# Software Requirements Specifications (SRS)

## User Requirement Specification

The system has five actors including: guest, customer, staff, admin and system.

|  |  |
| --- | --- |
| **Actor** | **Description** |
| Guest |  |
| Customer |  |
| Admin | Administrator, who monitor and configured the system. |
| Manager |  |
| Staff | Person who is responsibility for contact with customer, repair amenities, monitor office. |
| System | System is also an actor, do every automatic functions according to set up. |

### Guest requirement

* **Register:** Guest need to register to become member of system.
* **Login**: Guest uses email and password to login into the system to rent or exchange toys.

### Admin requirement

* **Logout:** When finish all activities at website they can log out of system.
* **Manager member:** Admin can add, edit, remove or ban/ unban account.

### Staff requirement

* **Logout:** When finish all activities at website they can log out of system.
* **Contact with customer:** staff have to check task list about the appointment with customer and change status of the appointment when finish his task.
* **Monitor office:** staff can add, edit or remove comment about office.
* **Repair amenities:** staff have to check task list about the request repair amenities and change status of that request after repair complete.

### System requirement

* **Send notification mail:** system will send notification mail to customer when appointment has been approved and scheduled or request repair has been accepted.
* **Send notification sms (short message service):** system will send notification mail to customer when their contract will be expired in one month.
* **Suggest office:** system will suggest some offices which is nearly suitable with what customer searching.
* **Schedule request:** system will auto schedule all request about appointment and repair when those request has been approved by manager.

## System Requirement Specification

### External Interface Requirements

#### User Interfaces

* User interface must be user friendly, easy to use.
* All functions are arranged and displayed clearly, don’t make user confuse when using.
* User interface should be attractive and colorful to be appropriate for toy’s service purpose.
* All the alert, notification, warning, display error shouldn’t make user feel afraid, confuse or annoyed.

#### Hardware Interfaces

* The system will use the standard hardware and data communications resources.

#### Software Interfaces

* The website run in Firefox and Chrome browsers.

#### Communications Protocol

* The website uses:
* HTTP/HTTPS protocol for communication between the web browser and the web server.
* TCP/IP network protocol for communication with HTTP protocol

### System Overview Use Case:

Figure 2: Use Case Overview

### List of Use Case:

#### <Guest>Overview Use Case

Figure 3: <Guest>Overview Use Case

#### <Guest> Register

**Use Case Diagram**

Figure 4: <Guest> Register

**Use Case Specification**

Table 12: <Staff>Cancel Exchange

## Software System Attribute

### Usability

### Reliability

* Mean Time Between Failures is more than 6 months.
* Accuracy: 100%.
* Critical bugs: not any

### Availability

* N/A

### Security

* All input data should be validated before saving to database
* All privacy information, such as password, should be encrypted to ensure security.
* Roles permission should be specify clearly and user should be authenticated and authorized when accessing to the system.

### Maintainability

* All program files shall include comments concerning authorship and date of last change.
* The system should be divided into modules and code should be easy to maintain and extend.

### Portability

* N/A

### Performance

* All requests should be response in no more than 1 minute.

## Conceptual Diagram