

**International School**

**Capstone Project 1**

CMU-SE 450/CMU-IS 450/CMU-CS 450

**Product Backlog**

**Version 1.0**

**Date: 31/08/2020**

**viBOTour - Smart Chatbot for Tourist 4.0**

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**PROJECT INFORMATION**

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| **Project acronym** | viBOTour | | |
| **Project Title** | Smart Chatbot for Tourist 4.0 | | |
| **Start Date** | 24 Aug 2020 | **End Date** | 5 Dec 2020 |
| **Lead Institution** | International School, Duy Tan University | | |
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REVISION HISTORY

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| --- | --- | --- | --- | --- |
| **Version** | **Date** | **Comments** | **Author** | **Approval** |
| 1.0 | 31/08/2020 | Initial Release | All members |  |
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# **Document Approvals**

The following signatures are required for approval of this document.

|  |  |  |
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| Msc Man, Nguyen Duc  Mentor |  | Date |
| Sang, Nguyen Thanh  Scrum master, DevTeam |  | Date |
| Tuan, Doan Kim  Product Owner, DevTeam |  | Date |
| Thuyen, Pham Van  DevTeam |  | Date |
| Loc, Phung Hoang Phu  DevTeam |  | Date |

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# **1. Introduction**

The agile product backlog in Scrum is a prioritized features list, containing short descriptions of all functionality desired in the product. When applying Scrum, it’s not necessary to start a project with a lengthy, upfront effort to document all requirements. Typically, a Scrum team and its product owner begin by writing down everything they can think of for agile backlog prioritization. This agile product backlog is almost always more than enough for a first sprint. The Scrum product backlog is then allowed to grow and change as more is learned about the product

* 1. **Purpose**
* Provide a prioritized features list, containing a short description of all functionality desired in the product.
* Lists everything that the product owner and Scrum team feels should be included in the software they are developing.
  1. **Scope**
* Lists the user’s role.
* Write all the user’s requirements.
* Lists some main functions of the system.
* Short description of all the functionality desired in the product.
* Given the priority of each feature and function of the product.
  1. **References**

|  |  |  |
| --- | --- | --- |
| **No** | **Source** | **Note** |
| 1 | <https://www.visual-paradigm.com/scrum/what-is-product-backlog-in-scrum/> | What is Product Backlog in Scrum? Who Responsible for It? |
| 2 | <https://www.scrum-institute.org/The_Scrum_Product_Backlog.php> | The Scrum Product Backlog - International Scrum Institute |

# **2. Product Backlog Specification**

***Priority and Estimates***

Priorities are set from high (H), medium (M) and low (L):

* Priorities of some user stories can be the same with others.
* If a user story has dependencies, it must have lower priority than its dependencies

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **As a <type of user>** | **I want to <perform some task>** | **so that I can <achieve some goal>** | **Priority**  **(H, M, L)** | **Story Points** |
| PB01 | Tourist | Authenticate account information to use the app. | I can access the system to accomplish my goals | M | 20 |
| PB02 | Tourist | View tour list | I can decide on my own tour | M | 8 |
| PB03 | Tourist | View details for each tour | I can know where I am going on my trip | M | 7 |
| PB04 | Tourist | Chat with Chatbot on mobile application | I can chat with chatbot to learn more about my travel | H | 25 |

***Table 1: Product Backlog Specification***(Sprint 1)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **As a <type of user>** | **I want to <perform some task>** | **so that I can <achieve some goal>** | **Priority**  **(H, M, L)** | **Story Point** |
| PB05 | Tourist | Book tour on app | I can book my favorite tour in the app | H | 5 |
| PB06 | Tourist | View shopping cart on app | I can check the trip information in the shopping cart, trip list, quantity and unit price set | H | 8 |
| PB07 | Tourist | Pay tour on app | I can choose the form of payment, enter promotions, pay right with the amount shown | M | 25 |
| PB08 | Tourist | Interact with chatbot to receive suggested tourist attractions. | I can interact with chatbot on the app about travel places. | H | 40 |
| PB09 | Tourist | Find and book tour with chatbot. | I can find all tours and book their in the chatbot. | H | 13 |
| PB10 | Tourist | Receive notification for tourist app | I can receive notifications | L | 8 |

***Table 2: Product Backlog Specification***(Sprint 2)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **As a <type of user>** | **I want to <perform some task>** | **so that <achieve some goal>** | **Priority**  **(H, M, L)** | **Story Point** |
| PB11 | Admin, Staff or Manager | Authenticate account in the website | I can login as my role, use the functions and log out of the system. | H | 5 |
| PB12 | Admin, Staff or Manager | View list tour on the website | I can know the displayed tour information | L | 5 |
| PB13 | Admin, Staff or Manager | View tour detail on the website | I can know more details about that tour schedule | H | 3 |
| PB14 | Admin | Send mail invite into the system | I can email an employee or manager to upgrade the permissions of that account | H | 8 |
| PB15 | Tourist | Search tour on the app | I can find tour by name, location, cost. | H | 8 |
| PB16 | Tourist | Suggest tour schedule on app | I can get some suggestions for the tour schedule that works for me | H |  |

***Table 3: Product Backlog Specification***(Sprint 3)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **As a <type of user>** | **I want to <perform some task>** | **so that I can <achieve some goal>** | **Priority**  **(H, M, L)** | **Story Point** |
| PB17 | Staff | Manage all promotions in the system. | I can change promotion datas. | L |  |
| PB18 | Staff | Manage all tours in the system | I can control the list of tour information in the system | M |  |
| PB19 | Admin | Manage all user accounts in the system | I can access all user accounts in the system | M |  |
| PB20 | Tourist | Receive smart support by integrating weather on chatbot. | I can chat with chatbot integrated weather data. | H |  |
| PB21 | Tourist | Manage my profile information. | I can change personal information and my password. | L |  |

***Table 4: Product Backlog Specification***(Sprint 4)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **As a <type of user>** | **I want to <perform some task>** | **so that I can <achieve some goal>** | **Priority**  **(H, M, L)** | **Story Point** |
| PB22 | Tourist | View promotions | I can see the latest promotions | L |  |
| PB23 | Tourist | Chat with ChatBot on the web | I can chat with ChatBot on the web to learn more about my travel | H |  |
| PB24 | Tourist | Check paid tour | I can check out buying tour | M |  |
| PB25 | Tourist | View the tours that on are most interested | I can see the most popular tours | M |  |
| PB26 | Manager | View report from tourist | I can see reports from tourist | M |  |

***Table 5: Product Backlog Specification***(Sprint 5)

# **3. Challenges**

|  |  |  |
| --- | --- | --- |
| **No.** | **Challenge** | **Condition** |
| 1 | Time | The project must be completed within 14 weeks. |
| 2 | Budget | Budget limit $2352 |
| 3 | Human Resources | Team limit with 4 members and 1 mentor develops the system. |
| 4 | Technicals | Apply many new current technique |
| 5 | Requirements | Follow owner requirements and market |

# **4. Stakeholders and User Description**

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Name** | **Description** | **Role** |
| 1 | Tourists | Main users who will choose tours, book and pay it. | Interact with the application include: search places, book tour, pay it and communicate with chatbot |
| 2 | Staffs | Staffs of travelling organization | Manage and control tours and promotions of the system |
| 3 | Manager | Manager of travelling organization | View profit reports |
| 4 | Admin | System administrator | Manage all user accounts, backup data and maintain the system |