

**International School**

**Capstone Project 1**

CMU-SE 450

**User Story**

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**viBOTour - Smart Chatbot for Tourist 4.0**

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**PROJECT INFORMATION**

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| --- | --- | --- | --- |
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**Document Approvals**

The following signatures are required for approval of this document.

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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 * The tourist want to their google account to sign up for a new account * The tourist enter missing information will be notified exactly what I am missing * The tourist 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**   * If input wrong gmail will not receive verification code. * Else If you enter the correct email address, you will receive a confirmation code. * The verification code will exist within 1 minute. * Wrong verification code or over 1 minute, you can not change the password. * Minimum password length 8 characters maximum 50 characters (include lowercase, uppercase, number ), unless you can not change the password. | |
| 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**   * The tourist press the logout button, I will exit the system and return home * Delete user login sessions (including user information, shopping card) * 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**   * The tourist 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 tour detail story** | **Project** : viBOTour | **Priority** : Low |
| **Actor**: Tourist | **Acceptance criteria**   * The tourist chooses 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**   * The tourist can chat with chatbot by typing text and by voice * The tourist 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 for app | | |
| **Book tour story** | **Project** : viBOTour | **Priority** : High |
| **Actor**: Tourist | **Acceptance criteria**   * Click on the button to book the tour on the tour item or tour detail, the tour information will update in my cart * Must login before booking a successful tour * I want to receive notification when the tour is successful or unsuccessful * I want to receive notification when the tour is already in the cart | |
| Story: The Tourist want to book tour on the app |

### **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**   * Display correct information about the name, price, quantity, photos of the tours that the tourist has booked * Can increase or decrease the number of people joining your tour * When no tour is selected, payment cannot be made * Tours can be deleted from the cart * When selecting tour, the total price will change | |
| Story: The Tourist wants to see the tours they put in their cart |

### **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 * Must pay online * Login is required to perform the function * Required to enter full information before making payment * Phone number confirmation is required before payment * When the payment is successful, their bank account will be charged with the exact amount of the payment * Successful payment will receive a notification and return to the cart page * Not successful will receive notification * If payment is not completed within 5 minutes, the transaction will be canceled * The ticket will be sent to the registered email * Ticket information includes: ticket code, tour name, departure time, departure location | |
| Story: The Tourist wants to pay for the tours they have selected right on application |

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

|  |  |  |
| --- | --- | --- |
| As a tourist  I want to be chatbot suggest tours and tourist attractions | | |
| **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, ...) * Recommended attractions for users | |
| Story: The Tourist wants to have chatbot provide information about their tourist destinations and tours |

### **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**   * Can search for tours based on keywords * If no data is found, suggest approximate results for the user | |
| Story: The Tourist wants to have chatbot provide information about their tourist destinations and tours |

### **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**   * The chatbot can find our tour information through keywords provided by tourists * Tour details can be accessed right on the chatbot | |
| Story: The Tourist wants to use chatbot to find information about tours available on the system |

### **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 * Receive developer notifications * Receive notification of booked tour status * Notify users close to the date of departure | |
| Story: The Tourist wants to receive notification about my tour |

## **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**   * There are a total of 3 roles when logging into the management site: Admin, Manager, Staff * The User enters the Email and Password in the [Email] field, [Password] field, and then I click the Login button. * The login does not allow and displays an error message when the [Email] field or the [Password] field is invalid or does not exist in the database. * The user can go to the dashboard (depending on the role of the user) when the user enters the correct Email and Password. * If there are any errors then create notification to the user (some errors are network problem or problem response) | |
|
| Story: Actors will login to the web according to the account provided. Each actor after login will have different interfaces depending on the role. After logging in with your account, the account will have the right to use the functions according to the assigned role |

### 

### **2.3.2 Logout on web**

|  |  |  |
| --- | --- | --- |
| As an admin  I want to exits of the system so that I can stop using the system, and I must login again when I want to use the system the next time | | |
| **Logout story** | Project : viBOTour | Priority : High |
| Actor : Admin, Staff or Manager | **Acceptance criteria**   * The user wants to exit the system when they want to stop using the system and will use it next time. * The user can log out of the system. * Automatically log out when exiting the browser. * Create notification of failure in processing. | |
|
| Story: Actors can log out of their account after working with the website |

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

|  |  |  |
| --- | --- | --- |
| As an 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** : Staff or Manager | **Acceptance criteria**   * Actors want to display all the tour lists available on the system. * The list must be clear, with a scientific and clear division of information. * Create notification of failure or success on processing. * Display error messages when the information is not valid. | |
| **Story:** The actor wants to see a list of all tours (including tour taken and going), and information about that tour |

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

|  |  |  |
| --- | --- | --- |
| As an staff or manager  I want to show tour details that I want to know. | | |
| **View tour detail** | Project: viBOTour | Priority : High |
| **Actor**: Staff or Manager | **Acceptance criteria**   * Actors will choose the tour they want to know in detail from the tour list * If a detailed tour of that tour appears, see it as approved * Otherwise create a message about the processing failed * Show error messages when the information is not valid. * The data must be clear, with a scientific and clear division of information. | |
|
| **Story:** The actor wants to see details (all relevant info) about the selected tour |

### **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 * Tour lists can also be based on interests as well as based on other views on the app | |
| **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. * If the user receives the email, pass. otherwise, it will not pass | |
| Story: Actor will send an email invitation to an employee or a manager to join and have the appropriate authority provided by the admin. The recipient of the email has the right to accept or decline. The results will be sent back to the Admin via email |

## **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**   * Displays the support buttons for adding, deleting and editing * Actor can add new promotions via dashboard * Actor can update information for promotion * Actor can delete promotion * Actor can notification when I complete a task * Information must be updated every day after a change has been made * The system will send a success message if valid. Opposite, the system must inform an error message. | |
| **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**   * Displays the support buttons for adding, deleting and editing * Actor want to add new tours * Actor want to update information for the tour * Actor want to delete tour * Actor want a notification when I complete a task * Information must be updated every day after a change has been made * The system will send a success message if valid. Opposite, the system must inform an error message. | |
| **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 user 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. * Displays the support buttons for adding, deleting and editing * Information must be updated every day after a change has been made | |
| **Story**: Admin can manage (add, edit, delete) 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 | | |
| **View promotion** | **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 Review a tour on app**

|  |  |  |
| --- | --- | --- |
| As a tourist  I want to chat with chatbot on mobile application | | |
| **Review a tour on app** | **Project** : viBOTour | **Priority** : High |
| **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 | | |
| **Check paid tour** | **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 tours that are most interested**

|  |  |  |
| --- | --- | --- |
| As a tourist  I want to see the tours that are of most interest | | |
| **View tours that are most interested** | **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 tour profit reports**

|  |  |  |
| --- | --- | --- |
| As a manager  I want to see user reports about the services we provide | | |
| **View tour profit reports** | **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 |