displayed under the login form.
    a. When the user clicks the “Create an Account” link, the system should redirect them to the Registration page.
F. If the credentials are valid, the system should redirect the user to the **OTP Verification Page**.

2. OTP Verification Page



A. The OTP Verification Page should display an input field for the code sent to the user's registered email address.
B. If the entered OTP is invalid or expired, an error message should appear under the field.
C. The OTP Verification Page should have a "Resend Code" button.
    a. The Resend Code link should only become clickable 2 minutes after the last code was sent.
    b. Clicking the Resend Code link should generate a new OTP and send it to the user's registered email address.
D. The OTP Verification Page should display a "Cancel button" under the Verify button.
    a. When the user clicks the Cancel button, the system should redirect them back to the Login Page.
E. If the OTP is valid, the user should be redirected to the **User Dashboard or Admin Dashboard**, depending on the account role.

3. User Dashboard

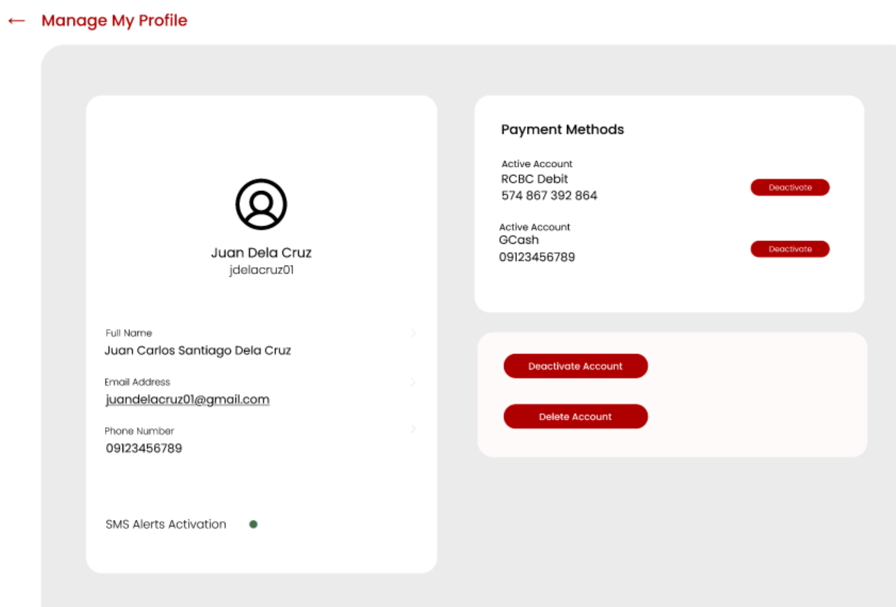


A. On the top right of the dashboard, there should be two buttons.
   a. The AI Assistant button, when clicked, should make an AI chatbox appear at the bottom right of the page for real-time support.
   b. The Menu button, when clicked, should display a small navigation menu list with the following options: Shopping Cart, Orders, Order History, About Us, Services, and Log Out.

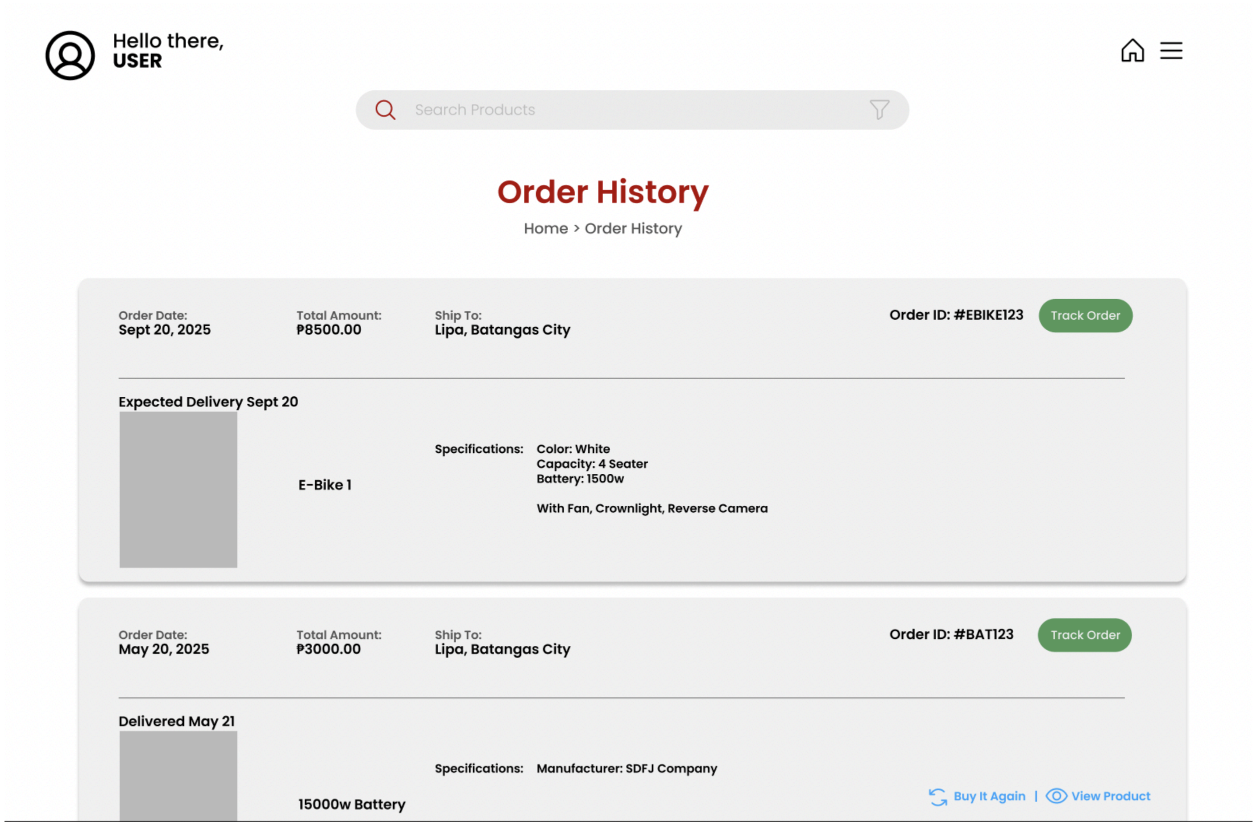
B. A search bar should be displayed where a user can enter text and searches, matching products should be displayed in the catalogue section.

C. The catalogue section should appear in the following order: Newly Released Products, Recommended for You section personalized for previous and new customers and Available Products separated by item type.
   a. The View all/See all links in each section should redirect them to another page showing the complete list of items available.

D. Each catalogue section should allow horizontal scrolling (left to right) for product browsing. The entire User Dashboard page should allow vertical scrolling (top to bottom) to view all sections.
E. The User button on the top left of the user dashboard should redirect to the Manage My Profile page when clicked, which should display the user's personal information, registered payment methods, and options to Deactivate Account and Delete Account.

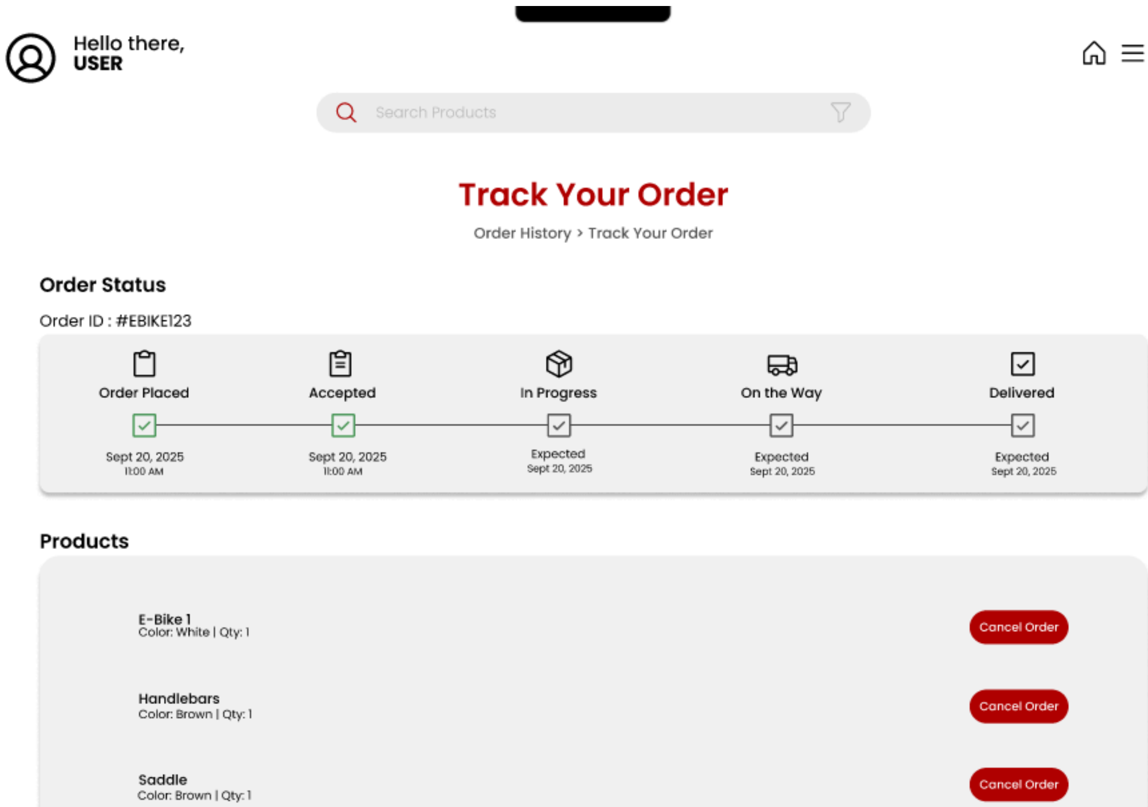


4. Order History



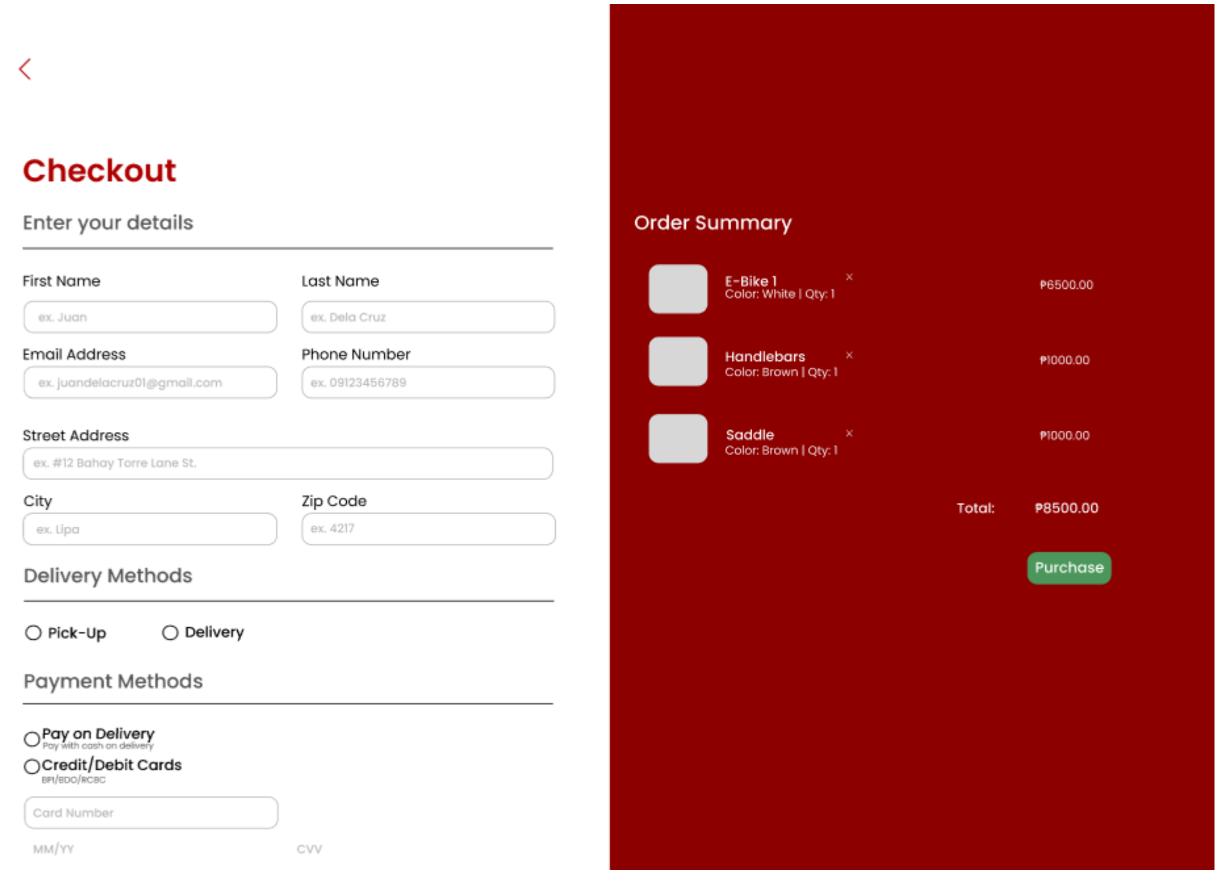
A. When the Order History option is clicked from the Menu list, the system should redirect the user to the Order History page. The page should display a complete list of all previous orders with full details, including order number, date, items, quantity, and total cost.
B. Each order should have a button to track the order, which will redirect the user to the Track Your Order page showing the status of that specific order.
    a. For orders that have already been delivered, there should be a Reorder link that allows the user to add the same items from that order directly to the shopping cart.
C. The system should ensure that the Reorder function only applies to items still available in inventory. If one or more items are unavailable, the user should receive a notification with an option to proceed with the remaining available items.

5. Order Page



A. When the “Track Order” button is clicked from the Order History page, the system should redirect the user to the Track Your Order page.
    a. The Track Your Order page should display the order status with details of each stage, from “Order Placed” up to “Delivered,” along with the expected date of arrival.
B. The page should also display the list of products ordered. For each product, there should be an option to cancel the order, but this option should only be available before the order has been accepted by the admin. Once the admin accepts the order, the cancel option should be disabled.
C. The order status and product list should be updated in real-time whenever the order progresses to the next stage.

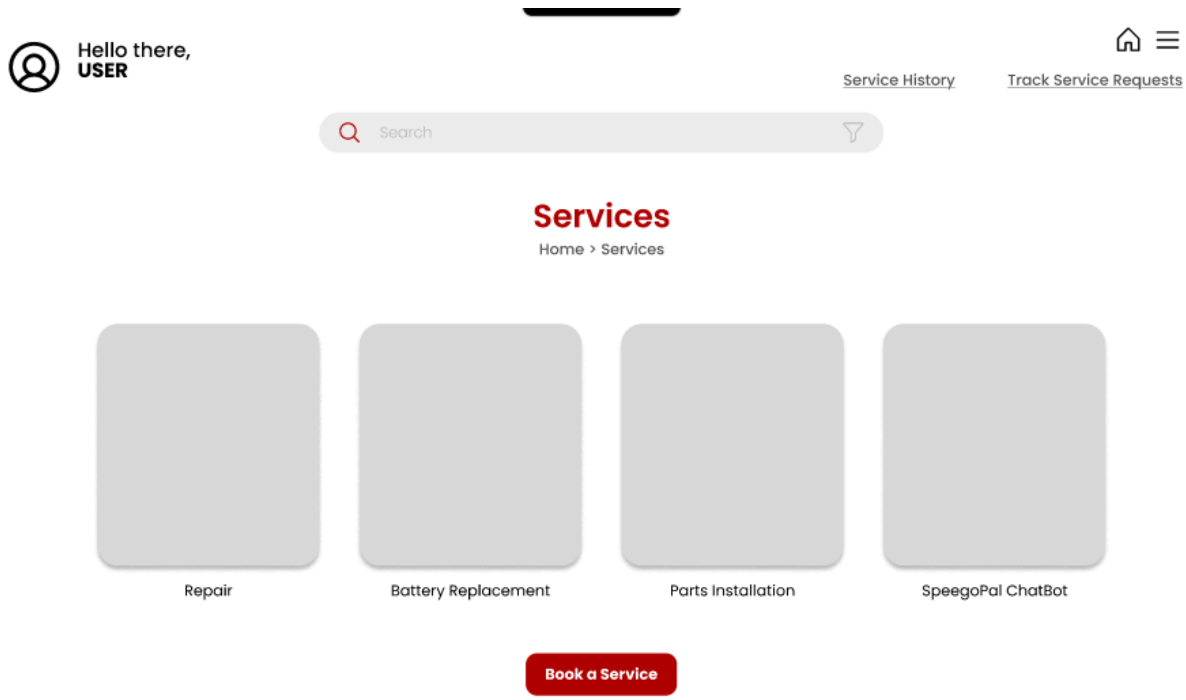
6. Checkout Page



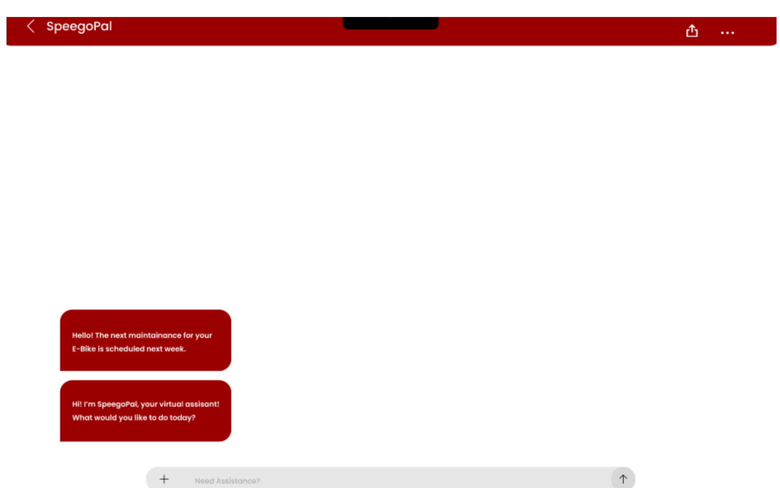
A. The Checkout page is opened when the “Buy it again” link in Order History is clicked, the customer’s previous information should be prefilled automatically.
   a. Prefilled information fields should still be editable in case the customer wants to update their details.
B. If the user is new or ordering for the first time, all information fields should be blank and required before proceeding.
C. A Delivery Method section should be available with radio buttons for Pick-up or Delivery.
   a. If Pick-up is selected, the system should display the available store/branch locations for collection.
   b. If Delivery is selected, the system should validate the provided address before allowing purchase.
D. A Payment Method section should be available with radio buttons for Cash on Delivery (COD) or Card Payment.
   a. If Card Payment is selected, the system should show additional fields for card details (Card Number, Expiry, CVV).

E. On the right side of the page, an Order Summary should display the list of products, their quantity, and the total price.
    a. The Total Price in the Order Summary should update dynamically based on the order.
F. A Purchase button should be available at the bottom of the Order Summary.
    a. The Purchase button should remain disabled until all required information is complete and valid.
    b. Once the Purchase button is clicked, the system should confirm the order and redirect the user to the Order Tracking page.

7. Services Page

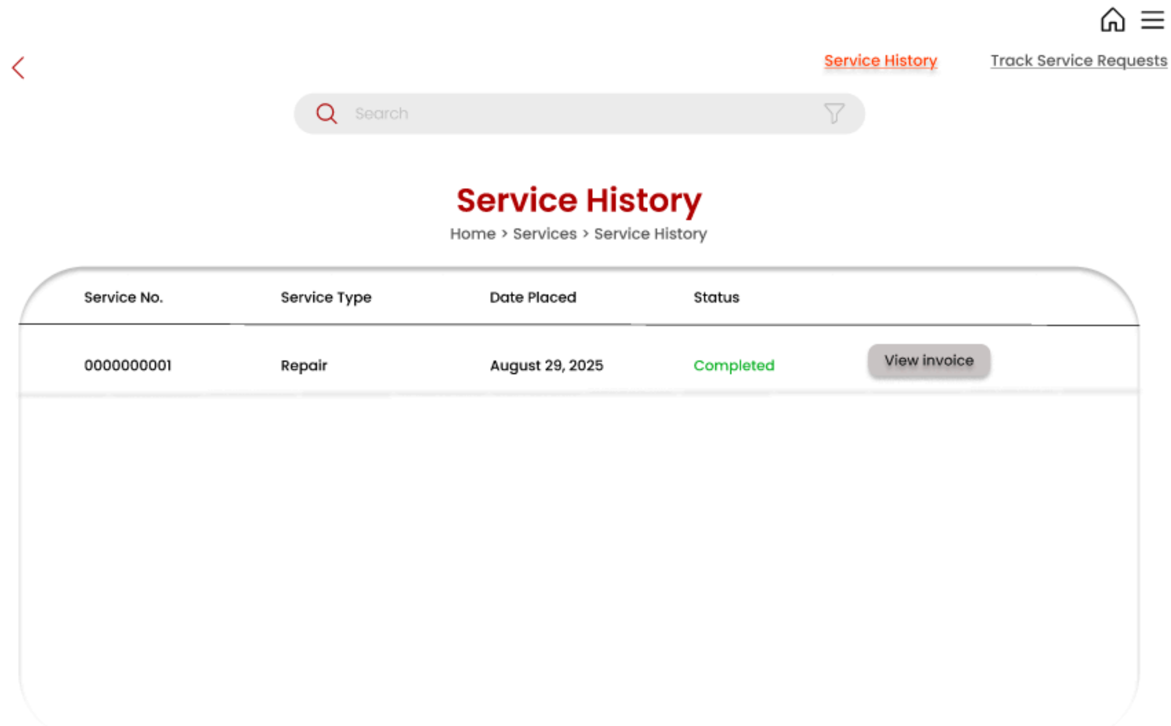


A. When the Services option is clicked from the Menu list, the system should redirect the user to the Services page. The page should display all available services offered by the platform.
   a. One of the services listed should be **SpeegoPal Chatbot**. When this option is clicked, the user should be redirected to a dedicated AI Chatbox page where SpeegoPal can assist with inquiries, troubleshooting, booking, recommendations, and reminders.



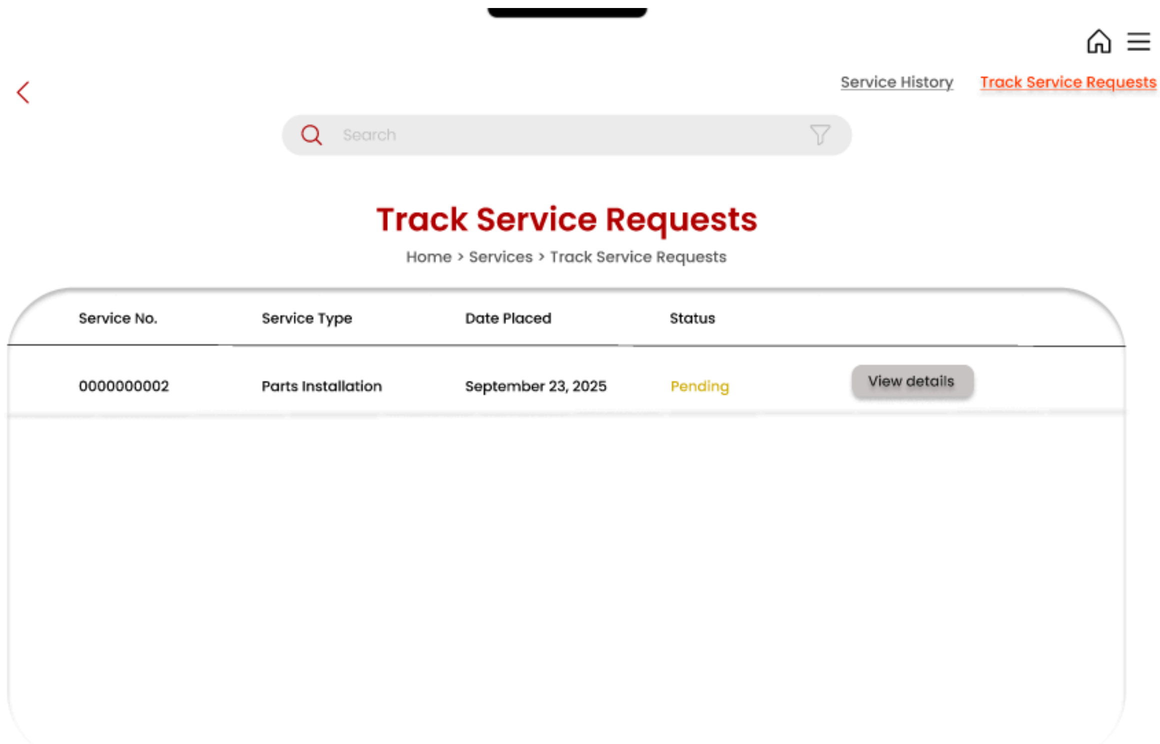
B. The Service page should contain a visible link labeled “Service History” and “Track Service Requests”, which when clicked, redirects the user to their respective pages.
C. The page should also include a clearly visible “Book a Service” button. When clicked, this button should redirect the user to the Service Booking page where the user can schedule a new service.

8. Service History



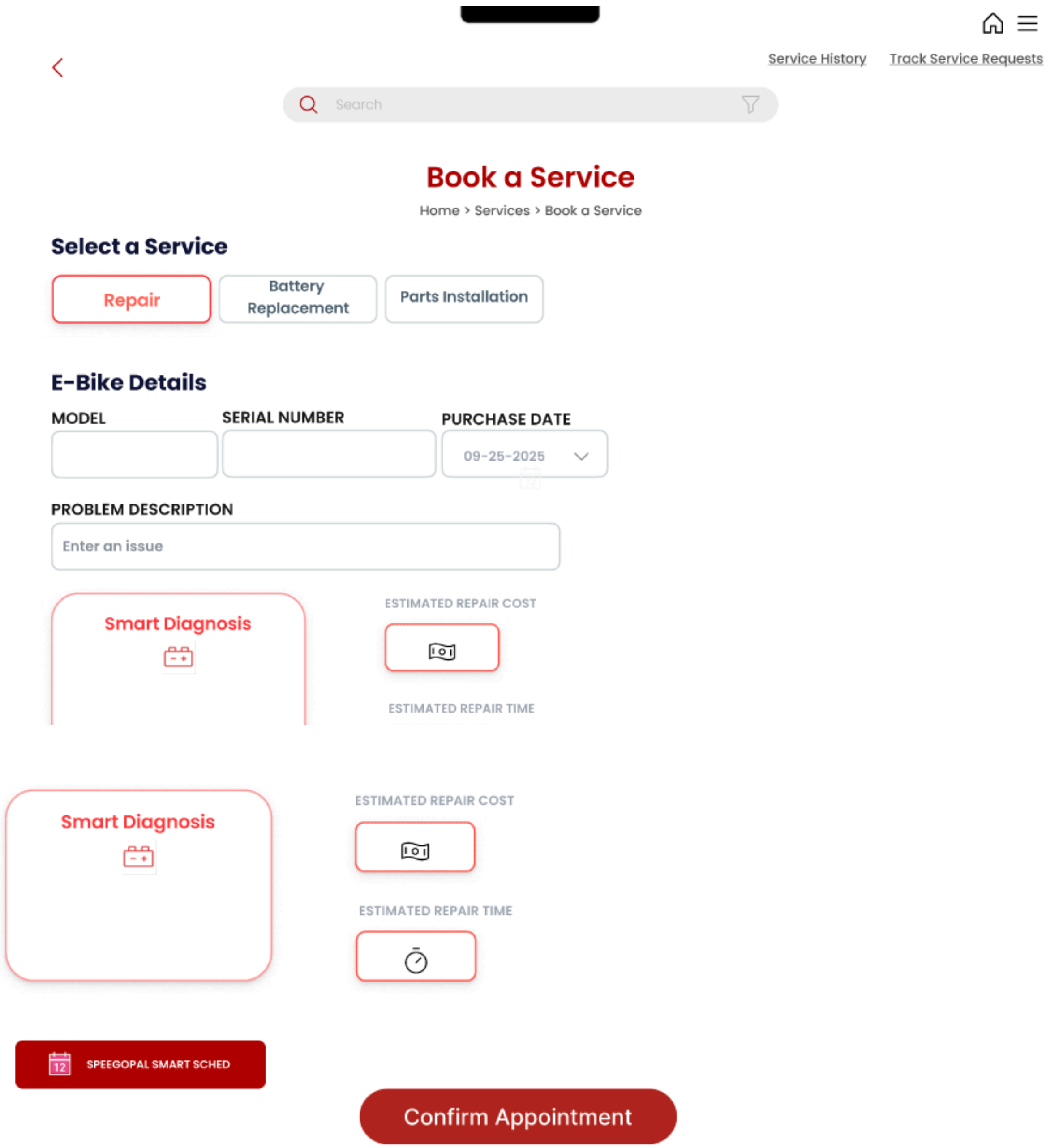
A. When the Service History link is clicked from the Services page, the system should redirect the user to the Service History page.
B. The page should display a list of all previous services availed by the user in chronological order.
C. Each service entry should also include a “View Invoice” button. When clicked, this button should open a modal containing the full invoice details for that service.
D. If the user has no past service records, the page should display a placeholder message such as “No past services found.”
E. A Back button should be visible on the top-left corner of the page. When clicked, this should redirect the user back to the Services page.

9. Track Service Requests



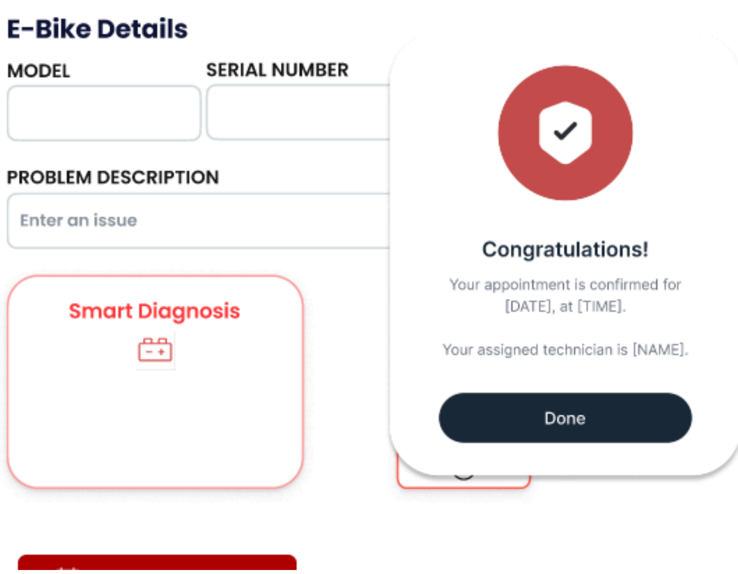
A. When the Track Service Requests link is selected, the system should redirect the user to the Track Service Requests page.
B. The page should display a list of all current services availed by the user, filtered to show only pending or ongoing requests.
C. Each entry should include a “View Details” button. When clicked, this button should redirect the user to a detailed status modal that shows the full service progress, assigned technician, and any notes.
D. If the user has no active service requests, the page should display a placeholder message such as “No active service requests.”
E. A Back button should be visible on the top-left corner of the page. When clicked, this should redirect the user back to the Services page.

10. Book A Service

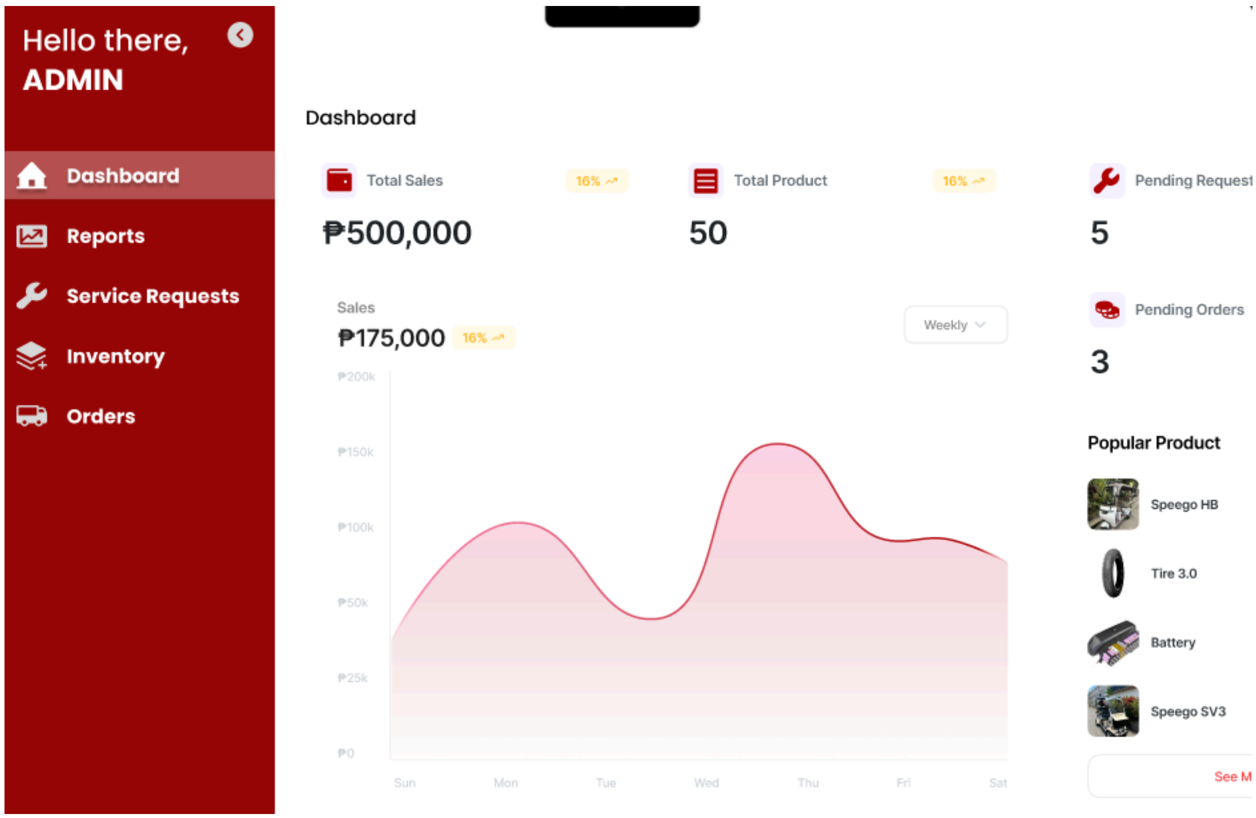


A. When the Book a Service button is clicked from the Services page, the system should redirect the user to the Service Booking page.
    a. The page should display a list of available services as selectable buttons. Users must select at least one service to proceed.
B. The page should include input fields for E-bike details.

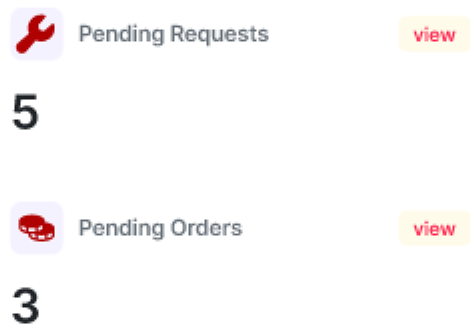
C. The Problem Description field must be filled before the Smart Diagnosis button is enabled.
D. When the Smart Diagnosis button is clicked, the system should analyze the description provided and display possible issues or causes.
    a. Once Smart Diagnosis results are shown, the Estimate Repair Cost button should be enabled. When clicked, the estimated cost should appear beside the button.
    b. After the cost is displayed, the Estimate Repair Time button should be enabled. When clicked, the estimated repair duration should appear beside the button.
E. Once all prior steps are completed, the SpeegoPal Sched button should be enabled. When clicked, AI should recommend the best available schedule based on technician availability and workload.
F. A Confirm Appointment button should be enabled only after all required information is filled and a schedule has been chosen.
G. When Confirm Appointment is clicked, a modal should appear showing the schedule and assigned technician.
    a. The modal should contain a Done button. When clicked, the system should finalize the booking and redirect the user to the Track Service Requests page.



11. Admin Dashboard Page

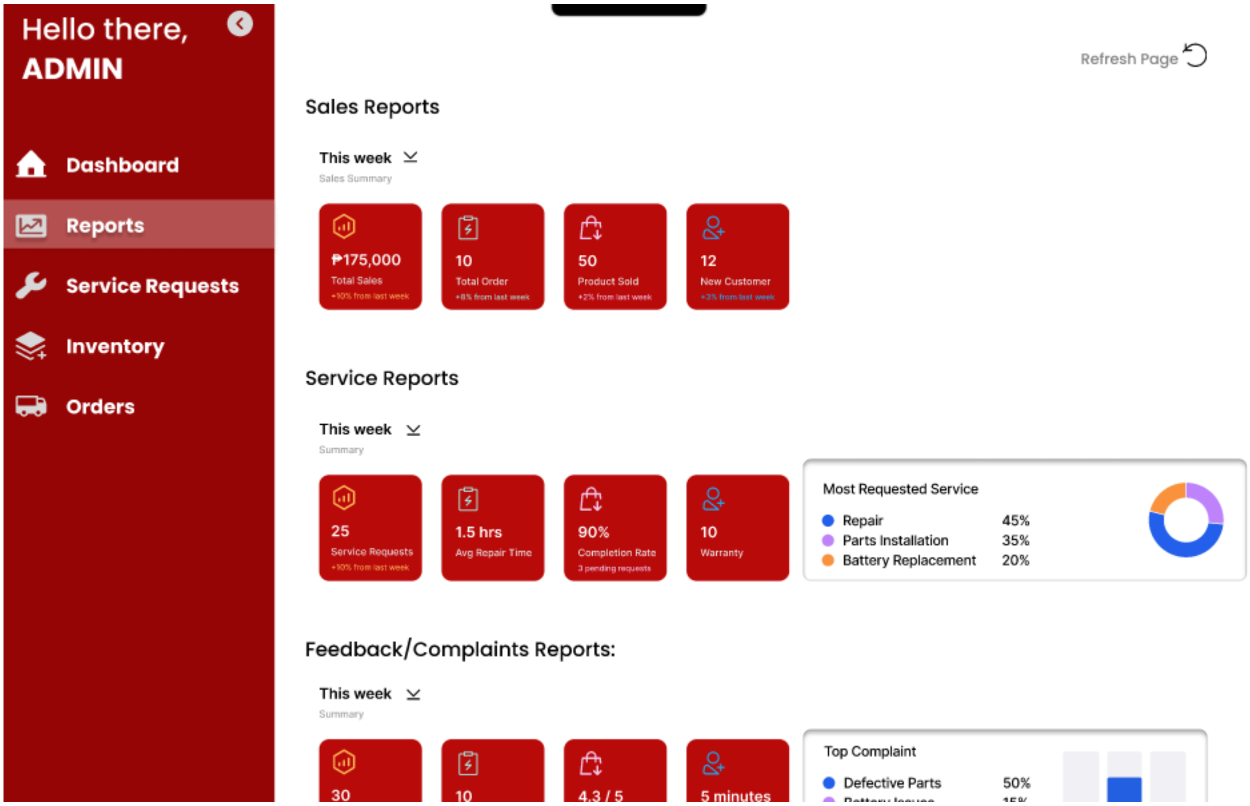


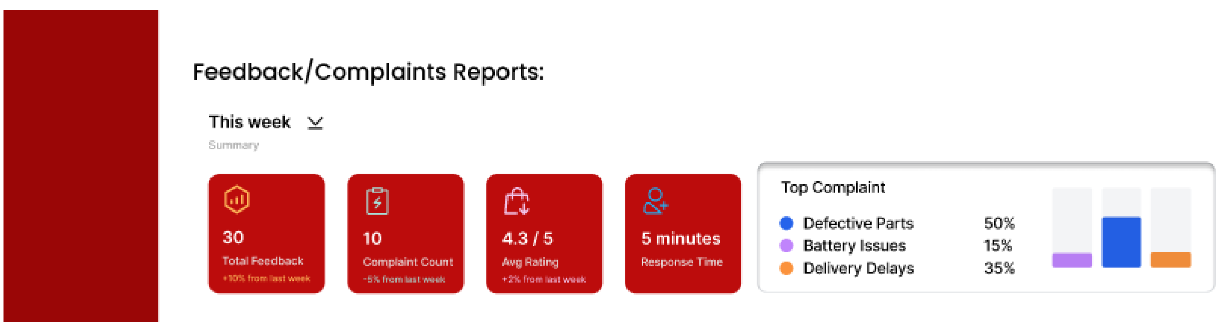
A. When an admin logs in successfully, the system should redirect to the Admin Dashboard Overview page.
    a. A navigation sidebar should be visible on the left side of the page. The sidebar must contain links to the following sections: Dashboard, Reports, Service Requests, Inventory, and Orders. The sidebar should always remain fixed and must not be collapsible.
B. The main dashboard should display key statistics, including Total Sales, Total Products, and Popular Products.
    a. The Popular Products section should allow filtering between weekly and monthly views and must include a See More button which should show an expanded list.
C. A Total Sales Graph should be displayed, showing sales data for each day/week. The graph should support filtering between weekly and monthly ranges.
D. Two summary sections should be visible for Pending Orders and Pending Requests.
    a. Each pending section should display the count of pending items.
    b. Each pending section should include a View button. When clicked, the View button for Pending Orders should redirect to the Orders page, and the View button for Pending Requests should redirect to the Service Requests page.



E. If there is no data available for any of the sections, the section should display a placeholder message such as “No data available.”

12. Reports Page

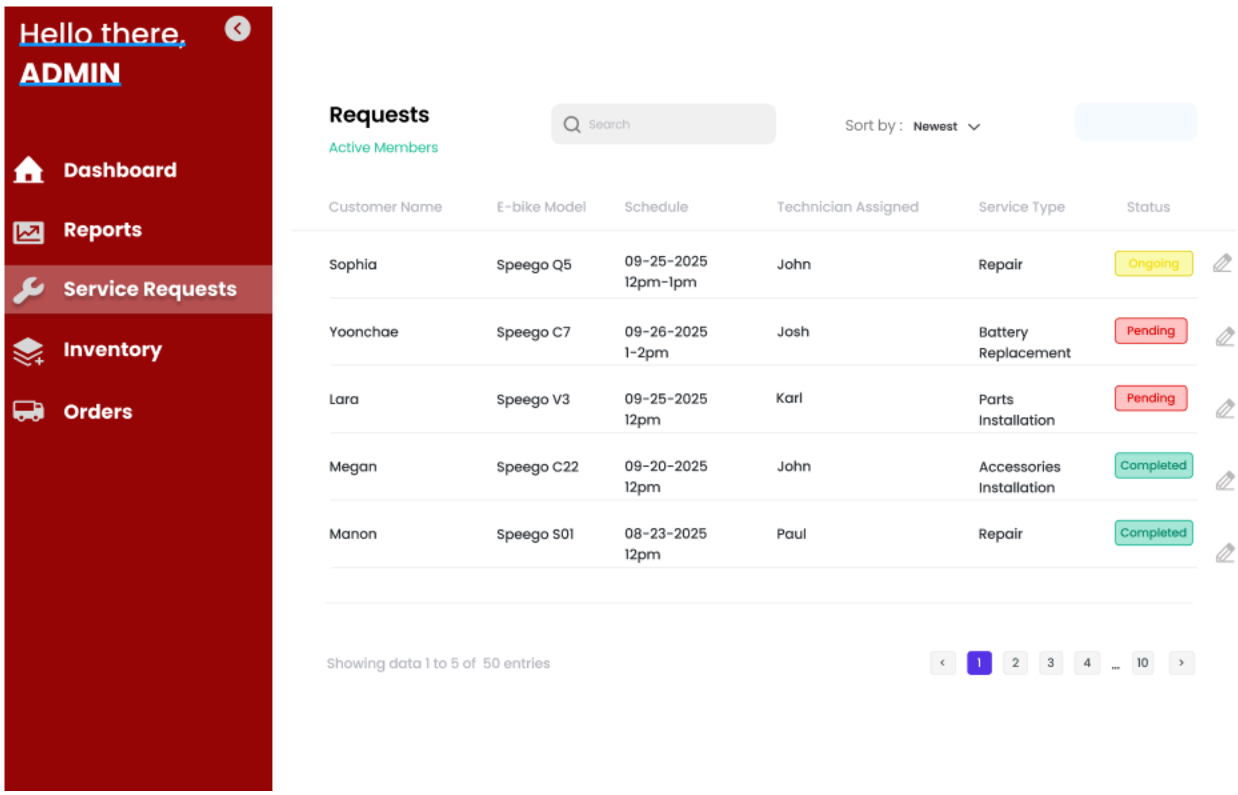




A. When the reports option from the sidebar is clicked, this page should appear.
B. This page is divided into three main sections: Sales Reports, Service Reports, and Feedback/Complaints Reports. Data can be filtered weekly or monthly.
C. A refresh button is located at the top right of the page, which updates all report data when clicked.
D. The Sales Reports section shows summary cards for total sales, total orders, total products sold, and new customers.
E. The Service Reports section shows summary cards for total service requests, average repair time, completion rate, and warranty claims. A pie chart of the most requested services is also displayed, showing percentages by category.

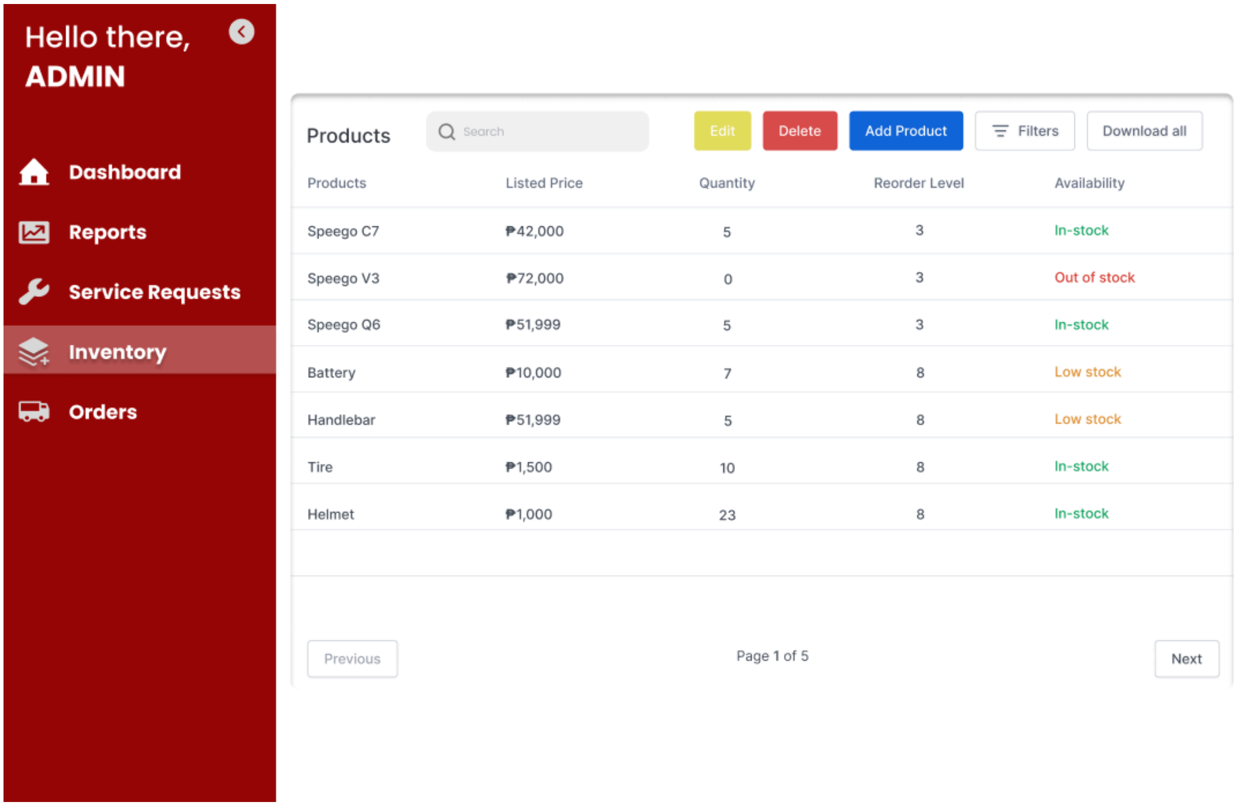
F. The Feedback/Complaints Reports section shows summary cards for total complaints, complaints resolved, average user rating, and average response time. A bar chart displays the top complaint categories.

13. Service Requests Monitoring Page



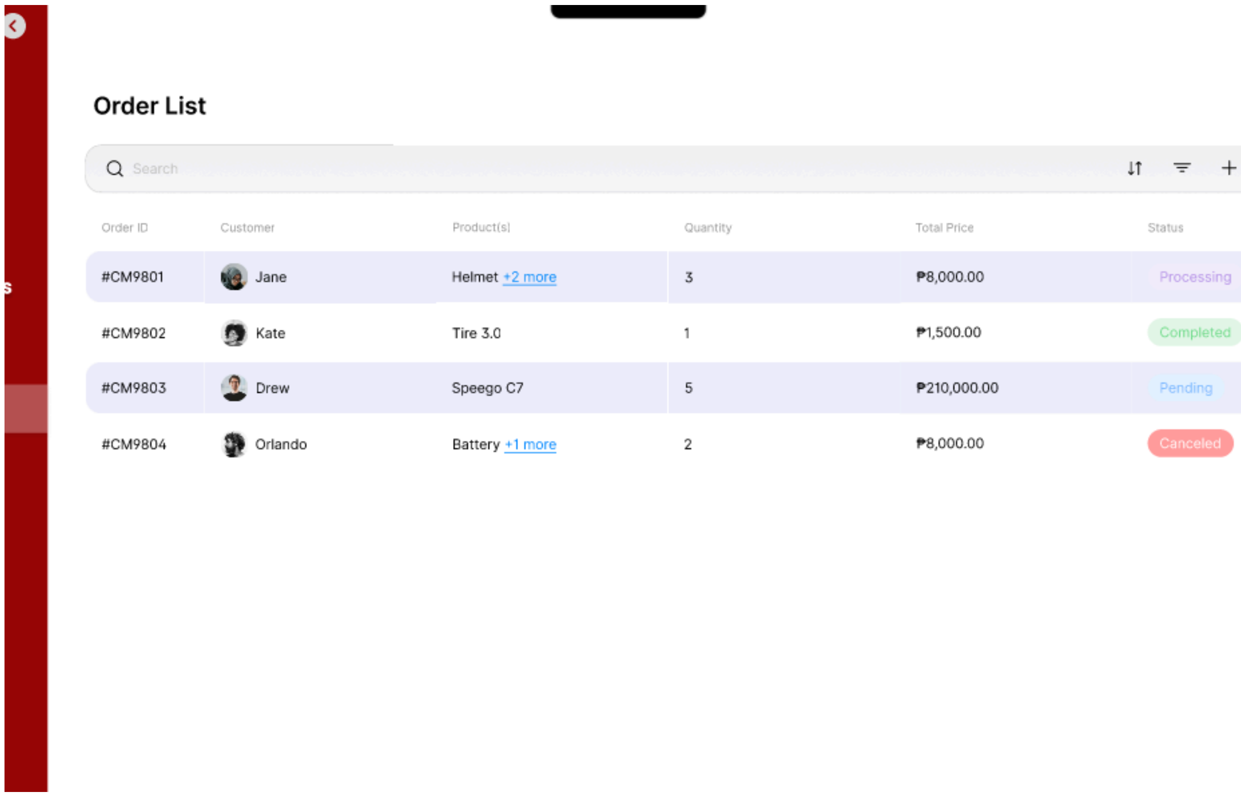
A. When the Service Requests option from the sidebar is clicked, this page should appear.
B. The page displays a table listing all service requests.
C. The table can be sorted from newest to oldest requests.
D. A search bar is available to filter service requests based on keywords.
E. Each row in the table shows complete details of the requested service and the associated customer.
F. An edit button is available in each row, allowing the admin to manually update the status of the request.
G. The customer's name in the table is clickable, leading to a detailed customer information page.
H. A numbered pager is displayed at the bottom left of the page to navigate between pages of requests.

14. Inventory Page



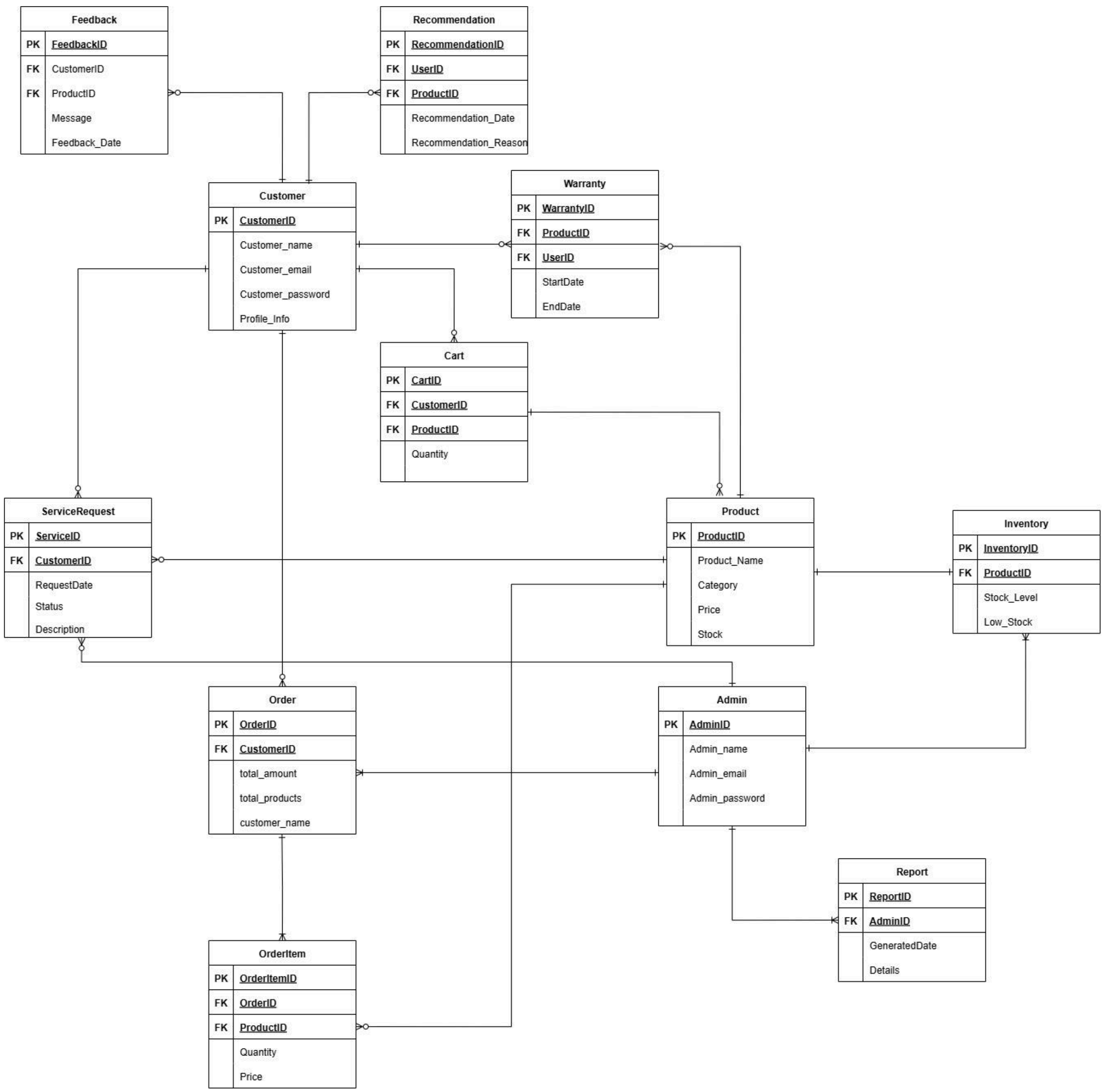
A. When the Inventory option from the sidebar is clicked, this page should appear, all products with their complete information should be displayed.
B. Availability status should automatically update based on quantity and reorder level, showing either In Stock, Low Stock, or Out of Stock.
C. The search bar should allow users to quickly filter products by product name, SKU, or category.
D. An Add Product button should be available that, when clicked, opens a pop-up modal to input new product details.
E. An Edit button should allow admins to update product details by opening a modal pre-filled with the selected product's current information.
F. A Delete button should allow admins to remove a selected product from the inventory after confirming through a modal.
G. The Filter button should enable filtering of products by category, stock level, or availability.
H. The Download All button should export the full product list in a downloadable file format (CSV or Excel).
I. Products should be sortable by clicking on the table headers such as Name, Price, or Quantity.
J. A Next and Previous button at the bottom of the page should allow navigation between pages of the product list.

15. Orders Page



A. When the Orders option from the sidebar is clicked, this page should appear, a list of orders should be displayed in a table format.
B. The search bar should allow filtering orders by Order ID, Customer Name, or Product.
C. A Sort button should enable sorting orders by date, total price, or status.
D. A Filter button should allow filtering by order status (e.g., Pending, Processing, Completed, Canceled).
E. An Add Order button should be available to create a new order by opening a pop-up modal.
F. Clicking on the Product(s) link (e.g., "+2 more") should expand to show the complete list of products in the order.
G. Clicking on the Customer's name should display the complete customer details in a side panel.
H. Each order row should be clickable to open an Order Details page, showing full details including payment method, shipping address, and timestamps.
I. Pagination (Next and Previous buttons) should be available at the bottom if the list exceeds one page.

16. Entity-Relationship Diagram (ERD)



A. Entities and Primary Keys
   - The ERD must include 12 entities: Customer, Product, Cart, Order, OrderItem, ServiceRequest, Warranty, Feedback, Recommendation, Inventory, Admin, and Report.
   - Each entity must have a unique primary key (PK) defined as per the description.

B. Attributes

    - All listed attributes must be present under their respective entities (e.g., Customer_name, Customer_email, Customer_password for Customer; Price, Stock for Product).
    - Attributes must be clearly labeled and associated with the correct entity.

C. Foreign Keys and Relationships
    - All foreign keys (FKs) must be defined and connected to their corresponding parent entity (e.g., CustomerID in Order referencing Customer).
    - Mandatory relationships must be represented (e.g., 1 Customer → M Orders).
    - One-to-one, one-to-many, and many-to-many relationships must be accurately shown with correct cardinalities (1:1, 1:M).

D. Cardinality and Notation
    - Correct ERD notation must be used to represent relationships.
    - Each relationship must reflect the mandatory/optional rules provided (e.g., 1 Product ↔ 1 Inventory mandatory both sides).

E. Business Rules Coverage
    - All described business rules (e.g., a Customer can have multiple Orders, but each Order must belong to exactly one Customer) must be represented
    - No required entity, attribute, or relationship from the description should be missing.

F. Data Integrity
    - The ERD must ensure referential integrity by correctly defining PK-FK constraints.
    - Composite entities (like OrderItem and Cart) must correctly bridge relationships between main entities.

G. Clarity and Completeness
    - The ERD must be readable, clear, and logically structured.
    - No redundant or orphan entities/attributes should exist.
    - The ERD must be considered complete once all entities, attributes, keys, and relationships from the description are correctly represented.