

**Tài liệu huấn luyện Chatbot – Hệ thống hỗ trợ nông nghiệp FamilyFarm**

– CanTho, April 2025 –

1. View profile

* Step 1: Log in to the system.
* Step 2: Click on your avatar or name in the upper right corner of the screen.
* Step 3: In the menu that appears, select "My Profile".
* You have arrived at your personal profile page.

1. Update profile

* Step 1: Log in to the system.
* Step 2: Click on your avatar or name in the upper right corner of the screen.
* Step 3: In the menu that appears, select "My Profile".
* Step 4: On the personal profile page, find the "Basic Information" section and click the "Edit Information" button.
* Step 5: Enter the information you want to change in the corresponding fields.
* Step 6: Click the "Save" button to complete.

1. View list post

* Step 1: Select the Post tab on the menu bar
* Step 2: Users can access their personal page to see a list of their posts
* Step 3: Users access a group to see a list of posts in that group

1. Create post

* Step 1: user accesses home page, or personal page
* Step 2: user clicks on input box
* Step 3: fills out post creation form
* Step 4: Click "PUBLISH" button

1. Edit post

* Step 1: User accesses personal page
* Step 2: Click on the 3 dots button on each post
* Step 3: User fills out the post update form
* Step 4: Click the save post button

1. Restore post

* Step 1: User accesses the trash page when clicking on the avatar
* Step 2: Click on the 3 dots button on each post
* Step 3: Click on the Restore post button

1. Delete post

* Step 1: User accesses personal page
* Step 2: Click on the 3 dots button on each post
* Step 3: Click on the Delete post button

1. Search post

* Step 1: user enters keyword into search bar on header
* Step 2: click search icon or press enter

1. Report post

* Step 1: User accesses the list page displaying posts
* Step 2: Click on the 3 dots button on other people's posts
* Step 3: Click Report post
* Step 4: Fill in the reason why you report this post
* Step 5: Click send

1. Unsave post

* Step 1: User accesses the saved posts list page
* Step 2: Click on the 3 dots button on other people's posts
* Step 3: Click the Unsave post button

1. Share post

* Step 1: Go to the article list page
* Step 2: Click the Share button on the article
* Step 3: Fill in the content in the form before sharing, you can leave it blank
* Step 4: Click the share button

1. Save post

* Step 1: Go to the post list page
* Step 2: Click on the 3 dots button on other people's posts
* Step 3: Click the save post button

1. View list reaction

* Step 1: Access the article list page
* Step 2: Click on the reaction icon at the bottom left of each article
* Step 3: Users can view the list of user reactions on that article, which can be viewed by reaction type

1. Reaction to post

* Step 1: Go to the article list page
* Step 2: Click on the reaction icon at the bottom right of each article
* Step 3: Select 1 of the reactions in the list that appears

1. Reaction to comment

* Step 1: Go to the article list page
* Step 2: Click on the reaction icon below each comment
* Step 3: Choose 1 of the reactions from the list that appears

1. View list friend

* Step 1: Go to your profile page
* Step 2: Click the see all button in the friends section, below the personal information section

1. View list of friend request

* Step 1: Click on the Friend link on the menu
* Step 2: Click on the friend request tab to see the list

1. Send request to be friend

* Step 1: Click on the Friend link on the menu bar
* Step 2: Select the friend suggestion tab
* Step 3: Click the add friend button to send an invitation

1. Response to friend request

* Step 1: Click on the Friend link on the menu bar
* Step 2: Select the friend request tab to see the list of friend requests
* Step 3: Click the accept or decline button to respond

1. Unfriend

* Step 1: Go to the profile page of the user you are friends with.
* Step 2: Click the “Friended” button.
* Step 3: Select “Unfriend” from the menu that appears.
* Step 4: Confirm the action.

1. Follow expert

* Step 1: Go to the expert's profile page
* Step 2: Click the “Follow” button.

1. Unfollow expert

* Step 1: Go to the profile of the expert you are following.
* Step 2: Click the “Following” button.
* Step 3: Select “Unfollow”.
* Step 4: The system will update the status.

1. View list comment
2. Step 1: Open any post.
3. Step 2: Scroll down to the comments section.
4. Step 3: Click the comments button to open the entire list.
5. Comment a post

* Step 1: Access the post you want to comment on.
* Step 2: Enter the content in the “Write a comment…” box.
* Step 3: Press Send or Enter.

1. Edit comment

* Step 1: Go to your own comment on a post.
* Step 2: Click on the comment option (three dot) on the right of the comment.
* Step 3: Click “Edit” button
* Step 4: Enter your new comment and click the “Save” button.

1. Delete a comment

* Step 1: Go to your own comment on a post.
* Step 2: Click on the comment option (three dot) on the right of the comment.
* Step 3: Click “Delete” button
* Step 4: Confirm delete comment by clicking the “Yes, delete it” button.

1. View list group

* Step 1: On the home page, click "GROUPS" in the navigation bar.
* Step 2: You will be redirected to the Group page.
* Step 3: In the sidebar, click the "Your Group" tab to display the list of your groups.

1. Create group

* Step 1: From the Home page, click "GROUPS" in the navigation bar.
* Step 2: You will be redirected to the Group page.
* Step 3: Click "Create New Group".
* Step 4: Enter the group name.
* Step 5: Select an avatar and background image.
* Step 6: Choose the privacy setting (Public or Private).
* Step 7: Invite friends if desired.

1. Delete group

* Step 1: From the Home page, click "GROUPS" in the navigation bar.
* Step 2: In the sidebar, click the "Your Group" tab.
* Step 3: Select a group and click "View Group".
* Step 4: To delete the group, click "Setting Group". In "Setting Group", click the Delete button.
* Step 5: Enter the required code to confirm deletion.
* Step 6: Click "Confirm Delete" to permanently remove the group.

1. Edit setting of group

* Step 1: From the Home page, click "GROUPS" in the navigation bar.
* Step 2: In the sidebar, click the "Your Group" tab.
* Step 3: Select a group and click "View Group".
* Step 4: To change the avatar or background, click "Change Image" and upload a new one.
* Step 5: To change the group name or privacy, click "Setting Group", update the details, and then click "Save Changes".

1. Add user to group

* Step 1: From the Home page, click "GROUPS" in the navigation bar.
* Step 2: In the sidebar, click the "Your Group" tab.
* Step 3: Select a group you have already joined and click "View Group".
* Step 4: Click the "Invite" button located to the right of the group avatar.
* Step 5: Select the friends you want to invite to the group.
* Step 6: Click "Send Invitation" to send the invitations.

1. Delete user out group

* Step 1: From the Home page, click "GROUPS" in the navigation bar.
* Step 2: In the sidebar, click the "Your Group" tab.
* Step 3: Select a group where you have admin permissions and click "View Group".
* Step 4: Go to the "Member" tab.
* Step 5: Select the member you want to remove.
* Step 6: Click the "Remove" button to delete the user from the group.

1. View list member in group

* Step 1: From the Home page, click "GROUPS" in the navigation bar.
* Step 2: In the sidebar, click the "Your Group" tab.
* Step 3: Select a group click "View Group".
* Step 4: Go to the "Member" tab.

1. Search user in group

* Step 1: From the Home page, click "GROUPS" in the navigation bar.
* Step 2: In the sidebar, click the "Your Group" tab.
* Step 3: Select a group click "View Group".
* Step 4: Input a name into the search box under the group name.
* Step 5 : Display a list of members whose names match the search keyword.

1. Send request to join group

* Step 1: From the Home page, click "GROUPS" in the navigation bar.
* Step 2: You will be redirected to the Group page.
* Step 3: In the sidebar, click the "Suggested Groups" tab.
* Step 4: Click "Join Group" for the group you want to join.
* Step 5: If the group is Public, you will be added to the group immediately.
* Step 6: If the group is Private, your request will be sent and you must wait for admin approval.

1. View list request join group

* Step 1: From the Home page, click "GROUPS" in the navigation bar.
* Step 2: In the sidebar, click the "Your Group" tab.
* Step 3: Select a group where you have admin permissions and click "View Group".
* Step 4: Go to the "Add to join" tab to view the list request to join the group.

1. Response to request join group

* Step 1: From the Home page, click "GROUPS" in the navigation bar.
* Step 2: In the sidebar, click the "Your Group" tab.
* Step 3: Select a group where you have admin permissions and click "View Group".
* Step 4: Go to the "Add to join" tab to view the list request to join the group.
* Step 5: For each person in the list who requests to join the group, click “Accept” to accept the group or click “Reject” to decline the group.

1. Edit member role in group

* Step 1: From the Home page, click "GROUPS" in the navigation bar.
* Step 2: In the sidebar, click the "Your Group" tab.
* Step 3: Select a group where you have admin permissions and click "View Group".
* Step 4: Go to the "Permissions" tab.
* Step 5: For each person in the permission list, select a new role (admin or member)

1. View list chat of user

* Step 1: Click on your “Chat” icon in the upper right corner of the screen.
* Step 2: List chat will display.

1. Search chat

* Step 1:Click on your “Chat” icon in the upper right corner of the screen.
* Step 2: List chat will display.
* Step 3: Enter a name in the “Search chat by name” box.
* Step 4: Chat list with user whose name is searched is displayed

1. View detail of chat

* Step 1: Click on a chat from list chat
* Step 2: Chat detail of a chat is displayed

1. Send message

* Step 1: If you have never chatted with the recipient before, go to their profile page and click the Send Message button to open the chat details.
* Step 2: If you have chatted with the recipient before, in the chat detail, type a message in the input box.
* Step 3: Click the Send button to send the message.
* Step 4: If you want to send an image or file, click the File or Image icon.
* Step 5: Choose an image or file from your device.
* Step 6: Click the Send button to send the selected image or file.

1. Seen message

* Step 1: From the chat list, select and click a chat that has unread messages.
* Step 2: You will be redirected to the chat details.
* Step 3: All messages in the selected chat will be marked as read.

1. Recall message

* Step 1: In chat detail, select a message you want to recall.
* Step 2: Hover over or hold the message to display the three-dot (⋮) menu beside it.
* Step 3: Click the three-dot (⋮) menu.
* Step 4: Click the Recall message button to recall the selected message.

1. Delete chat history

* Step 1: From the chat list, hover over or hold a chat to display the three-dot (⋮) menu on the right side.
* Step 2: Click the three-dot (⋮) menu.
* Step 3: Click the Delete chat button.
* Step 4: Click the Yes, delete it! button to confirm deleting the chat history.

1. View list service

* Step 1: Select the Services link on the menu.
* Step 2: Users can view the paginated list.

1. Send request to booking service

* Step 1: Select the service you want to book.
* Step 2: Click Book Service.
* Step 3: Enter a short description of the situation you are experiencing.
* Step 4: Confirm to submit the request.

1. View list request of booking service

* Step 1: Click on the avatar on the header
* Step 2: Select the "Professional" link
* Step 3: The overview page will display a list of appointment requests

1. Pay for booking service

* Step 1: Go to the booking list
* Step 2: Click the Payment button on each booking that needs payment.
* Step 3: Choose online payment method
* Step 4: Choose bank
* Step 5: Follow the instructions

1. View process list

* For professionals
* Step 1: Select avatar and select "Professional" link
* Step 2: Select "Service Management" link to view the list of original processes of each service
* Step 3: Users can go to "Process Management" link to view each process of each farmer
* For farmers:
* Step 1: Select avatar and select "Your Service" link
* Step 2: Select "Your process" tab to view their process list

1. Search process

* Step 1: Click on avatar and select "Your service" link
* Step 2: Enter keyword in search box and press enter
* Step 3: Display search list below search box

1. View process detail

* Step 1: In the progress list, click the "Continue" button to see detailed results
* Step 2: see detailed steps, descriptions and images.

1. Confirm process completion

* Step 1: Open the process that has completed the steps.
* Step 2: Click Confirm completion.
* Step 3: Confirm again when the system asks.

1. View list notifications

* Step 1: Tap the Notifications icon in the top corner of the screen.
* Step 2: View the list of latest notifications.

1. Mark as read

* Step 1: Click on your “Chat” icon in the upper right corner of the screen.
* Step 2: Choose a notification and click on the letter (Mark as read) icon to read notification

1. Mark all as read

* Step 1: Click on your “Chat” icon in the upper right corner of the screen.
* Step 2: From list notification click on the “Mark all as read” button to read all notifications.

1. View list review

* Step 1: Open the app, go to Services.
* Step 2: Select the service you want to see reviews for.
* Step 3: Scroll down to Reviews to see the list

1. Add review of service

* Step 1: Go to your booking list page
* Step 2: Click Write a review on completed bookings.
* Step 3: Select the number of stars, enter comments.
* Step 4: Click Submit to complete.

1. Create service

* Step 1: Go to "Professional" in the avatar
* Step 2: Go to Service Management.
* Step 3: Click Create New Service.
* Step 4: Enter name, description, price, image and related information.
* Step 5: Click Save to complete.

1. Delete service

* Step 1: Go to Service Management on the Professional page.
* Step 2: Find the service you want to delete.
* Step 3: Click Delete and confirm

1. Response to request booking service

* Step 1: Go to the Overview tab of the Professional page
* Step 2: Click Accept or Reject each request in the request list
* Step 3: Confirm the response.

1. Create process

* Step 1: Go to the Service Management section of the Professional page
* Step 2: Click Create new service
* Step 3: After creating the new service, click the continue button to continue creating the process
* Step 4: Click Save to complete.

1. Edit process

* Step 1: Go to the Service Management section of the Professional page
* Step 2: Click the edit process button of each service
* Step 3: Update the information that needs to be changed.
* Step 4: Click Save to apply.

1. Delete process

* Step 1: Go to the Service Management tab in the Professional page
* Step 2: Select the service to delete
* Step 3: Click Delete and confirm.
* Note: deleting the process means deleting the service

1. Create process step

* Step 1: After creating the service and process, the user enters the information of each step into the steps below
* Step 2: The user can add a step by clicking the plus sign
* Step 3: Click the Create button to create

1. Send request to create subprocess

* Step 1: Farmers click on the avatar and select "Your service"
* Step 2: In the "Your booking" tab, they select a booking that has completed the main process but has not yet clicked review to finish
* Step 3: They click the Request Extra button to request
* Step 4: Fill out the request form
* Step 5: Click the submit button

1. Search post in group

* Step 1: Open the group you want to find posts in.
* Step 2: Enter keywords in the search box.
* Step 3: Press Enter to see the results.

1. Add process step result

* Step 1: Open the process and select the step to add results.
* Step 2: Click Add Results.
* Step 3: Enter content, upload supporting photos or videos.
* Step 4: Click the “Continue” button to save.

1. View list booking of farmer

* Step 1: Go to Your service in avatar
* Step 2: In the "Your booking" tab, users can see their booking list