CaRe

**Use-Case Specification:**

**Version <1.0>**

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**Revision History**

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**Table of Contents**

[1. Use-Case Name 5](#_heading=)

[1.1 Brief Description 5](#_heading=h.1fob9te)

[2. Flow of Events 7](#_heading=)

[2.1 Basic Flow 7](#_heading=h.2et92p0)

[2.2 Alternative Flows 8](#_heading=)

[2.2.1 <Access the application> 8](#_heading=h.3dy6vkm)

[2.2.2 < Delete account > 8](#_heading=)

[2.2.3 < Searching coffee shop > 8](#_heading=h.fhycf88zp8pb)

[3. Special Requirements 8](#_heading=)

[3.1 < First Special Requirement > 9](#_heading=)

[4. Preconditions 9](#_heading=)

[4.1 [User + Shop] Sign up 9](#_heading=)

[4.2 [User + Shop] Log in 9](#_heading=)

[4.3 [User + Shop] Log out 9](#_heading=h.8prh5jqzyy93)

[4.4 [User + Shop] Edit general info 9](#_heading=)

[4.5 [User + Shop] Edit password 9](#_heading=)

[4.6 [User + Shop] Delete account 9](#_heading=)

[4.7 [User] Search coffee shop 9](#_heading=)

[4.8 [User] Filter coffee shop 9](#_heading=)

[4.9 [User] View coffee shop’s information 9](#_heading=)

[4.10 [User] Home page list suggest coffee shop 9](#_heading=)

[4.11 [User] Add comment and rating 9](#_heading=)

[4.12 [User] Report shop 9](#_heading=)

[4.13 [Shop] Edit shop information 9](#_heading=)

[4.14 [Shop] View list reviews 10](#_heading=)

[4.15 [User] Booking 10](#_heading=)

[4.16 [Shop] Manage booking 10](#_heading=)

[4.17 [Shop] Dashboard 10](#_heading=)

[4.18 [User] Favorite shops 10](#_heading=)

[4.19 [User] Recently view shops 10](#_heading=)

[4.20 Administrator portal 10](#_heading=)

[**5. Postconditions 10**](#_heading=h.26in1rg)

[5.1 [User + Shop] Sign up 10](#_heading=)

[Users/shops become users and go to the homepage if successfully sign up otherwise stay in the Sign up page. 10](#_heading=)

[5.2 [User + Shop] Log in 10](#_heading=h.4bjgos1es64s)

[5.3 [User + Shop] Log out 10](#_heading=h.ad4dkxtwswoo)

[5.4 [User + Shop] Edit general info 10](#_heading=h.mxh5be2k3q3c)

[5.5 [User + Shop] Edit password 10](#_heading=h.4gowu1xozql7)

[5.6 [User + Shop] Delete account 10](#_heading=h.yvoltz8fjir4)

[5.7 [User] Search coffee shop 10](#_heading=h.yp1ymrgo2rs5)

[5.8 [User] Filter coffee shop 10](#_heading=h.b8ut8dfdvsgu)

[5.9 [User] View coffee shop’s information 11](#_heading=h.qem3anl95j9t)

[5.10 [User] Home page list suggest coffee shop 11](#_heading=h.1xxvuvfzi8hq)

[5.11 [User] Add comment and rating 11](#_heading=h.sfbpf3hrecld)

[5.12 [User] Report shop 11](#_heading=h.nq0zt4ff5f4t)

[5.13 [Shop] Edit shop information 11](#_heading=h.wto7lzxrj1m2)

[5.14 [Shop] View list reviews 11](#_heading=h.bt39ictwwquh)

[5.15 [User] Booking 11](#_heading=h.v22pkj7x8cyx)

[5.16 [Shop] Manage booking 11](#_heading=h.69i92d87sxpz)

[5.17 [Shop] Dashboard 11](#_heading=h.n4uhi6r7t3nm)

[5.18 [User] Favorite shops 11](#_heading=h.yat2yceys5cs)

[5.19 [User] Shop recommendations 11](#_heading=h.bygd44196vfx)

[5.20 Administrator portal 11](#_heading=h.kqw3fonlrc82)

[**6. Extension Points 12**](#_heading=h.35nkun2)

[6.1 <Name of Extension Point> 12](#_heading=)

**Use-Case Specification**

*[The following template is provided for a Use-Case Specification, which contains the textual properties of the use case. This document is used with a requirements management tool, such as Rational RequisitePro, for specifying and marking the requirements within the use-case properties.*

*The use-case diagrams can be developed in a visual modeling tool, such as Rational Rose. A use-case report, with all properties, may be generated with Rational SoDA. For more information, see the tool mentors in the Rational Unified Process.]*

# **Use-Case Name**

## **Brief Description**

| ***Use-Case Name*** | ***Brief description*** |
| --- | --- |
| [User + Shop] Sign up | Users and shops can register in the system by choosing a role and providing their email, password, phone, address and other required information. The system will verify and grant access to the registered users and shops. |
| [User + Shop] Log in | The actors can access their accounts by entering their email and password on the login page. |
| [User + Shop] Log out | The user confirms the logout and the system redirects the user to the login page. The alternative scenario is that the user cancels the logout and the system returns to the previous page. |
| [User + Shop] Edit general information | This use case describes how users can modify their general data such as name, profile picture, etc. |
| [User + Shop] Change password | This use case provides a field for users to change their password. |
| [User + Shop] Delete account | This use case gives users a feature to delete their account in case they don’t want to be a member anymore. |
| [User] Search coffee shop | This use case provides users a feature to find the coffee shops based on the name of the shop. |
| [User] Filter coffee shop | This use case helps users easily find suitable coffee shops based on some specific conditions such as district and city. |
| [User] View coffee shop’s information | This use case specification describes how users can view all the information of a selected coffee shop, such as its description, open-time, phone, price range, and more. It also covers how users can see images of the shop environment and menu, to help them decide whether to visit or order from the shop. |
| [User] Home page list suggest coffee shop | The use case specification describes how the user can view the list of coffee shops near their location and sort them by rating on the homepage of the app. |
| [User] Add comment and rating | This use case specification outlines how users can leave feedback on coffee shops. It allows users to share their experiences and rate the coffee shops based on different factors such as quality, service, and cost. Users can also view the feedback and ratings from other users who have visited or booked the same coffee shops. |
| [User] Report shop | Any users who have used the service of a shop can use this feature to feedback and report the quality of this shop to Admin. Base on that basis, Admin can give a ban to shops who violate community standards. |
| [Shop] Edit shop information | The use case is to manage the shop profile on the website. The shop owners can edit, update or delete their images and descriptions to showcase their products and services. They can also delete their account if they decide to stop using the website or close their shop permanently. This use case allows the shop owners to have control over their online presence and reputation. |
| [Shop] View list reviews | This use case allows shops to view the list of reviews that their customers give them. The shop can see the rating, comment, date and customer name for each review. The shop can also filter, sort and search the reviews by different criteria. The shop can use this information to improve their service and products. |
| [User] Booking | This use case outlines how a user can book a table at a restaurant, specifying details like date, time, table size and location, number of guests, and special requests. The system confirms the booking and sends a reminder to the user. |
| [Shop] Manage booking | This use case describes how coffee shop owners can view and manage customer bookings through a system. They can accept or reject bookings, and the system updates the status and notifies the customer. The process ends when the owner logs out or returns to the main menu. |
| [Shop] Dashboard | This use case describes how a user can visualize booking and review metrics on a dashboard, filter data by various criteria, and export the data for further analysis. |
| [User] Favorite shops | This use case outlines how a user can view a list of liked shops on the app, accessed via the profile icon and "Liked Shops" option. It displays the shops' names, locations, and ratings, and allows further details to be viewed or shops to be unliked. |
| [User] Recently view shops | This use case outlines how the system shows the user the coffee shops they have recently viewed. Users can access this feature from the home page. Users can see the shop name, rating, address, price range and some pictures. In advance, users can also tap on a shop to see more details. |
| Administrator portal | This use case outlines how the website offers a private page for the administrator to manage accounts, access the database via UI, and handle reports. The administrator can log in and perform tasks like account management, database access, and report generation. |

# **Flow of Events**

## **Basic Flow**

1. **Access the application**
   1. Users access the website through the search engine on the Internet.
   2. Users sign in to the website by typing the email and password of the account. If users have not had an account, users must sign up to create an account, and sign in again.
   3. The system authenticates the login information successfully, and the user is allowed to access the application.
2. **Access Home page**
   1. Users can scroll the screen to see blocks of brief information of shops that were suggested today, and arrived recently. (name, address, rating, range of price).
   2. Users choose a type list of shops (top rating, nearby shop, favorite).
   3. People can tick the heart icon in the shop information. The system will save that shop in the favorite section.
3. **Edit personal information**
   1. When users click the edit button, they are allowed to change their information. They can edit their full name, phone number, city, and district that they are living,
   2. When users click the confirmation button, the system will save new information, and show it to the profile page.
4. **Change password**
   1. Users who want to change their password should input all the information in 3 fields given, namely “Old Password”, “New Password”, “Retype New Password”.
   2. Once users have completely confirmed the new password, they can hit the save button to save the new password.
5. **Delete account**
   1. Users choose the option delete account in settings.
   2. The system will display a confirmation message dialog. If the user agrees, they can confirm the deletion of the account by clicking the confirmation button.
   3. The system will remove the account, and the user can not access that account any more.
6. **Actions of each role**
7. **User role**
   1. **Searching coffee shops**
      1. Users type the name of the coffee shop that they want to find.
      2. The system returns the information of the shop if it exists.
   2. **Filter coffee shops**
      1. From a list of recommended tags, users can select one to see a list of cafés that correspond with the chosen tag.
      2. Users can also filter and sort the results by distance, rating, price, and availability.
   3. **Booking table in coffee shops**
      1. Users choose the time and type of tables of the coffee shop in advance.
      2. The system sends bookings to the coffee shop account, the coffee shop management will send back the result of booking whether they accepted or not.
   4. **Feedback**
      1. Users write some comments or post pictures related to feedback about shops in box below the information of coffee shop
      2. The system saves the comments at the information in the coffee shop, so other users can see those comments in the shop's page.
8. **Shop role**
   1. **Manage booking**
      1. The coffee shop managements are sended the booking requirement of customers, the managements accept or deny the bookings.
      2. The system sends the response to the customer to announce the result of bookings. The system also saves into booking logs.
9. **Administrator role**
   1. **Delete users’ account**
      1. The report tickets which have been made by users will be reviewed by the admin. A ban will be given if the admin finds that the reported account violates one or some community standards of the website.

## **Alternative Flows**

### *<*Access the application*>*

1. Sign in: Users type email and password, and the system checks the authentication of the account, if the account exists, users continue to access the application interface.
2. Sign up:

* Users provide information to stepper form, including:
  + Personal information (full name, email, phone number).
  + Password (password, confirming password).
  + Role (customers, shop management).
  + Users go back to the sign in page to log in that new account.
* If users create a new account successfully, the system switches users to sign in.

### *<* Delete account *>*

1. Users choose the option to delete the account.
2. The system appears as a dialog page to let people confirm deleting accounts.
3. If people confirm, the system switches people to sign in.

### < Searching coffee shop >

1. Users type the characters in the name of the coffee shop.
2. The system will display some suggestions of 5 coffee shops having characters that typed in searching bar.
3. Users click the result name of the search bar, system will switch users to the detail information page of that coffee shop.

# **Special Requirements**

*[A special requirement is typically a nonfunctional requirement that is specific to a use case, but is not easily or naturally specified in the text of the use case’s event flow. Examples of special requirements include* ***legal and regulatory requirements, application standards, and quality attributes of the system to be built including usability, reliability, performance or supportability requirements****. Additionally, other requirements⎯such as operating systems and environments, compatibility requirements, and design constraints⎯should be captured in this section.]*

## External requirements

* Interoperability requirements: The user accounts’ password is hashed using the Blowfish cipher to store in the database.
* Legislative and Ethical requirements: Formulate a community standard for the site used as a basis to ban violence users.

## Efficiency requirements

* Image: Up to 2 MB per image
* Comment: Up to 1000 characters per comment

## Portability requirements

* Support flexible devices: phone, tablet, laptop
* Support flexible browsers: Firefox, Safari, Chrome, Edge

## Usability requirements

* Friendly interface: the interface application is friendly, so that users can understand easily how they can use all the functions in the application. There are instructions to users expressed through: buttons, heading, help/error message, etc.
* Minimal steps: The application helps users to avoid as much steps as possible when they take an action in application.

# **Preconditions**

*[A precondition of a use case is the state of the system that must be present prior to a use case being performed.]*

## [User + Shop] Sign up

Users/ shops can only sign up by filling the sign up form on /SignUp route.

## [User + Shop] Log in

User/ shop can only login by filling the login form on /SignIn route.

## [User + Shop] Log out

User/ shop has already signed in. They can log out from any page in the CaRe website by choosing the log out option in the user profile.

## [User + Shop] Edit general info

User/ shop has already signed in. They can edit general information by filling a form in their profile page.

## [User + Shop] Edit password

User/ shop has already signed in. They can edit the password by filling a form in their profile page.

## [User + Shop] Delete account

User/ shop has already signed in. They can delete their accounts by clicking on the delete account button in their profile page.

## [User] Search coffee shop

User has already signed in. They can search from any page in the CaRe website by clicking on the search field on the navigation bar.

## [User] Filter coffee shop

User has already signed in and searched. When the user clicks the filter button after searching, the system will support user filter responses by tags, ratings or specific location (district, city).

## [User] View coffee shop’s information

User has already signed in and clicked into the shop's card. System will direct the user to the shop's information page.

## [User] Home page list suggest coffee shop

When the user signed in successfully, the system will direct the user to the homepage. It contains top rated, nearest or user’s favorite coffee shops. It will also show the list of shops that the user has visited recently.

## [User] Add comment and rating

Users have already signed in and booked a table in one coffee shop so that they can add a comment and rating (one per order).

## [User] Report shop

Users have already signed in and booked a table in one coffee shop so that they have their rights to make a report of that shop.

## [Shop] Edit shop information

Shop has already signed in. They can edit their information by filling a form in the profile page.

## [Shop] View list reviews

Shop has already signed in. They can view list reviews on the reviews page.

## [User] Booking

User has already signed in and went to the shop's information page. User can book a table by choosing time and type of tables.

## [Shop] Manage booking

Shop has already signed in. Shop can manage booking in the manage booking page.

## [Shop] Dashboard

When the shop signed in successfully, there are users that have already reserved a table at the shop. The system will direct the shop to the dashboard portal. It contains reports about reservations/ reviews per week/ month.

## [User] Favorite shops

User has already signed in and clicked the favorite button to add shops to their favorite list.

## [User] Recently view shops

User has already signed in and viewed some shops. So, when they visit the home page, they will see the recently viewed shops’ section.

## Administrator portal

Account for admin is predefined in the database.

# **Postconditions**

*[A postcondition of a use case is a list of possible states the system can be in immediately after a use case has finished.]*

## [User + Shop] Sign up

## Users/shops become users and go to the homepage if successfully sign up otherwise stay in the Sign up page.

## [User + Shop] Log in

User/shop become active users and go to the homepage if successfully log in otherwise stay on the Login page

## [User + Shop] Log out

User/shop successfully logs out from the website and is navigated back to the Log in/Sign up page.

## [User + Shop] Edit general info

New information such as name, phone number, city and district are updated. The email stays unchanged.

## [User + Shop] Edit password

Password of the account must be updated if the user’s new password and re-entered new password are the same.

## [User + Shop] Delete account

An account is deleted.

## [User] Search coffee shop

User is navigated to the screen of coffee shops that meet the search criteria user entered is viewed

## [User] Filter coffee shop

From the previous coffee shop list, the new list will be provided with only the shops that meet filter criteria such as ratings, location, etc.

## [User] View coffee shop’s information

* The users can see all of the shop's information: shop description, contact, images.
* Users can view the menu.
* Users can view all the ratings previous customers left.

## [User] Home page list suggest coffee shop

At the home page, users can see the list of top rated coffee shops.

## [User] Add comment and rating

* Users can add comments of at most 150 words and set a rating for a shop.
* Users’ comments and rating for a shop after 1 booking will be uploaded.

## [User] Report shop

Users can add a reason why they report shop and after that the report will be sent to the system.

## [Shop] Edit shop information

* The shop can edit the contact information, descriptions, images and menu.
* New information must be updated.

## [Shop] View list reviews

The shop can view all the reviews (comment and rating) which their customers left to them after each booking.

## [User] Booking

Users successfully choose time and type of table. Their orders are successfully sent to the system, the system notifies them and the chosen coffee shop receives a new order.

## [Shop] Manage booking

* Shops successfully navigate to the Booking management screen and see the list of all bookings, including previous, current bookings.
* Shops successfully choose whether to accept or cancel the booking.
* Shops can view the details of any booking.

## [Shop] Dashboard

Shops successfully navigate to the Dashboard screen and see all the statistics about how many bookings per day/week/month, which hours have most people, etc.

## [User] Favorite shops

* Users can add shops to their favorites list.
* Users successfully navigate to profile/favorite shops and see all the shops they have added before.

## [User] Recently view shops

* In the homepage, they can see a section with a list of coffee shops recently viewed.
* At the bottom of each shop’s information page, they can see a section recommending a list of coffee shops worth visiting.

## Administrator portal

* Admin can see all the list of accounts, bookings, etc.
* Admin can edit or delete any accounts, bookings.

# **Extension Points**

*[Extension points of the use case.]*

## Filter coffee shop

## Favourite shops

Users can view their list of favorite shops in their account, so to do that, users have to mark their shop as their favorite by clicking the heart icon in the information detail of that shop.

## Delete account