

**International School**

**Capstone Project 1**

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

**User Story**

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**viBOTour - Smart Chatbot for Tourist 4.0**

**Submitted by**

**Sang, Nguyen Thanh**

**Thuyen, Pham Van**

**Tuan, Doan Kim**

**Loc, Phung Hoang Phu**

**Approved by Nguyen Duc Man**

**PROJECT INFORMATION**

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| **Project acronym** | viBOTour | | |
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| **Lead Institution** | International School, Duy Tan University | | |
| **Project Mentor** | Man, Nguyen Duc, M.Sc. | | |
| **Scrum master / Project Leader & contact details** | Sang, Nguyen Thanh  Email: thanhsang3111999.ntb@gmail.com  Tel: 0344684069  ID: 23211212363 | | |
| **Partner Organization** |  | | |
| **Project Web URL** |  | | |
| **Team members** | Name | Email | Tel |
| 2321121321 | Tuan, Doan Kim | doantuan21101999@gmail.com | 0913622928 |
| 2321124963 | Loc, Phung Hoang Phu | phunghoangphuloc@gmail.com | 0912698173 |
| 2321125061 | Thuyen, Pham Van | phamvanthuyen2802@gmail.com | 0795697332 |

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Document Approvals

The following signatures are required for approval of this document.

|  |  |  |
| --- | --- | --- |
| 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**

In software development, a User Story is one or more sentences that describe the natural language (not the technical language) or the business language of the end user or system user to record. what users need to do or not do their job or duty. User stories are used in methods such as Agile software development as the basis for defining system functions such as business development and to facilitate management of requirements. Help yourself know "who", "what" and "why" in a short, simple request, often limited only by details that can be written on a piece of sticky note or scrap paper. small.

User stories written by business users are the primary way of users because they understand most of the system's processes, workflows and functions so it is working right now. User stories can also be written by Dev to make non-functional requirements (like security, performance, quality, etc.).

* 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**
* Write all the user’s requirements.
* Lists some main functions of the system and acceptance criteria of each function.
* 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/guide/agile-software-development/what-is-user-story/> | What is User Story? |
| 2 | <https://www.atlassian.com/agile/project-management/user-stories> | User Stories with Examples and Template |

# **2. User Stories**

***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

## **2.1 Sprint 1**

### **2.1.1 Login** **on mobile application**

### 

|  |  |  |
| --- | --- | --- |
| As a tourist  I want login in the system | | |
| **Login** **on mobile application story** | **Project** : viBOTour | **Priority** : Low |
| **Actor**: Tourist | **Acceptance criteria**   * Minimum password length 8 characters maximum 50 characters * Enter the correct username and password, then i can log into the system * Enter wrong username or password or both me can not login to system * I entered wrong username or password, I want to be told exactly what I am wrong * I want login into system with the linked google account | |
| Story: The Tourist wants to log in to the system with their account. |

### 

### **2.1.2 Register on mobile application**

|  |  |  |
| --- | --- | --- |
| As a tourist  I want to register for an account to log into the system | | |
| **Register on mobile application story** | **Project** : viBOTour | **Priority** : Low |
| **Actor**: Tourist | **Acceptance criteria**   * Minimum password length 8 characters maximum 50 characters * I want to use my gmail account to sign up for a new account * I enter missing information will be notified exactly what I am missing * I entered the wrong verification code and will show registration failure | |
| Story: The Tourist wants to register for an account to log into the system |

### **2.1.3 Forgot password on mobile application**

|  |  |  |
| --- | --- | --- |
| As a tourist  I want to reset my password when I forget it | | |
| **Forgot password on mobile application story** | **Project** : viBOTour | **Priority** : Low |
| **Actor**: Tourist | **Acceptance criteria**   * Wrong gmail will not receive confirmation code * Wrong verification code will not change the password * Minimum password length 8 characters maximum 50 characters | |
| Story: The Tourist wants to reset their password when they forget it |

### **2.1.4 Logout on mobile application**

|  |  |  |
| --- | --- | --- |
| As a tourist  I want when i press the logout button i will exit the system | | |
| **Logout on mobile application story** | **Project** : viBOTour | **Priority** : Low |
| **Actor**: Tourist | **Acceptance criteria**   * I press the logout button, i will exit the system and return home * Displays a message when you cannot log out | |
| Story: The Tourist want when they press the logout button, they will exit the system |

### **2.1.5 View tour list**

|  |  |  |
| --- | --- | --- |
| As a tourist  I want see all tours in the system | | |
| **View tour list story** | **Project** : viBOTour | **Priority** : Low |
| **Actor**: Tourist | **Acceptance criteria**   * I can see all existing tour information in the system on the home screen | |
| Story: The Tourist want see all existing tour information in the system |

### **2.1.6 View detail tour**

|  |  |  |
| --- | --- | --- |
| As a tourist  I want see the tour details | | |
| **View detail tour story** | **Project** : viBOTour | **Priority** : Low |
| **Actor**: Tourist | **Acceptance criteria**   * I choose a tour I will be able to see details of the trip such as destination, schedule, time for tour ,. .. | |
| Story: The Tourist want see the tour details |

### **2.1.7 Chat with Chatbot**

|  |  |  |
| --- | --- | --- |
| As a tourist  I want to chat with Chatbot on mobile application | | |
| **Chat with Chatbot story** | **Project** : viBOTour | **Priority** : High |
| **Actor**: Tourist | **Acceptance criteria**   * I can chat with chatbot by typing text and by voice * I want to get the most accurate or most accurate information about what I ask | |
| Story: The Tourist want chat with Chatbot on mobile application to get more information about your trip |

## **2.2 Sprint 2**

### **2.2.1 Book tour**

|  |  |  |
| --- | --- | --- |
| As a tourist  I want to book tour form app | | |
| **Book tour story** | **Project** : viBOTour | **Priority** : High |
| **Actor**: Tourist | **Acceptance criteria**  The tour is properly booked on request   1. Click book in tour detail 2. If it will go to cart for payment with right info then success else false | |
|  |

### **2.2.2 View shopping cart**

|  |  |  |
| --- | --- | --- |
| As a tourist  I want to view shopping cart on app | | |
| **View shopping cart story** | **Project** : viBOTour | **Priority** : High |
| **Actor**: Tourist | **Acceptance criteria**   * Correct and complete display of all tours booked by the user * Display price, quantity of each tour * If the quantity on the shopping cart is changed, the total payment amount will be changed, the function will be accepted * Else it will not be passed * Have button to go to view Payment | |
|  |

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### **2.2.3 Pay for tour**

|  |  |  |
| --- | --- | --- |
| As a tourist  I can pay my tour on app | | |
| **Pay for tour story** | **Project** : viBOTour | **Priority** : High |
| **Actor**: Tourist | **Acceptance criteria**   * Payment for selected tours * Can pay online * Login is required to perform the function * Required to enter full information before making payment * If the payment is successful, the invoice after each transaction is saved on the database; the required amount is also properly deducted from the bank account * Else it will not be passed | |
|  |

### **2.2.4 Bot suggest tours, tourist attractions**

|  |  |  |
| --- | --- | --- |
| As a tourist  Suggest tours, tourist attractions from bot of app | | |
| **Bot suggest tours, tourist attractions story** | **Project** : viBOTour | **Priority** : High |
| **Actor**: Tourist | **Acceptance criteria**   * Give the bot a keyword, it will return you the sections related to that keyword (tours, locations, ...) * Suggest hot tours for users | |
|  |

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### **2.2.5 Search tour in app**

|  |  |  |
| --- | --- | --- |
| As a tourist  I can search tout tour in the app | | |
| **Search tour in app story** | **Project** : viBOTour | **Priority** : Hight |
| **Actor**: Tourist | **Acceptance criteria**   * Voice search support * Avoid SQL injection * Find exactly according to user requirements * If no data is found, suggest approximate results for the user | |
|  |

### **2.2.6 Find tour by chatbot**

|  |  |  |
| --- | --- | --- |
| As a tourist  I can find tour with chatbot | | |
| **Find tour by chatbot story** | **Project** : viBOTour | **Priority** : Hight |
| **Actor**: Tourist | **Acceptance criteria**   * Full functions like SEARCH TOUR ON THE APP * Understand user needs * Support search by text * Find exactly according to user requirements | |
|  |

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### **2.2.7 Receive notifications**

|  |  |  |
| --- | --- | --- |
| As a tourist  I can can receive notifications from the app | | |
| **Receive notifications story** | **Project** : viBOTour | **Priority** : Hight |
| **Actor**: Tourist | **Acceptance criteria**   * Receive notifications about new offers * Get recommendations on tour, hot spots * Receive developer notifications * Receive notification of booked tour status | |
|  |

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## **2.3 Sprint 3**

### **2.3.1 Login on web**

|  |  |  |
| --- | --- | --- |
| As an admin, staff or manager  I want to access the system with my account so that when I enter the Account and password into the [Account] field, the [Password] field and then I click the login button and I can use the system . | | |
| **Login story** | Project : viBOTour | Priority : High |
| Actor : Admin, Staff or Manager | **Acceptance criteria**   * Actor wants to log in to the system with their account when the User enters the Account and password in the [Account] field, [Password] field, and then I click the Login button. * Users can log in to the system when User enters the correct Account and password. * Create notification of failure or success on processing. * Display error messages when the information is not valid. | |
|

### **2.3.2 Logout on web**

|  |  |  |
| --- | --- | --- |
| As an admin  I want to log out of the system so that I can stop using the system, and I can log in again when I want to use the system the next time I click the logout button. | | |
| **Logout story** | Project : viBOTour | Priority : High |
| Actor : Admin, Staff or Manager | **Acceptance criteria**   * Actors want to log out of the system when they want to stop using the system and will use it next time. * Actors can log out of the system. * Create notification of failure or success on processing. * Display error messages when the information is not valid. | |
|

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### **2.3.3 View list tour on website**

|  |  |  |
| --- | --- | --- |
| As an admin, staff or manager  I want to display all the tour lists available on the system. | | |
| **View list tour on web** | **Project** : viBOTour | **Priority** : High |
| **Actor** : Admin, Staff or Manager | **Acceptance criteria**   * Actors want to display all the tour lists available on the system. * Create notification of failure or success on processing. * Display error messages when the information is not valid. | |

### **2.3.4 View tour detail on website**

|  |  |  |
| --- | --- | --- |
| As an admin, staff or manager  I want to show tour details that I want to know . | | |
| **View tour detail** | Project: viBOTour | Priority : High |
| **Actor** : Admin, Staff or Manager | **Acceptance criteria**   * Actors wants to wants to show tour details that I want to know * Create notification of failure or success on processing. * Display error messages when the information is not valid. | |
|

### **2.3.5 Suggest tour schedule for tourist**

|  |  |  |
| --- | --- | --- |
| As a tourist  I want to be suggested the suitable schedule with finance, time and place to give me the best experience from the chatbot system. | | |
| **Suggest tour schedule for tourist story** | **Project** : viBOTour | **Priority** : High |
| **Actor**: Tourist | **Acceptance criteria**   * Tourist want the chatbot system to help me suggest a schedule that suits my capabilities | |
| **Story**: Tourists can receive the suitable schedule with finance, time and place to give me the best experience from the chatbot system. |

### **2.3.6 Send email to invite a staff or manager**

|  |  |  |
| --- | --- | --- |
| As a admin  I want to send an invitation to an employee or a manager to participate and have the appropriate authority . | | |
| **Send email to invite** | **Project** : viBOTour | **Priority** : High |
| Actor : Admin | **Acceptance criteria**   * Admin wants to send an invitation to an employee or manager to invite participation and that person will have higher authority in the system. * Create notification of failure or success on processing. * Display error messages when the information is not valid. | |

## 

## **2.4 Sprint 4**

### **2.4.1 Manage promotions**

|  |  |  |
| --- | --- | --- |
| As a staff  I want to manage all promotions in the system, so that I can control the list of promotion information in the system. I can add new, update and delete a promotion. | | |
| **Manage promotions story** | **Project** : viBOTour | **Priority** : Low |
| **Actor**: Staffs | **Acceptance criteria**   * I want to add new promotions via dashboard * I want to update information for promotion * I want to delete promotion * I want a notification when I complete a task | |
| **Story**: Staff can manage information of all promotions in the system. |

### 

### **2.4.2 Manage tours**

|  |  |  |
| --- | --- | --- |
| As a staff  I want to manage all tours in the system, so that I can control the list of tour information in the system. I can add new, update and delete a tour. | | |
| **Manage tours story** | **Project** : viBOTour | **Priority** : Medium |
| **Actor**: Staffs | **Acceptance criteria**   * I want to add new tours * I want to update information for the tour * I want to delete tour * I want a notification when I complete a task | |
| **Story**: Staff can manage information of all tours in the system. |

### 

### **2.4.3 Manage users**

|  |  |  |
| --- | --- | --- |
| As an admin  I want to manage all user accounts in the system, so that I can control the list of users information in the system. I can add and alter a user account. | | |
| **Manage users story** | **Project** : viBOTour | **Priority** : Medium |
| **Actor**: Admin | **Acceptance criteria**   * Admin wants to change information about a user account. He/she must login to admin account, choose right account, change account information and click update button * Admin wants to delete an account. He/she must choose the user account and click the delete button. * The system will send a success message if valid. Opposite, the system must inform an error message. | |
| **Story**: Admin can manage information of all user accounts in the system. |

### 

### **2.4.4 Integrate weather data for chatbot**

|  |  |  |
| --- | --- | --- |
| As a tourist  I want to receive smart support from the chatbot integrated place weather information, so that I can choose the best suitable tour. | | |
| **Integrate weather data for chatbot story** | **Project** : viBOTour | **Priority** : High |
| **Actor**: Tourists | **Acceptance criteria**   * Tourists receive suitable tours and places suggestions with the right weather when they chat with chatbot. * When tourists interact with chatbot, the system automatically checks weather information and instructs them to choose the appropriate tour. | |
| **Story**: Tourists can receive smart support from the chatbot integrated place weather information. |

### 

### **2.4.5 Change User Profile on app**

|  |  |  |
| --- | --- | --- |
| As a tourist  I want to manage my profile information, so that I can change personal information and my password. | | |
| **Change user profile on app** | **Project** : viBOTour | **Priority** : Low |
| **Actor**: Tourists | **Acceptance criteria**   * Tourists can see their profiles in the menu, change information if it is valid. * Tourists can change their password when they click the change password button. They enter a new password, confirm it again and change successfully if it is valid. * The system will send a success message if valid. Opposite, the system must inform an error message. | |
| **Story**: Tourists can change their profile information and password. |

## 

## **2.5 Sprint 5**

### **2.5.1 View promotion**

|  |  |  |
| --- | --- | --- |
| As a tourist  I want to see the last tour promotion | | |
| **Manage profile informations** | **Project** : viBOTour | **Priority** : Low |
| **Actor**: Tourists | **Acceptance criteria**   * I can see the last tour promotion on the home screen | |
| Story: The tourist wants to see the last tour promotion |

### **2.5.2 Chat with chatbot on website**

|  |  |  |
| --- | --- | --- |
| As a tourist  I want to chat with Chatbot on mobile application | | |
| **Manage profile informations** | **Project** : viBOTour | **Priority** : Hight |
| **Actor**: Tourists | **Acceptance criteria**   * I can chat with chatbot by typing text and by voice * I want to get the most accurate or most accurate information about what I ask | |
| Story: The Tourist want chat with Chatbot on website to get more information about your trip |

### **2.5.3 Check paid tour**

|  |  |  |
| --- | --- | --- |
| As a tourist  I want to check the tours booked | | |
| **Manage profile informations** | **Project** : viBOTour | **Priority** : Low |
| **Actor**: Tourists | **Acceptance criteria**   * I can see which tour I have booked, including its price and summary information | |
| Story: The Tourist want to check the tours booked |

### **2.5.4 View the tours that on are most interested**

|  |  |  |
| --- | --- | --- |
| As a tourist  I want to see the tours that are of most interest | | |
| **Manage profile informations** | **Project** : viBOTour | **Priority** : Medium |
| **Actor**: Tourists | **Acceptance criteria**   * I can see the tours of great interest in the Home screen * I can see how satisfied other travelers are from their reviews | |
| Story: The Tourist want to see the tours that are of most interest |

### **2.5.5 View report from tourist**

|  |  |  |
| --- | --- | --- |
| As a manager  I want to see user reports about the services we provide | | |
| **Manage profile informations** | **Project** : viBOTour | **Priority** : Medium |
| **Actor**: Manager | **Acceptance criteria**   * I can see review from other who joined tour | |
| Story: The Manager want to want to see user reports about the services they provide |