

Contents

1. Problem	6
2. Solution	7
2.1 Future Plan	7
2.1.1 <i>Future Plan for Subscription Module System:</i>	7
2.1.2 <i>Extended Future Plan with Mobile App Integration:</i>	9
2.2 Technology Stack:	11
2.3 Comparison to Other Technologies:.....	13
3. Security Constrains	14
4. System	17
4.1 Website Features for User Convenience:	17
4.2 Physical Store Offerings for Gaming Enthusiasts:.....	21
4.3 Gaming Café Experience:	24
4.4 Admin Responsibilities:	26
4.5 Customer Data:	28
4.6 Customer Support:	28
4.7 Revenue Model:	29
4.8 Marketing and Promotion:	30
4.9 Logistics and Supply Chain:	30
4.10 Legal and Compliance:	31
4.11 Analytics:	31
4.12 User:	31
4.13 Courier Service:	32
5. User Flow	34
5.1 Admin User Flow	34
5.2 Customer User Flow	35
6. Mind Map	38
7. Models	39
7.1 User Model:	39
7.2 Product Model:.....	39

7.3 Category Model:	40
7.4 Games Model:	40
7.5 Business Hours Model:	41
7.6 Reservations Model:	41
7.7 Orders Model:	42
7.8 Order Details Model:	42
8. DB Dump	44
8.1 ER Diagram	44
9. GitHub Repository Link.....	45
10. Tests.....	45
10.1 Manual Testing.....	45
10.2 Quality Assurance Review Process.....	47
10.2.1 Planning	47
10.2.2 Test Case Creation.....	47
10.2.3 Test Cases Deep Analysis	49
10.3 Automated Testing	53
11. Screenshots of the Website.....	55
11.1 User.....	55
11.1.1 Landing Page.....	55
11.1.2 Sign-in Page.....	55
11.1.3 Sign-up Page.....	56
11.1.4 Verify Email Window.....	56
11.1.5 User Homepage	57
11.1.6 Profile Edit Page.....	58
11.1.7 Verifying Email After Login	59
11.1.8 Products Page.....	60
11.1.9 Products Page by category.....	61
11.1.10 Product Description.....	61
11.1.11 Product Add to Cart.....	62
11.1.12 Game Page.....	64
11.1.13 Game Description.....	64
11.1.14 Game Add to Cart.....	65
11.1.15 Café Reservation Page.....	65
11.1.16 Café Reservation Slots	66
11.1.17 Your Reservations	66

11.1.18 <i>Your Orders</i>	67
11.1.19 <i>Order Confirmation and Collect Billing Details</i>	67
11.1.20 <i>Payment Gateway</i>	68
11.1.21 <i>Order Completed</i>	69
11.1.22 <i>Customer Support Chat Bot</i>	70
11.2 Admin.....	71
11.2.1 <i>Admin Dashboard</i>	71
11.2.2 <i>Admin User Management (CRUD)</i>	72
11.2.3 <i>Admin Category Management (CRUD)</i>	74
11.2.4 <i>Admin Games Management (CRUD)</i>	75
11.2.5 <i>Admin Order Management</i>	77
11.2.5 <i>Café Business Hour Management</i>	78
11.2.6 <i>Admin Reservation Management</i>	78
12. References	80

1. Problem

Gaming cafes and shops encounter various obstacles that impede their development and customer satisfaction. One major challenge is the limited user engagement experienced by traditional gaming establishments. Without digital platforms, they struggle to connect with users beyond their physical locations. This disconnect leads to a disjointed customer experience, making it difficult to track user preferences and purchase history. Additionally, managing orders, reservations, and payments manually can result in errors and delays, hampering overall customer satisfaction. Lack of personalization further compounds the issue, as cafes and shops are unable to provide tailored recommendations and experiences to their customers. Furthermore, inventory management across multiple locations poses challenges, affecting product availability and restocking. Inadequate communication channels contribute to poor customer support and dissatisfaction. Moreover, adhering to gaming industry regulations, data protection laws, and age restrictions without specialized systems is a considerable challenge. Lastly, limited traditional marketing efforts may not effectively reach the gaming community and younger demographics, impacting the businesses' growth potential.

2. Solution

A tailored CRM system offers a comprehensive solution to address the challenges faced by gaming cafes and shops. By establishing an online presence, the CRM enables users to explore products, place orders, and engage with the community beyond physical confines. The integration of user data and interactions provides a unified experience, allowing cafes and shops to offer tailored services seamlessly. Automating operations such as order management, reservations, and payments streamlines processes, reducing errors and enhancing efficiency. Leveraging customer insights, the CRM suggests personalized products and promotions, fostering customer loyalty and satisfaction. The system's inventory tracking ensures optimized stock levels, preventing product unavailability. Enhanced communication channels like live chat, ticketing, and knowledge bases improve customer support and interaction quality. Regulatory compliance is achieved through data privacy measures, age verification, and user consent management. Furthermore, the CRM expands marketing reach by employing digital marketing, social media, and referral programs to engage a wider gaming audience. In conclusion, adopting a specialized CRM solution empowers gaming cafes and shops to overcome challenges, enrich customer engagement, streamline operations, personalize experiences, ensure compliance, and extend marketing impact, fostering growth, loyalty, and brand recognition.

2.1 Future Plan

2.1.1 Future Plan for Subscription Module System:

1. Enhanced Subscription Module:

- Expand the subscription module to offer different packages for shop owners, providing varying levels of customization, features, and admin privileges.
- Offer tiered pricing to accommodate different business sizes and needs.

2. Customizable Website:

- Provide a user-friendly interface for shop owners to customize their websites according to their branding and functional requirements.

- Allow customization of themes, layouts, and content to create a unique online presence.

3. Role System:

- Implement a robust role system to categorize users into different roles such as shop owners, daily customers, cafe members, VIP members, etc.
- Define and manage permissions for each role to control access to specific features and functionalities.

4. Cafe Reservation System:

- Extend the system to support multiple cafes managed by a single owner.
- Allow customers to choose the desired cafe before reserving a time slot for events, meetings, or reservations.

5. Admin Privileges and CRM Customization:

- Empower shop owners with extensive admin privileges, enabling them to configure and customize the CRM system according to their business model.
- Provide flexibility in setting up customer relationship management (CRM) workflows and automation.

6. Analytics Dashboard:

- Develop a comprehensive analytics dashboard for shop owners and administrators.
- Include features to track and analyze sales data on a weekly, monthly, and daily basis.
- Allow customization of analytics reports based on specific metrics relevant to the business.

7. Membership Benefits:

- Introduce a cafe membership program where customers who purchase products and games receive additional benefits, such as free delivery.
- Implement a tiered membership system with escalating perks for higher-tier members.

8. Payment Methods:

- Integrate diverse payment methods, including cash on delivery (COD) and bank transfers for purchases.

- Ensure a secure and seamless payment process for both customers and shop owners.

9. Improved Delivery System:

- Enhance the delivery system, providing free delivery options for cafe members.
- Implement efficient tracking mechanisms for customers to monitor their deliveries in real-time.

10. User Feedback Mechanism:

- Implement a feedback system to gather customer opinions and suggestions.
- Use customer feedback to make continuous improvements and enhance the overall user experience.

11. Scalability and Flexibility:

- Design the system architecture to be scalable, accommodating the growth of both shop owners and customers.
- Ensure flexibility in adapting to emerging technologies and market trends.

12. Security Measures:

- Prioritize the implementation of robust security measures to protect user data and ensure the integrity of transactions.
- Regularly update security protocols to address evolving cybersecurity threats.

By incorporating these features and improvements, the subscription module system can become a versatile and dynamic platform, meeting the diverse needs of shop owners and enhancing the overall experience for customers.

2.1.2 Extended Future Plan with Mobile App Integration:

1. Mobile App Development:

- Initiate the development of a dedicated mobile application for both Android and iOS platforms.
- Provide a seamless and responsive mobile experience for shop owners and customers.

2. Mobile App Features for Shop Owners:

- Enable shop owners to manage their businesses on the go through the mobile app.
- Include features for real-time notifications, order management, and CRM customization.

3. Mobile App Features for Customers:

- Offer a user-friendly interface for customers to browse products, make purchases, and manage their accounts.
- Implement push notifications for order updates, promotions, and membership benefits.

4. Cafe Reservation via Mobile App:

- Extend the cafe reservation system to the mobile app, allowing customers to reserve tables or schedule events conveniently.
- Implement geolocation features to help users find nearby cafes within the network.

5. Analytics on Mobile:

- Provide a condensed version of the analytics dashboard on the mobile app, allowing shop owners to monitor key metrics on the move.
- Create intuitive visualizations for better data interpretation on smaller screens.

6. Mobile Membership Benefits:

- Integrate membership features into the mobile app, allowing customers to access and redeem benefits easily.
- Implement a digital membership card within the app for quick verification.

7. Mobile Payment Integration:

- Enhance the mobile app's payment capabilities, supporting various mobile payment options.
- Implement secure and user-friendly payment gateways to facilitate transactions within the app.

8. Offline Mode and Sync:

- Develop an offline mode for the mobile app, enabling users to access certain features even without an internet connection.
- Implement a synchronization mechanism to update data seamlessly when the app regains connectivity.

9. User Engagement Features:

- Incorporate features to enhance user engagement, such as in-app messaging, promotions, and loyalty programs.
- Implement a referral system to encourage customers to invite others to join the platform.

10. Cross-Platform Compatibility:

- Ensure cross-platform compatibility, allowing users to switch seamlessly between the web application and the mobile app.
- Implement a unified user experience across different devices and platforms.

11. Mobile App Security:

- Prioritize mobile app security, implementing secure authentication methods and data encryption.
- Regularly update the mobile app to address security vulnerabilities and enhance overall resilience.

2.2 Technology Stack:

1. Frontend:

- **Framework:** React.js
 - **Why:** React.js is widely used for building interactive user interfaces. Its component-based architecture allows for modular development and easier maintenance. React's virtual DOM enhances performance, providing a smooth user experience.
- **Styling:** Tailwind CSS
 - **Why:** Tailwind CSS is a utility-first CSS framework that allows for rapid and flexible styling. It integrates well with React and provides a streamlined approach to styling components.
- **State Management:** Redux

- **Why:** For complex state management, Redux offers a predictable state container. It facilitates the handling of application state in a centralized store, making it easier to debug and manage.
- **Authentication:** JWT (JSON Web Tokens)
 - **Why:** JWT is a secure and compact way of representing claims between two parties. It's commonly used for authentication in web applications, providing a stateless solution that works well with RESTful APIs.
- **Charting Library:** ApexCharts (for charts in the dashboard)
 - **Why:** ApexCharts is a modern JavaScript charting library that works well with React. It offers a variety of chart types and is highly customizable.

2. Backend:

- **Framework:** Laravel (PHP)
 - **Why:** Laravel is a PHP framework known for its elegant syntax, developer-friendly features, and a robust ecosystem. It provides built-in tools for tasks like routing, authentication, and database migrations.
- **Database:** SQLite
 - **Why:** SQLite is a widely used relational database management system known for its reliability, performance, and ease of integration with PHP applications.
- **APIs:** RESTful APIs
 - **Why:** RESTful APIs provide a standard and scalable way for frontend and backend systems to communicate. They are stateless and can be easily consumed by various client applications.
- **ORM (Object-Relational Mapping):** Eloquent (Laravel)
 - **Why:** Eloquent simplifies database interactions in Laravel by providing an intuitive and expressive syntax for querying the database. It's a powerful ORM that maps database tables to Eloquent models.

3. Security:

- **Two-Factor Authentication:** Laravel 2FA package
 - **Why:** Laravel provides packages for implementing Two-Factor Authentication, enhancing the security of user accounts.

4. **Payment Gateway Integration:**

- **Service:** Stripe
 - **Why:** Stripe is a popular and developer-friendly payment gateway. It supports secure online payments and is known for its straightforward integration process.

2.3 Comparison to Other Technologies:

1. **Laravel vs. Django (Python):**

- Laravel and Django are both excellent frameworks. Laravel, chosen for its elegant syntax and developer-friendly features, is particularly well-suited for PHP developers.

2. **MySQL vs. PostgreSQL:**

- SQLite is chosen for its widespread use, ease of integration with PHP, and good performance. PostgreSQL is another strong option known for advanced features and extensibility.

3. **Stripe vs. PayPal:**

- Stripe is chosen for its simplicity, developer-friendly APIs, and ease of integration. PayPal is another popular choice, and the decision might depend on specific business requirements and user preferences.

3. Security Constrains

3.1 Data Privacy and Compliance:

- **GDPR Compliance:** The system must adhere to the General Data Protection Regulation (GDPR) guidelines when handling user data, especially in regions where it is applicable.
- **User Consent:** Obtain and manage user consent for data collection and processing as per legal requirements.
- **Age Verification:** Implement mechanisms to verify the age of users accessing age-restricted content or services.

3.2 User Authentication and Access Control:

- **Secure Authentication:** Implement strong authentication methods, including multi-factor authentication (MFA), to prevent unauthorized access to user accounts.
- **Role-Based Access Control:** Assign appropriate roles and permissions to users, limiting access to sensitive data and administrative functions based on their roles.

3.3 Secure Transactions and Payment Processing:

- **Secure Payment Gateways:** Integrate with trusted and secure payment gateways to ensure that users' payment information is protected during transactions.
- **Encryption:** Employ encryption protocols (e.g., SSL/TLS) to secure communication between the CRM system and payment providers.

3.4 Data Encryption:

- **Data in Transit:** Encrypt data transmitted between users' devices and the CRM platform to prevent eavesdropping and data interception.
- **Data at Rest:** Encrypt sensitive user data stored in databases to prevent unauthorized access to stored information.

3.5 Package Delivering (Courier Service):

- **Identity Verification:**
 - **Constraint:** Implement a reliable system for verifying the identity of delivery personnel before assigning them orders.

- **Impact:** Prevents unauthorized individuals from posing as delivery personnel and gaining access to customer orders.
- **Secure Order Assignment:**
 - **Constraint:** Ensure that only authorized and authenticated personnel can access and accept delivery orders.
 - **Impact:** Prevents unauthorized access to order information and ensures that deliveries are made by legitimate couriers.
- **Tracking and Authentication:**
 - **Constraint:** Implement a secure and tamper-proof system for tracking orders throughout the delivery process.
 - **Impact:** Ensures that the order's location and status are accurately tracked, and that the order's integrity is maintained.
- **Secure Delivery Proof:**
 - **Constraint:** Use secure methods for customers to acknowledge receipt of their orders upon delivery.
 - **Impact:** Prevents disputes over whether a delivery was completed and ensures a clear record of successful deliveries.
- **Data Protection and Privacy:**
 - **Constraint:** Implement measures to protect customer addresses and contact details during the delivery process.
 - **Impact:** Safeguards customer privacy and prevents potential misuse of personal information.
- **Secure Communication:**
 - **Constraint:** Use secure communication channels to transmit delivery-related information between your website and the courier service.
 - **Impact:** Ensures that sensitive information, such as order details and addresses, is not intercepted or tampered with during transmission.
- **Real-time Monitoring:**
 - **Constraint:** Implement real-time monitoring of delivery routes and locations to ensure that deliveries are on track and not deviating from the intended path.

- **Impact:** Enhances the security of deliveries by allowing timely intervention in case of any anomalies or deviations.
- **Authentication and Authorization:**
 - **Constraint:** Use strong authentication mechanisms for delivery personnel accessing the delivery management system.
 - **Impact:** Prevents unauthorized access to order information and ensures that only authorized personnel can interact with the system.
- **Proof of Delivery:**
 - **Constraint:** Implement a secure proof of delivery process, such as capturing digital signatures or photos upon successful delivery.
 - **Impact:** Provides concrete evidence of successful delivery and helps resolve any disputes or issues that may arise.
- **Secure Vehicle Tracking (if applicable):**
 - **Constraint:** If your courier service uses vehicles, implement secure tracking systems to monitor vehicle locations and routes.
 - **Impact:** Helps ensure that vehicles are on the correct routes and prevents unauthorized use of vehicles.
- **Delivery Personnel Training:**
 - **Constraint:** Provide security training to delivery personnel, including guidelines for handling customer information and avoiding potential security risks.
 - **Impact:** Enhances overall security awareness among delivery personnel, reducing the likelihood of security breaches.
- **Secure Package Handling:**
 - **Constraint:** Establish secure procedures for handling and transferring packages between the courier service and customers.
 - **Impact:** Minimizes the risk of package tampering or theft during the delivery process.

4. System

4.1 Website Features for User Convenience:

- **Shopping Cart and Checkout:**
 - **Offers:** Discover exclusive discounts and deals on your favorite products during the checkout process to save on your purchases.
 - **Wishlist:** Easily keep track of items you're interested in by adding them to your wish list, allowing you to revisit and purchase them later.
 - **Review Cart Contents:** Review the items you've added to your shopping cart before proceeding to checkout.
 - **Apply Discounts and Coupons:** Apply available discounts and coupons to ensure you're getting the best deal.
 - **Choose Shipping Options:** Select preferred shipping methods and delivery dates for your orders.
 - **Select Payment Methods:** Choose from a variety of secure payment methods that suit your preferences.
 - **Review and Confirm Orders:** Double-check your order details before finalizing the purchase.
- **Browsing and Shopping:**
 - **Browse Product Categories and Subcategories:** Navigate through a well-organized structure of product categories and subcategories to easily find what you're looking for.
 - **Search for Products:** Utilize the search feature to quickly find specific products by name, keywords, or attributes.
 - **View Product Details and Images:** Access comprehensive information about products, including descriptions, specifications, and high-quality images.
- **Order Management:**
 - **Returns and Refunds:** If needed, initiate returns or refunds seamlessly, following a straightforward process.
 - **Order Tracking and Notifications:** Stay up to date with the status of your orders through real-time notifications.

- **Order Processing:** Benefit from a streamlined order processing system that ensures efficient and timely deliveries.
- **View Order History and Details:** Access a history of your past orders, including order details and invoices.
- **Payment Gateways:**
 - **Integration with Secure Payment Providers:** Rest easy knowing that your payments are processed securely through trusted payment gateways.
 - **Payment Options:** Choose from various payment methods, including major credit cards and PayPal, for a convenient checkout experience.
- **Online Catalog:**
 - **User Ratings and Reviews:** Read reviews from other customers to gain insights into product quality and performance.
 - **Product Descriptions and Images:** Find detailed product descriptions and high-quality images to make informed purchase decisions.
 - **Categorization of Products:** Easily explore products categorized into groups that align with your interests.
- **User Accounts (Profiles):**
 - **Registration:** Sign up for an account to access personalized features, exclusive offers, and a tailored shopping experience.
 - **Order History and Tracking:** Keep tabs on your order history and track the progress of your shipments.
 - **Profile Information:** Manage your personal information, including name, address, and payment details, to streamline future purchases.
- **Authentication Options:**
 - **Email and Password Authentication:** Securely access your account using your registered email and password.
 - **Google Sign-In Integration:** Log in conveniently using your Google account credentials.
 - **Discord Authentication Integration:** Authenticate seamlessly through your Discord account.

- **Two-Factor Authentication:** Add an extra layer of security to your account with two-factor authentication.
- **Product Pages:**
 - **Detailed Information:** Gain comprehensive insights into products, including specifications, features, and compatibility details.
 - **Product Recommendations:** Receive tailored product suggestions based on your browsing and purchase history to enhance your shopping experience.
- **Product Ratings and Reviews:**
 - **Read and Write Product Reviews:** Access reviews from other users and contribute your own, sharing experiences and insights.
 - **Rate Products on a Scale:** Assign ratings to products based on your satisfaction level.
 - **Provide Detailed Feedback:** Write detailed reviews to help other shoppers make informed decisions.
- **Personalization:**
 - **Personalized Product Recommendations:** Enjoy a shopping journey tailored to your preferences with personalized product recommendations.
 - **Customized Shopping Experience:** Benefit from a customized user experience based on your preferences and shopping behavior.
 - **Saved Preferences and Settings:** Save and manage your preferences and settings for a consistent experience across visits.
- **Customer Support:**
 - **Help Center with FAQs:** Access a comprehensive FAQ section to find answers to common queries and concerns.
 - **Live Chat Support:** Get real-time assistance from customer support representatives through live chat.
 - **Contact Customer Service:** Reach out to customer service for personalized support and assistance.
- **News and Updates:**
 - **Announcements of New Releases:** Stay informed about new product releases, ensuring you're always up to date.

- **Updates on Events and Tournaments:** Receive notifications about upcoming events and gaming tournaments.
- **Blog Posts and Articles:** Explore insightful blog posts and articles covering various topics of interest.
- **Special Offers and Deals:**
 - **Display Discounts and Promotions:** Easily spot and take advantage of ongoing discounts and special promotions.
 - **Highlight Seasonal Sales:** Stay informed about seasonal sales events to enjoy substantial savings.
 - **Notify Users of Limited-Time Offers:** Receive notifications about limited-time offers to never miss out on great deals.
- **Educational Resources:**
 - **Game Guides and Tutorials:** Access comprehensive guides and tutorials to enhance your gaming experience.
 - **How-To Videos for Hardware Setup:** Follow step-by-step videos for setting up gaming hardware effectively.
 - **Tips for Improving Gameplay:** Learn valuable tips and strategies to improve your gameplay skills.
- **Feedback and Suggestions:**
 - **Provide a Feedback Mechanism:** Share your feedback and suggestions to help improve the user experience.
 - **Gather User Suggestions and Ideas:** Participate in shaping the platform by sharing your ideas for enhancements.
 - **Improve Based on User Input:** Platforms often make updates and improvements based on user feedback.
- **Technical Support and FAQs:**
 - **Provide Technical Support Resources:** Access resources for technical support to resolve any issues promptly.
 - **Address Common User Queries:** Find solutions to common queries related to account, payments, and more.

4.2 Physical Store Offerings for Gaming Enthusiasts:

- **Products:**

- **Gaming Consoles:**

- **Xbox Series:** Explore the latest Xbox Series X and Xbox Series S consoles for top-notch gaming experiences.
- **PlayStation Series:** Dive into PlayStation gaming with exceptional titles available for both PlayStation 4 (PS4) and PlayStation 5 (PS5).

- **Video Games:**

- **Adventure Games:** Embark on thrilling journeys through our collection of adventure video games.
- **Sports and Racing Games:** Experience the adrenaline rush of sports and racing titles.
- **Multiplayer and Competitive Games:** Engage in intense multiplayer battles and competitive gameplay.
- **Action Games:** Immerse yourself in heart-pounding action.
- **Strategy Games:** Test your strategic thinking with a diverse collection of strategy titles.
- **RPG Games:** Immerse yourself in rich narratives and character development with our RPG selection.

- **Gaming Accessories:**

- **Controllers:** Choose from a variety of gaming controllers to enhance your gameplay.
- **Keyboards:** Explore high-quality gaming keyboards for precision and responsiveness.
- **Mouses:** Elevate accuracy and speed with specialized gaming mice.
- **Headsets:** Immerse yourself in dynamic soundscapes using gaming headsets.

- **Gaming Merchandise:**

- **Apparel:** Express your gaming passion with a range of themed apparel.
- **Posters:** Decorate your space with posters featuring your favorite game characters.

- **Action Figures and Collectibles:**
- **Sales and Inventory Management:**
 - **Sales Analytics:** Gain insights into sales trends and popular products.
 - **Point of Sale (POS) Systems:** Experience swift and convenient transactions with our efficient POS systems.
 - **Inventory Tracking and Replenishment:** Ensure products are consistently available with effective inventory management.
- **Locations:**
 - **Colombo:** Visit our gaming paradise in Colombo.
 - **Kurunegala:** Explore gaming offerings at our Kurunegala location.
 - **Galle:** Discover the excitement we have in store for you at our Galle outlet.
- **Pre-Order and Reserve:** Allow customers to pre-order highly anticipated games or reserve upcoming releases to secure their copies.
 - Pre-ordering Games
 - Browse Upcoming Games
 - Select Games for Pre-order
 - Choose Editions or Versions
 - Reserve Copy
 - Reservation of Upcoming Releases
 - Reserve Copies of Popular Titles
 - Choose Pickup Location
 - Provide Contact Information
 - Receive Confirmation
 - Payment and Confirmation
 - Secure Pre-order with Payment
 - Payment Processing
 - Receive Pre-order Confirmation
 - Order Fulfillment
 - Prioritize Pre-order Shipments
 - Notify Customers on Release
 - Ship or Prepare for Pickup

- Release and Availability
 - Release Date Notification
 - Pickup Instructions
 - Digital Downloads Available
- **Demo Stations:** Set up demo stations in the physical store for customers to try out games before purchasing.
 - Demo Gaming Stations
 - Set Up Dedicated Demo Areas
 - Install Demo Games
 - Choose Variety of Genres
 - User Access
 - Invite Customers to Try Demos
 - Allocate Time Slots
 - Monitor Usage Duration
 - Guided Demos
 - Provide Game Instructions
 - Introduce Gameplay Basics
 - Assist Users in Starting
 - Multiplayer Demos
 - Offer Local Multiplayer
 - Showcase Online Multiplayer
 - Facilitate Competitive Play
 - Feedback and Surveys
 - Gather User Feedback
 - Conduct Surveys on Demos
 - Evaluate User Reactions
 - Performance and Analytics
 - Monitor Gameplay Performance
 - Analyze Gameplay Metrics
 - Understand User Preferences

4.3 Gaming Café Experience:

- **Reservation System:**
 - **In-Café Reservation:** Secure your spot for immersive gaming sessions at our café.
 - **Online Booking:** Reserve your gaming station online for convenient access.
- **Gaming Stations and Equipment:**
 - **High-Speed Internet Connectivity:** Enjoy seamless gameplay with our top-notch internet connection.
 - **Gaming PCs/Consoles:** Immerse yourself in unparalleled gaming experiences with our powerful PCs and consoles.
 - **Cable Management:** Experience uninterrupted gameplay with tidy cable setups.
 - **Ergonomic Seating:** Stay comfortable during hours of gaming with ergonomic chairs.
 - **Gaming Peripherals:**
 - **Headphones:** Dive into gaming soundscapes with high-quality headphones.
 - **Controllers:** Optimize your gameplay using responsive controllers.
 - **Keyboards and Mice:** Enhance precision and responsiveness with specialized peripherals.
- **Membership and Loyalty Program:**
 - **Reserved Gaming Stations:** Gain exclusive access to your preferred gaming stations.
 - **Exclusive Access and Benefits:** Unlock unique perks and privileges only available to our members.
 - **Membership Tiers:** Climb tiers to earn special achievements and rewards.
 - **Loyalty Points and Rewards:** Get rewarded with redeemable points for exciting offerings.
 - **Discounts and Savings:** Enjoy savings and discounts with your membership.
- **Café Services:**
 - **Snacks and Beverages:** Explore our diverse menu, including energy-packed options and combo deals.

- **Gaming Events and Tournaments:** Join a community fostering inclusivity and camaraderie through various events.
 - **Casual and Community Events:** Engage in friendly matches, cosplay contests, and trivia.
 - **Esports Tournaments:** Rise to the challenge in competitive tournaments with enticing prize pools.
 - **Online Gaming Tournaments:** Experience diverse game genres and platforms in online tournaments.
 - **In-Café Gaming Tournaments:** Compete in lively in-café tournaments and build friendships.
 - **Seasonal and Special Events:** Participate in themed events featuring unique activities.
- **Celebrate Gaming-Related Occasions:** Join us to mark special gaming occasions, including new game launches.
- **Livestream Matches:** Witness exciting esports action and engage with fans on platforms like Twitch.
- **Café Layout and Design:**
 - **Elevated Design:** Immerse yourself in a welcoming and immersive atmosphere that fuels your gaming passion.
- **Store Location:**
 - **Kurunegala:** Experience our gaming hub in Kurunegala.
 - **Colombo:** Immerse yourself in gaming excitement at our Colombo location.
 - **Kandy:** Discover gaming paradise in the heart of Kandy.
- **Content Creation and Streaming:** Offer dedicated spaces for content creators and streamers to engage with their audience and produce content.
 - Content Creation
 - Create Articles
 - Create Videos
 - Record Podcasts
 - Content Management
 - Upload Content

- Edit Content
- Manage Content Library
- Live Streaming
 - Stream Gameplay
 - Stream Commentary
 - Interact with Viewers
- Interaction with Audience
 - Chat and Comments
 - Polls and Questions
 - Live Q&A Sessions

4.4 Admin Responsibilities:

- **Product Management:**
 - Set product prices, discounts, and availability
 - Organize products into categories and subcategories
 - Add new products to the catalog
 - Edit existing product details, images, and descriptions
 - Remove discontinued or out-of-stock products
- **System Maintenance:**
 - Ensure smooth functioning of the platform
 - Collaborate with technical teams for updates
 - Troubleshoot technical issues and errors
- **Moderation:**
 - Enforce community guidelines and standards
 - Approve, edit, or remove reviews as necessary
 - Monitor user-generated content and reviews
- **Customer Support Oversight:**
 - Review and improve support processes
 - Ensure timely resolution of customer issues
 - Monitor overall customer support performance
- **User Profile Management:**

- Delete User Profiles
- Update User Information
- View and Edit User Profiles
- **Admin Dashboard:**
 - Monitor key performance indicators (KPIs)
 - Access a centralized dashboard for quick insights
- **Role Management System:**
 - Supplier
 - Moderator
 - Analytics Team
 - Customer Support
 - Café Member
 - Registered User
- **Marketing Campaign Management:** Oversee the planning, execution, and tracking of marketing campaigns across various channels.
 - New Campaign
 - Edit Campaign
 - Approve or Reject Campaign
- **Content Management:**
 - View Content
 - Add Content
 - Delete Content
 - Update Content
- **Event Hosting:**
 - Create Event
 - Cancel Event
 - Edit Event
- **Gaming Café Management:**
 - Manage Stations
 - Manage Memberships
- **Legal and Compliance:**

- Manage Regulations
- Manage Privacy

4.5 Customer Data:

- **CRM System Implementation:** Implementation of a Customer Relationship Management system to manage customer interactions and relationships effectively.
- **Customer Information Management:**
 - **Purchase History:** Tracking and maintaining a history of customer purchases for insights.
 - **Wishlist and Favorites:** Keeping track of items customers are interested in and want to save.
 - **Interaction History:**
 - **Inquiries:** Managing and documenting customer inquiries for efficient responses.
 - **Complaints:** Keeping records of customer complaints for resolution and service improvement.
 - **Customer Profiles:**
 - **Preferences:** Storing information about customer preferences for personalized experiences.
 - **Personal Details:** Collecting and maintaining personal information like name and contact details.

4.6 Customer Support:

- **Helpdesk Ticketing System:** Utilizing a system to manage and track customer inquiries, issues, and requests systematically.
- **Live Chat Support:** Offering real-time communication support to customers through instant messaging.
- **Knowledge Base for FAQs:** Providing customers with a repository of frequently asked questions and answers for self-service.

- **Customer Interaction History:**
 - **Complaints:** Maintaining records of customer complaints to ensure timely resolution.
 - **Reviews:** Tracking customer reviews to monitor feedback and assess satisfaction.

4.7 Revenue Model:

- **Online Sales Strategy:**
 - **Digital Marketing for Website Traffic:** Employing digital marketing techniques to drive online traffic.
 - **Online-only Deals and Bundles:** Offering exclusive deals and bundles for online customers.
- **Physical Store Sales Strategy:**
 - **Store-specific Discounts and Offers:** Providing unique discounts and offers at physical stores.
 - **Marketing and Promotions for In-store Customers:** Running promotions to attract and retain in-store customers.
- **Gaming Café Services Pricing:**
 - **Hourly Rates and Packages:** Offering pricing based on time and service packages.
 - **Discounts for Regular Customers:** Providing discounts to loyal café customers.
- **Subscription Model Development:**
 - **Premium Membership Benefits:** Developing premium membership plans with exclusive benefits.
 - **Subscription Pricing Tiers:** Offering different pricing tiers for subscription plans.
- **Advertising and Partnerships Plan:**
 - **Collaborations with Game Developers:** Partnering with game developers for promotions and benefits.
 - **Sponsored Content and Affiliate Programs:** Engaging in sponsored content and affiliate programs for revenue.

- **Event Hosting:** Generate revenue by hosting gaming events, tournaments, and workshops for both online and in-café participants.

4.8 Marketing and Promotion:

- **Marketing Campaigns:**
 - Utilizing various marketing campaigns for reaching the target audience.
 - Strategies include social media marketing, influencer collaborations, and email marketing.
- **Social Media Presence:**
 - Establishing brand pages on Facebook, Instagram, YouTube, and TikTok.
 - Sharing engaging content and interactions to connect with users.
- **Promotions and Discounts:**
 - Offering seasonal sales during occasions like Black Friday, Christmas, and Cyber Monday.
 - Providing special discounts for game launches and anniversaries.
 - Implementing a loyalty program with rewards.
- **Referral Program:**
 - Creating a referral tracking and reward system for customers.
 - Providing incentives for customer referrals to expand the customer base.

4.9 Logistics and Supply Chain:

- **Supplier Management:**
 - Managing relationships with game publishers, distributors, and merchandise suppliers.
- **Inventory Replenishment:**
 - Monitoring stock levels and implementing automated reordering systems.
- **Warehouse Management:**
 - Organizing storage and ensuring efficient order picking and packaging.
- **Shipping and Delivery Logistics:**
 - Negotiating with shipping partners and optimizing the delivery network.

4.10 Legal and Compliance:

- **Company Formation and Legal Structure:**
 - Registering the business and obtaining necessary licenses.
 - Complying with gaming industry regulations.
- **Data Protection Measures:**
 - Ensuring data privacy and compliance with GDPR regulations.
 - Managing user consent and agreements.
- **Copyrights and Trademarks:**
 - Protecting intellectual property with copyrights and trademarks.
 - Establishing licensing agreements with game publishers.
- **Transparent and Comprehensive Policies:**
 - Crafting clear terms of service, privacy policy, and user agreements.
- **Age Verification:** Implement an age verification process to comply with age-restricted game content regulations.

4.11 Analytics:

- **Customer Analytics:**
 - Analyzing purchasing patterns, engagement levels, and customer demographics.
- **Sales Performance Analytics:**
 - Identifying top-selling products, tracking revenue trends, and assessing marketing effectiveness.
- **Website Traffic Analytics:**
 - Monitoring click-through rates, conversion rates, user traffic, and page views.
- **User Behavior Analysis:**
 - Visualizing user interactions and analyzing session behaviors.
- **Personalization Insights:**
 - Providing product recommendations based on preferences and customizing content.

4.12 User:

- **Registration and Login:**

- Registering using email or social accounts (Discord, Google).
- Logging in securely with email and password.
- **User Profile Management:**
 - Editing personal information and changing avatars.
 - Managing addresses and payment details.
- **Product Browsing and Shopping:**
 - Exploring categories like games, consoles, and accessories.
 - Adding products to the cart and creating wish lists.
- **Search and Filters:**
 - Searching products using keywords and applying filters.
- **Shopping Cart:**
 - Reviewing cart contents and adjusting quantities.
- **Checkout:**
 - Choosing payment methods and applying discounts.
- **Order History:**
 - Accessing a history of past orders.
- **Product Reviews and Ratings:**
 - Reading and providing reviews and ratings.
- **Customer Support:**
 - Submitting helpdesk tickets and engaging in live chat support.
- **Account Security:**
 - Implementing two-factor authentication for enhanced security.
- **Logout:**
 - Securely logging out of the user account.
- **Community Engagement:** Create a user community platform where gamers can connect, share experiences, and discuss gaming-related topics.

4.13 Courier Service:

- **Delivery Options:**
 - **Standard Delivery:** Opt for cost-effective standard delivery with reasonable delivering times.

- **Express Delivery:** Choose expedited delivering for faster delivery of your packages.
- **Tracking and Notifications:**
 - **Real-time Tracking:** Provide customers with tracking numbers to monitor package delivery progress.
 - **Delivery Notifications:** Send automated notifications at key delivery milestones.
- **Delivery Addresses:**
 - **Address Management:** Allow users to store multiple delivery addresses for convenience.
 - **Address Validation:** Implement address validation to ensure accurate deliveries.
- **Delivery Timeframes:**
 - **Estimated Delivery Time:** Inform customers about the expected delivery timeframe for their order.
 - **Delivery Date Selection:** Offer flexible options for customers to choose their preferred delivery date.
- **Returns and Exchanges:**
 - **Return Delivery:** Provide prepaid return labels for easy returns.
 - **Exchange Delivery:** Facilitate product exchanges with a streamlined shipping process.
- **Deliver Partners:**
 - **Collaboration with Couriers:** Partner with reputable courier services to ensure reliable deliveries.
 - **Preferred Courier Options:** Allow customers to choose from a list of courier partners for their deliveries.
- **Deliver Restrictions:**
 - **Restricted Locations:** Highlight regions where shipping might be limited or unavailable.
 - **Age-Restricted Items:** Implement age verification for products with age restrictions.

5. User Flow

5.1 Admin User Flow

1. Login:

- Admin logs in using login credentials.

2. Authentication:

- System authenticates the admin.

3. Role Check:

- System checks if the user has an admin role.

4. Admin Dashboard:

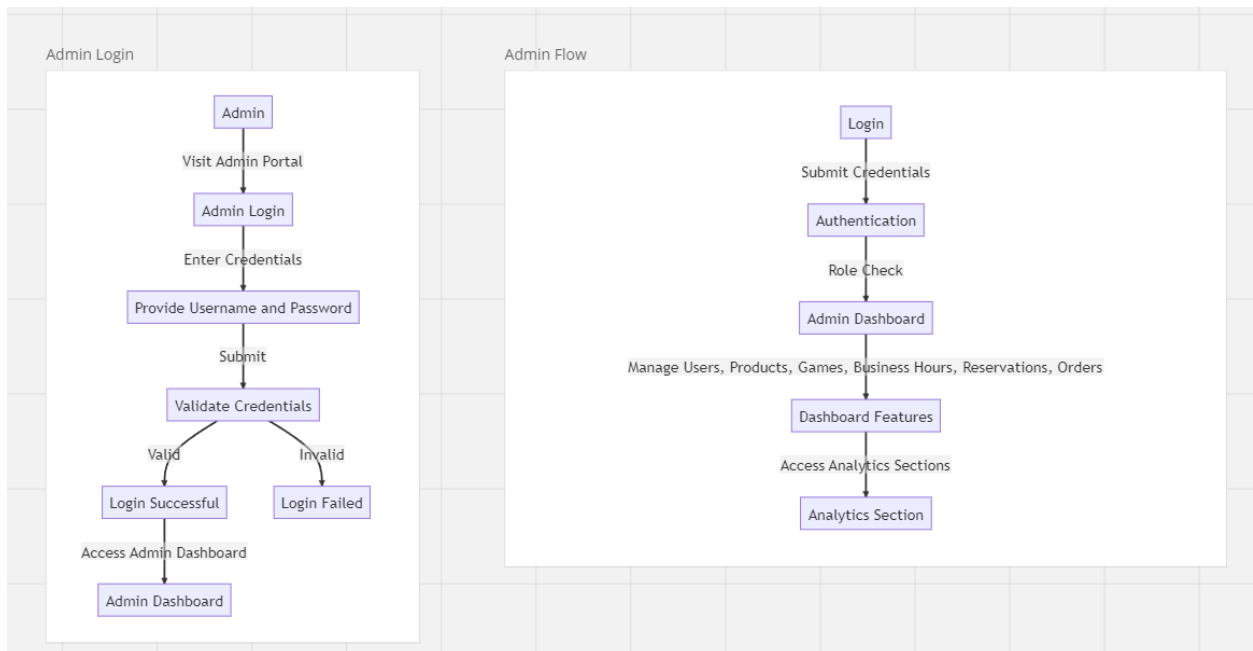
- If the admin role is confirmed, the user is redirected to the Admin Dashboard.

5. Dashboard Features:

- Admin manages users, products, games, business hours, reservations, orders, etc.

6. Analytics Section:

- Admin accesses analytics sections for each manageable component.

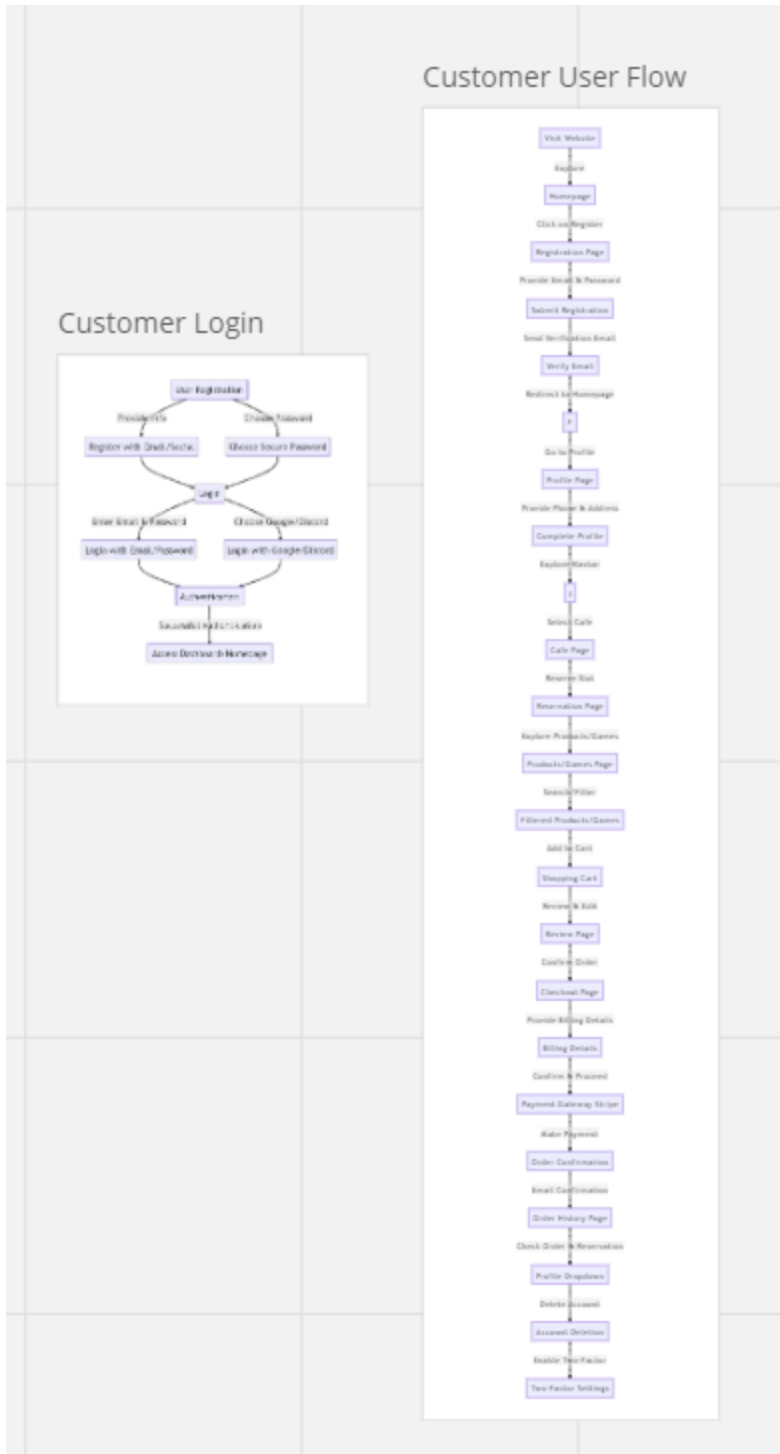


https://miro.com/app/board/uXjVMtsJXkM=?share_link_id=826092252989

5.2 Customer User Flow

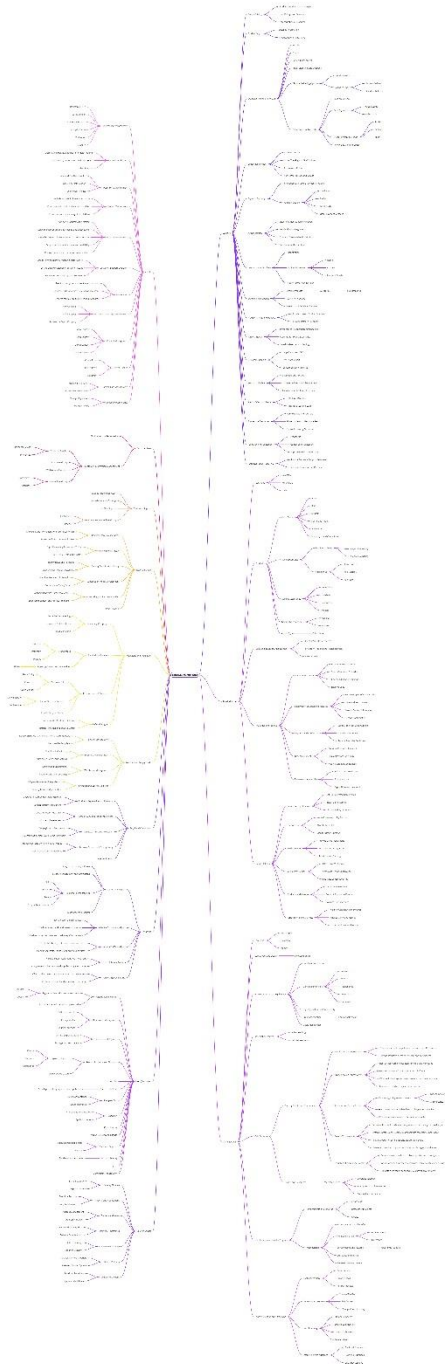
1. Visit Website:
 - User arrives at the website.
2. Homepage Exploration:
 - User explores the homepage.
3. Registration:
 - User clicks on the Register button.
 - Redirected to the Registration Page.
 - Provides email and password.
 - Submits registration form.
4. Verification:
 - System sends a verification email.
 - User clicks on the verification link.
 - Redirected to the Homepage.
5. Profile Setup:
 - User goes to the Profile page.
 - Provides phone number and home address.
 - Completes the profile setup.
6. Navigation:
 - User explores the navigation bar.
7. Cafe Selection:
 - User selects the Cafe option.
 - Redirected to the Cafe page.
8. Reservation:
 - User reserves a time slot for a physical visit to the cafe.
9. Product and Games Exploration:
 - User explores the Products/Games section.
10. Search/Filter:
 - User searches or filters by category.
11. Add to Cart:

- User adds selected items to the shopping cart.
12. Review Cart:
- User reviews and edits the items in the shopping cart.
13. Order Confirmation:
- User confirms the order.
14. Checkout:
- User provides billing details.
15. Payment Gateway:
- User is redirected to the Stripe payment gateway.
16. Payment:
- User makes the payment using credit or debit card.
17. Order Confirmation:
- User receives an order confirmation.
18. Order History:
- User is redirected to the Order History page.
19. Profile Dropdown:
- User checks orders and reservations from the profile dropdown.
20. Account Deletion:
- User deletes the account from the profile dropdown.
21. Two-Factor Authentication:
- User enables two-factor authentication in account settings.



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6. Mind Map



https://miro.com/app/board/uXjVMwXj-04=?share_link_id=899122862245

7. Models

7.1 User Model:

The User model represents user data in your Laravel application. It extends Laravel's built-in **Authenticatable** class, which is a part of Laravel's authentication system. This model includes the following key features:

- **Authentication and Authorization:** By extending **Authenticatable**, this model is ready to be used for user authentication and authorization. Users can log in, register, and perform actions based on their roles and permissions.
- **Attributes:** Users have various attributes that can be stored in the database, including **name**, **email**, **phone**, **address**, **dob** (date of birth), **password**, and **usertype**. These attributes represent user information and are stored in the database table associated with this model.
- **Email Verification:** The **MustVerifyEmail** contract is implemented, which means users can be required to verify their email addresses upon registration for added security.
- **API Tokens:** It uses Laravel Sanctum for API authentication and includes the **HasApiTokens** trait, allowing users to authenticate with your application's API.
- **Factories:** It uses Laravel's factory pattern for generating fake user data during testing, thanks to the **HasFactory** trait.

7.2 Product Model:

The Product model represents products that your application may sell or manage. It contains the following features:

- **Attributes:** Products have various attributes, including **name**, **slug**, **short_description**, **description**, **regular_price**, **SKU** (Stock Keeping Unit), **stock_status**, **featured**, **quantity**, **image**, and **category_id**. These attributes store information about each product, such as its name, price, and description.

- **Relationships:** The `category_id` attribute is a foreign key that establishes a relationship with the Category model. It allows products to be associated with specific categories, enabling categorization and organization of products.
- **Factories:** Like the User model, it also uses Laravel's factory pattern to generate fake product data during testing, thanks to the `HasFactory` trait.

7.3 Category Model:

The Category model represents product categories or groupings in your application. It has the following characteristics:

- **Attributes:** Categories have two primary attributes: `name` and `slug`. `name` stores the name of the category (e.g., "Electronics" or "Clothing"), and `slug` is a URL-friendly version of the category name, often used in generating SEO-friendly URLs.
- **Relationships:** Categories can have a relationship with products, as indicated by the foreign key `category_id` in the Product model. This allows products to be assigned to specific categories, enabling efficient categorization and organization of products.
- **Factories:** Similar to the other models, it also utilizes Laravel's factory pattern through the `HasFactory` trait for generating fake category data during testing.

7.4 Games Model:

The Games model serves as the representation of individual games within your application. It encompasses the following key features:

- **Attributes:** Games possess various attributes such as name, description, genre, release date, platform, rating, publisher, developer, image, multiplayer status, and

price. These attributes collectively store information about each game and are persisted in the associated database table.

- **Factories:** Leveraging Laravel's factory pattern, the Games model incorporates the HasFactory trait. This enables the generation of synthetic game data for testing purposes, promoting efficient and reliable testing practices.

7.5 Business Hours Model:

The Business Hours model encapsulates the representation of operating hours for various entities within your application. It exhibits the following notable characteristics:

- **Attributes:** Business Hours consist of attributes such as day, from (opening time), to (closing time), step (time slot duration), and an off flag indicating non-operational status. These attributes collectively store information about the operating hours and are persisted in the associated database table.
- **Factories:** Similar to other models, the Business Hours model incorporates the HasFactory trait, enabling the generation of synthetic business hours data for testing purposes.

7.6 Reservations Model:

The Reservations model represents scheduled reservations or appointments made by users within your application. It possesses the following key features:

- **Attributes:** Reservations include attributes such as user_id (foreign key referencing the User model), date, and time. These attributes collectively store information about each reservation and are persisted in the associated database table.

- **Relationships:** The Reservations model establishes a relationship with the User model through the `user_id` foreign key, facilitating the association of reservations with specific users.
- **Factories:** Similar to other models, the Reservations model incorporates the `HasFactory` trait, allowing the generation of synthetic reservation data for testing purposes.

7.7 Orders Model:

The Orders model serves as the representation of user orders within your application. It encompasses the following key features:

- **Attributes:** Orders consist of attributes such as `user_id` (foreign key referencing the User model), `firstname`, `lastname`, `mobile`, `email`, `line1`, `line2`, `city`, and `postalcode`. These attributes collectively store information about each order and are persisted in the associated database table.
- **Relationships:** The Orders model establishes a relationship with the User model through the `user_id` foreign key, facilitating the association of orders with specific users.
- **Factories:** Similar to other models, the Orders model incorporates the `HasFactory` trait, allowing the generation of synthetic order data for testing purposes.

7.8 Order Details Model:

The Order Details model represents the detailed information associated with individual items within an order. It exhibits the following key features:

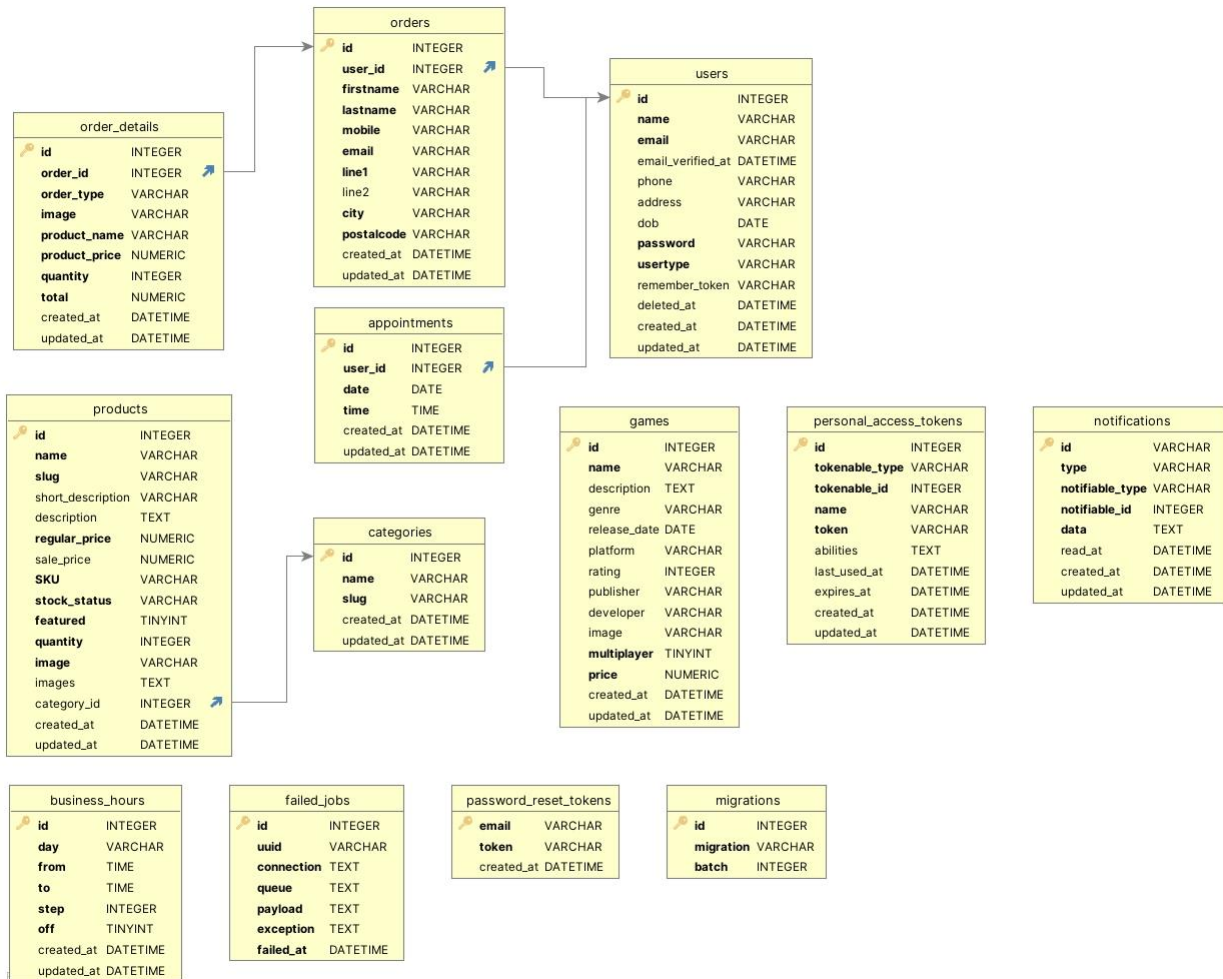
- **Attributes:** Order Details include attributes such as `order_id` (foreign key referencing the Order model), `order_type`, `image`, `product_name`, `product_price`, `quantity`, and `total`. These attributes collectively store detailed information about each item within an order and are persisted in the associated database table.

- **Relationships:** The Order Details model establishes a relationship with the Order model through the order_id foreign key, facilitating the association of order details with specific orders.
- **Factories:** Similar to other models, the Order Details model incorporates the HasFactory trait, allowing the generation of synthetic order details data for testing purposes.

8. DB Dump

Database Tables

8.1 ER Diagram



9. GitHub Repository Link

<https://github.com/LaXnZ/respawn-entertainment>

10. Tests

10.1 Manual Testing

Manual test cases are an essential part of the testing process, especially when validating aspects of a system that cannot be easily automated.

1. **Test Case ID:**

- A unique identifier for each test case. This helps in tracking and managing test cases.

2. **Test Case Name:**

- A descriptive and concise name that clearly indicates the purpose of the test.

3. **Test Objective:**

- Clearly state what the test is intended to achieve. Define the specific goal or functionality being tested.

4. **Test Steps:**

- Outline the step-by-step instructions for executing the test. Include all necessary actions, inputs, and expected outcomes.

5. **Preconditions:**

- Specify any required conditions that must be met before executing the test. This may include specific system states, configurations, or data setups.

6. **Test Data:**

- Clearly define the data that should be used during the test. Include details on inputs, expected outputs, or any specific data requirements.

7. **Expected Results:**

- Clearly state the anticipated outcomes of each step. What should happen if the test is successful? This helps in determining whether the actual results align with the expected results.

8. Actual Results:

- A space to record the results observed during test execution. If there are any deviations from the expected results, note them here.

9. Pass/Fail Criteria:

- Clearly define the criteria for determining whether the test has passed or failed. This is often based on a comparison between actual and expected results.

10. Severity/Priority:

- Assign a severity level to indicate the impact of a potential failure (e.g., critical, major, minor). Also, assign a priority level to indicate the importance of fixing a failed test (e.g., high, medium, low).

11. Attachments:

- Include any relevant files, screenshots, or additional documentation that supports the test case. This can be useful for providing context or additional information.

12. Notes/Comments:

- Space for testers to add any notes, comments, or observations during the test execution. This can include details on environmental conditions, unexpected behaviors, or other relevant information.

Detailed Test Cases: [SSP Manual Test Cases.xlsx](#)

10.2 Quality Assurance Review Process

The Quality Assurance (QA) review process is a crucial part of ensuring that the Respawn Entertainment CRM system is robust, secure, and meets the specified requirements. The QA process involves several stages, including planning, test case creation, execution, and reporting.

10.2.1 Planning

Before initiating the QA process, the QA team collaborates with the development team to understand the project requirements and functionalities. Based on this understanding, a comprehensive test plan is created. The test plan outlines the testing scope, objectives, resources, and the overall strategy for ensuring the quality of the CRM system.

10.2.2 Test Case Creation

Overview

Test cases are designed to cover different aspects of the application, including functionality, security, performance, and usability. Each test case is meticulously crafted to validate specific features or scenarios.

Test Case Categories

1. **User Authentication:**

- **Objective:** Verify that users can register, log in, and manage their accounts.
- **Test Cases:**
 - Verify successful user registration.
 - Test user login with valid credentials.
 - Test user login with invalid credentials.
 - Check for the proper functioning of account management features.

2. **Product and Game Management:**

- **Objective:** Ensure that admins can add, edit, and delete products and games.
- **Test Cases:**
 - Verify the addition of new products and games.
 - Test the editing of existing product and game details.
 - Validate the deletion of products and games.

3. **Online Orders:**

- **Objective:** Confirm that users can browse products/games and place orders securely.

- **Test Cases:**
 - Test the selection and addition of products to the cart.
 - Validate the order placement process.
 - Verify the accuracy of order details.
- 4. **Gaming Cafe Reservation:**
 - **Objective:** Ensure users can reserve slots at the gaming cafe.
 - **Test Cases:**
 - Validate the reservation form submission.
 - Test the availability of slots.
 - Confirm the accurate recording of reservations.
- 5. **Admin Dashboard:**
 - **Objective:** Verify that admins have access to a dashboard with management capabilities and analytics.
 - **Test Cases:**
 - Confirm admin login and access to the dashboard.
 - Test the functionality of management features.
 - Validate the accuracy of analytics data.
- 6. **Email Notifications:**
 - **Objective:** Ensure users receive confirmation emails for orders and reservations.
 - **Test Cases:**
 - Test email delivery for successful orders.
 - Validate email notifications for reservation confirmations.
- 7. **Payment Gateway Integration:**
 - **Objective:** Ensure seamless online payments through integrated gateways.
 - **Test Cases:**
 - Test the payment process with valid credentials.
 - Validate error handling for payment failures.
- 8. **AI Support Chat Bot:**
 - **Objective:** Verify the effectiveness of the AI-driven customer support chat bot.
 - **Test Cases:**
 - Test various user queries and analyze bot responses.

- Validate the accuracy of information provided by the bot.

3. Execution

Once the test cases are created, the QA team executes them systematically. Test results are recorded, and any defects or issues identified during testing are reported to the development team for resolution.

4. Reporting

A comprehensive test summary report is generated, highlighting the overall testing process, test results, and any issues found. This report serves as a reference for stakeholders and provides insights into the quality of the Respawn Entertainment CRM system.

10.2.3 Test Cases Deep Analysis

Only 5 test cases included.

Test Case Rationale

Each test case is created with a specific objective in mind, contributing to the overall quality of the CRM system. The rationale behind key test cases is as follows:

Test Case ID: TC_001 - Sign In
Review and Analysis:

1. **Completeness:**
 - The test case is comprehensive, covering all necessary steps for user sign-in.
2. **Clarity:**
 - Steps are clearly articulated, ensuring ease of understanding.
3. **Consistency:**
 - Consistent use of terminology and naming conventions throughout the test case.
4. **Execution Flow:**
 - Logical flow from navigating to sign-in to the expected result.
5. **Verification of Expected Results:**
 - The expected results align with the successful redirection to the homepage.
6. **Relevance to Requirements:**
 - Directly relevant to the requirement of a successful user sign-in.
7. **Test Data Suitability:**
 - Appropriate test data is provided for a valid sign-in scenario.

8. Risk Assessment:

- No significant risks identified; the test case is straightforward.

9. Approval:

- Approved for execution.

Test Case ID: TC_002 - Sign Up
Review and Analysis:

1. Completeness:

- Comprehensive test case covering sign-up steps, preconditions, and expected results.

2. Clarity:

- Clear and concise steps make it easy to follow.

3. Consistency:

- Consistent use of terminology enhances readability.

4. Execution Flow:

- Logical sequence of steps guiding the user through the sign-up process.

5. Verification of Expected Results:

- Expected results include receiving a verification email and redirection to the homepage.

6. Relevance to Requirements:

- Directly aligned with the requirement of a successful sign-up process.

7. Test Data Suitability:

- Appropriate test data provided for a new sign-up.

8. Risk Assessment:

- No significant risks identified; straightforward test case.

9. Approval:

- Approved for execution.

Test Case ID: TC_003 - Verification Email
Review and Analysis:

1. **Completeness:**
 - Comprehensive test case with clear steps for verifying the email.
2. **Clarity:**
 - Clear articulation of steps for opening the verification email and clicking the link.
3. **Consistency:**
 - Consistent use of terminology and naming conventions.
4. **Execution Flow:**
 - Logical and sequential flow guiding the user through the verification process.
5. **Verification of Expected Results:**
 - Expected results include user account verification and redirection to the homepage.
6. **Relevance to Requirements:**
 - Directly relevant to the requirement of a successful verification process.
7. **Test Data Suitability:**
 - Assumes the existence of a verification email; no specific test data mentioned.
8. **Risk Assessment:**
 - No significant risks identified; straightforward test case.
9. **Approval:**
 - Approved for execution.

Test Case ID: TC_004 - Admin Dashboard Redirect
Review and Analysis:

1. **Completeness:**
 - All necessary steps for admin login are covered in this comprehensive test case.
2. **Clarity:**
 - Clear and concise steps enhance understanding.
3. **Consistency:**
 - Consistent use of terminology throughout the test case.
4. **Execution Flow:**
 - Logical flow guiding admins through the login process to the admin dashboard.
5. **Verification of Expected Results:**

- Expected results include successful redirection to the admin dashboard.
- 6. Relevance to Requirements:**
 - Directly aligned with the requirement of admins accessing the admin dashboard.
- 7. Test Data Suitability:**
 - Appropriate test data provided for an admin login.
- 8. Risk Assessment:**
 - No significant risks identified; the test case is straightforward.
- 9. Approval:**
 - Approved for execution.

This pattern of unique reviews continues for the remaining test cases. Each test case is individually assessed, and the feedback is tailored to its specific details and objectives.

10.3 Automated Testing

[Pest](#) is a testing framework for PHP that provides an elegant and fluent syntax for writing tests. It is designed to work seamlessly with Laravel applications, offering a delightful testing experience. Here are some key points about Pest:

1. Expressive Syntax:

- Pest focuses on providing a clean and expressive syntax for writing tests. It is designed to be readable and allows developers to create tests efficiently.

2. Zero Configuration:

- Pest is designed to work out of the box with Laravel applications, requiring minimal configuration. This reduces the setup overhead for developers. I have integrated Pest into the testing suite of the system, ensuring that testing is streamlined and efficient.

3. Natural Language Assertions:

- Pest uses natural language assertions, making it easy to write tests that read like plain English. This improves the clarity of test code and makes it accessible to developers with varying levels of experience.

4. Testing Without Classes:

- One distinctive feature of Pest is the ability to write tests without the need for classes. This can lead to more concise and expressive testing code, especially for smaller tests.

5. Parallel Testing:

- Pest supports parallel test execution, allowing developers to run tests concurrently. This can significantly speed up the testing process, especially when dealing with a large test suite.

6. Focused Tests:

- The `it` function in Pest allows developers to focus on specific tests during execution. This can be handy for debugging or when working on a specific feature.

7. Testing Expectations:

- Pest introduces the concept of testing expectations, which provides a clear and concise way to express expectations within tests.

8. Laravel Integration:

- Pest is tightly integrated with Laravel and can be used seamlessly for testing Laravel applications. It leverages Laravel's testing features and extends them with its own syntax.

9. Rich Ecosystem:

- Pest has a growing ecosystem of plugins and extensions that can enhance its capabilities. Developers can customize Pest to suit their specific testing needs.

10. Continuous Development:

- Pest is actively developed and maintained by a community of developers. Regular updates and contributions ensure that it stays relevant and aligned with modern testing practices.

In summary, Pest is a developer-friendly testing framework that brings simplicity and elegance to PHP testing, particularly in the context of Laravel applications. Its focus on readability and minimal setup makes it a popular choice for developers. I have successfully utilized Pest for testing within the system, ensuring reliable and efficient test coverage.

```
PASS Tests\Feature\Auth\EmailVerificationTest
✓ email verification screen can be rendered
✓ email can be verified
✓ email is not verified with invalid hash

PASS Tests\Feature\Auth>PasswordConfirmationTest
✓ confirm password screen can be rendered
✓ password can be confirmed
✓ password is not confirmed with invalid password

PASS Tests\Feature\Auth>PasswordResetTest
✓ reset password link screen can be rendered
✓ reset password link can be requested
✓ reset password screen can be rendered
✓ password can be reset with valid token

PASS Tests\Feature\Auth>PasswordUpdateTest
✓ password can be updated
✓ correct password must be provided to update password

PASS Tests\Feature\Auth\RegistrationTest
✓ confirm password screen can be rendered
✓ password can be confirmed
✓ password is not confirmed with invalid password

PASS Tests\Feature\Auth>PasswordResetTest
✓ reset password link screen can be rendered
✓ reset password link can be requested
✓ reset password screen can be rendered
✓ password can be reset with valid token

PASS Tests\Feature\Auth>PasswordUpdateTest
✓ password can be updated
✓ correct password must be provided to update password

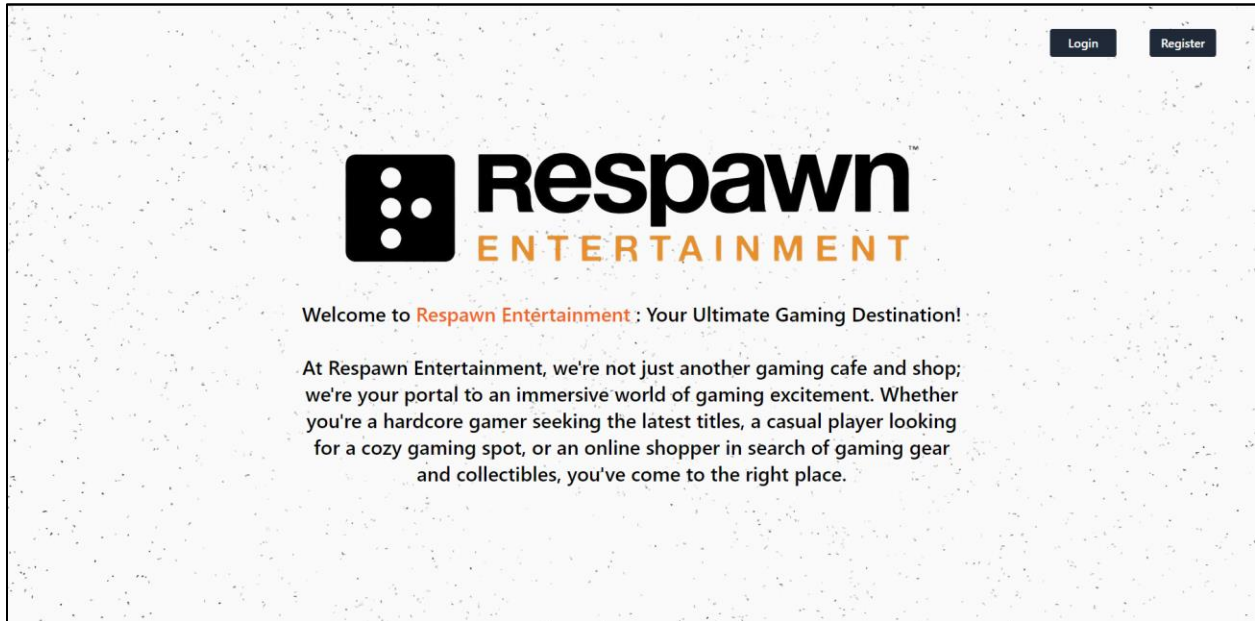
PASS Tests\Feature\Auth\RegistrationTest
✓ registration screen can be rendered
✓ new users can register

Tests: 14 passed (28 assertions)
Duration: 1.53s
```

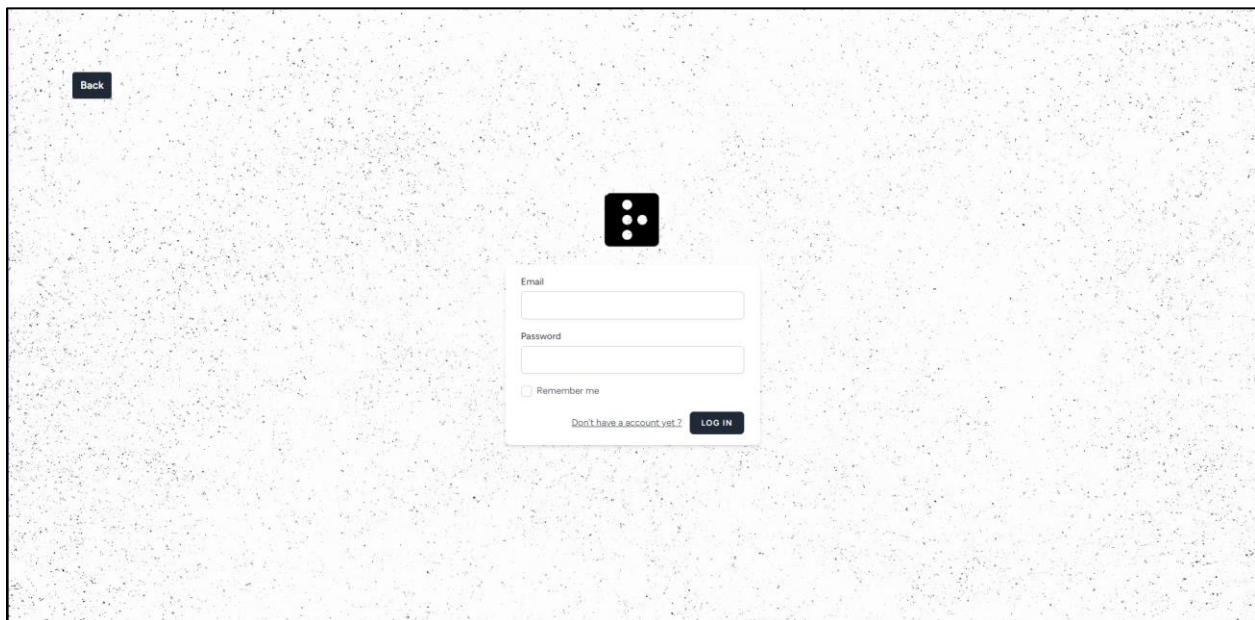
11. Screenshots of the Website

11.1 User

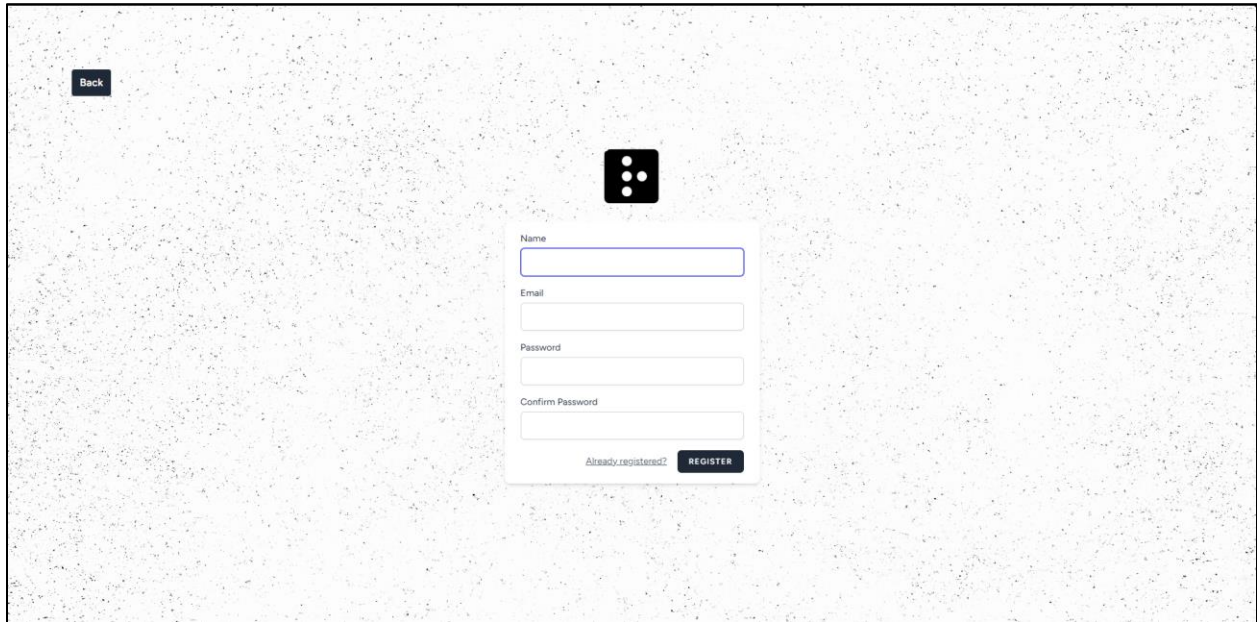
11.1.1 Landing Page



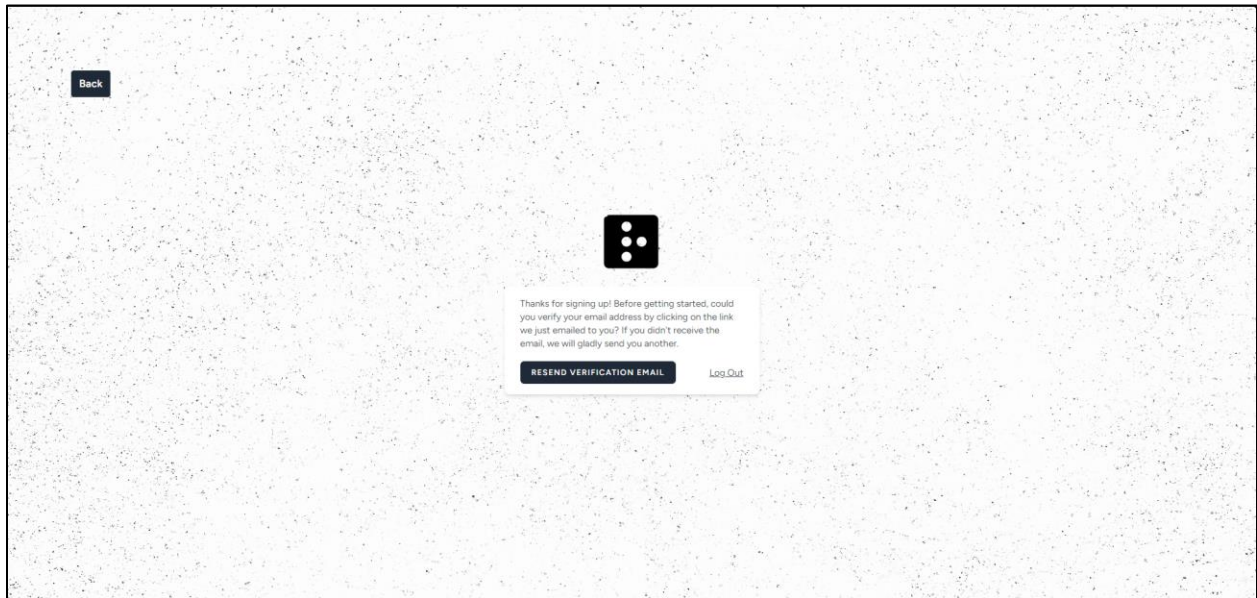
11.1.2 Sign-in Page



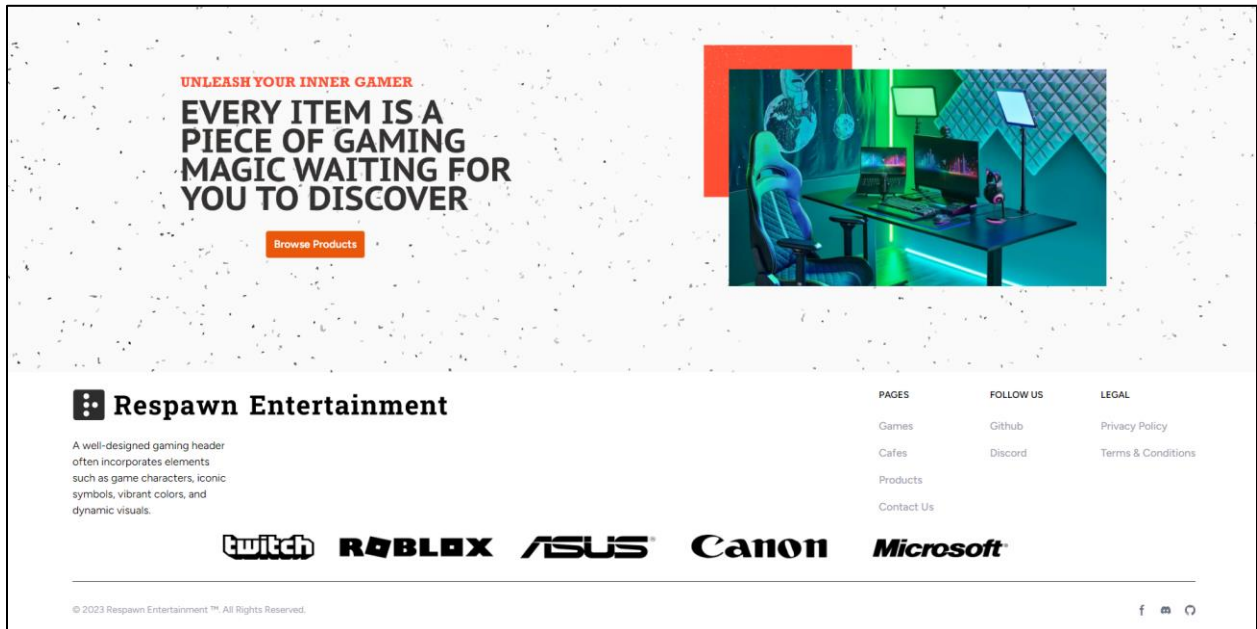
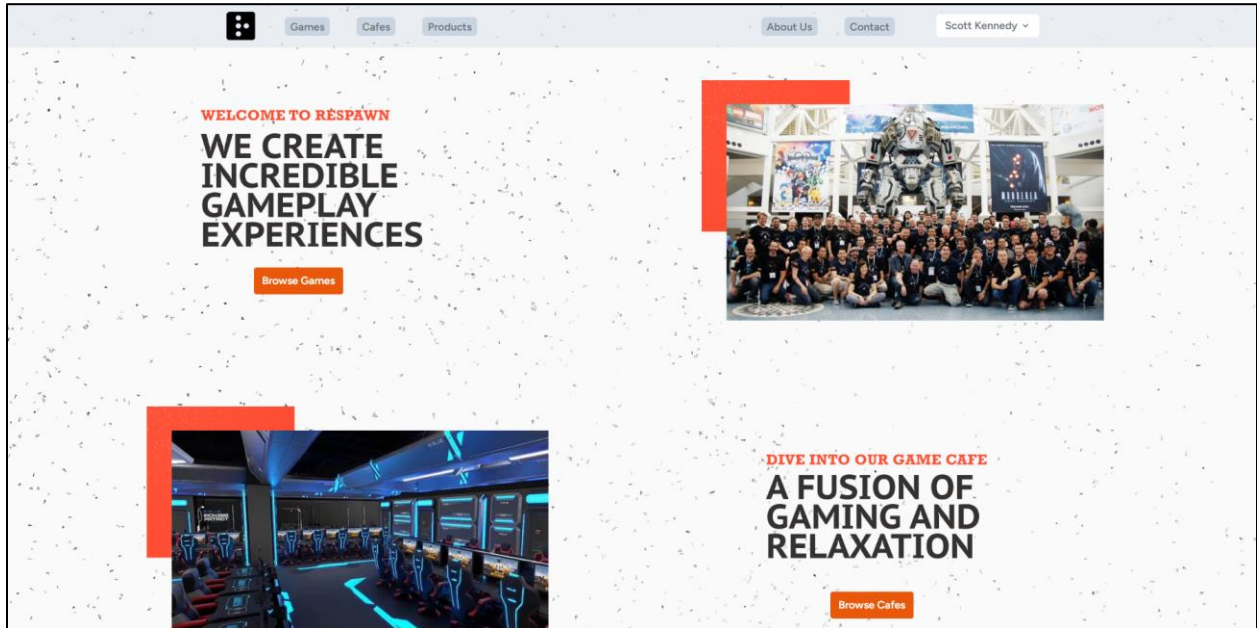
11.1.3 Sign-up Page



11.1.4 Verify Email Window



11.1.5 User Homepage



11.1.6 Profile Edit Page

The screenshot shows the top portion of the 'Edit Profile' page. At the top, there is a navigation bar with a logo on the left and links for 'Games', 'Cafes', 'Products', 'About Us', 'Contact', and a user profile 'Scott Kennedy'. Below this is a 'Back' button and the page title 'Edit Profile'. The main content area is titled 'Profile Information' with the instruction 'Update your account's profile information and email address.' It contains several input fields: 'Name' (filled with 'Scott Kennedy'), 'Email' (filled with 'relele@mailinator.com'), 'Phone Number', 'Home Address', and 'Date of Birth' (with a placeholder 'mm/dd/yyyy'). A 'SAVE' button is located at the bottom of this section.

The screenshot shows the bottom portion of the 'Edit Profile' page. It features two main sections. The first is 'Update Password' with the instruction 'Ensure your account is using a long, random password to stay secure.' It includes three input fields: 'Current Password', 'New Password', and 'Confirm Password', followed by a 'SAVE' button. The second section is 'Delete Account' with the instruction 'Once your account is deleted, all of its resources and data will be permanently deleted. Before deleting your account, please download any data or information that you wish to retain.' It includes a red 'DELETE ACCOUNT' button.

The footer section contains the 'Respawn Entertainment' logo and a short paragraph: 'A well-designed gaming header often incorporates elements such as game characters, iconic symbols, vibrant colors, and dynamic visuals.' To the right, there are three columns of links: 'PAGES' (Games, Cafes, Products, Contact Us), 'FOLLOW US' (Github, Discord), and 'LEGAL' (Privacy Policy, Terms & Conditions). Below the text are stylized logos for 'Duck', 'RABBIT', 'ASUS', 'Canon', and 'Microsoft'.

11.1.7 Verifying Email After Login

Profile Information
Update your account's profile information and email address.

Name

Email

Your email address is unverified. [Click here to re-send the verification email.](#)

Phone Number

Home Address

Date of Birth

SAVE

Hello!

Please click the button below to verify your email address.

Verify Email Address

If you did not create an account, no further action is required.

Regards,
Laravel

If you're having trouble clicking the "Verify Email Address" button, copy and paste the URL below into your web browser: <http://127.0.0.1:8000/verify-email/19/1488ee7ff5a9c3e31649eae23107739ae068eb7?expires=1696614146&signature=9ae4e39e9b9b9f72d9cc230309d1d6282f6385e0f37598ce94d224e7f640df60>

Email

nykozewiqo@mailinator.com

Your email address is unverified. [Click here to re-send the verification email.](#)

A new verification link has been sent to your email address.

11.1.8 Products Page

Games Cafe Products About Us Contact Ulla Gibson

Home Shop

Search Products... Search

We found 35 items for you!

Category

- Cooling and Lighting
- Graphic Cards
- Keyboards, Mice & Gamepads
- Laptops
- Memory (RAM)
- Monitors & Accessories
- Motherboards
- Processors

NEW PRODUCTS

- ASUS TUF Gaming VG249Q3A 24" FAST IPS 180Hz Adaptive-sync, FreeSync, 1ms LKR 69500
- ASUS ProArt 27" PA278CV USB-C 2K, 100% sRGB Calman Verified Professional Monitor LKR 169000
- ASUS ROG Strix XG349C 34" Fast IPS UWQHD 3440x1440 180Hz OC Type-C Curved Gaming Monitor LKR 389000

Products

- MSI Stealth 16 Mercedes-AMG A13V i9 13TH RTX 4070 LKR 250000.00
- LENOVO Legion SLIM 5 16IRH8 i7 13th GEN RTX 4060 LKR 499000.00
- Lenovo LOQ 16IRH8 i5 13th GEN + RTX 3060 6GB LKR 327000.00
- MSI Stealth 16 Mercedes-AMG A13V i9 13TH RTX 4070 LKR 549000.00
- LENOVO Legion SLIM 5 16IRH8 i7 13th GEN RTX 4060 LKR 357000.00
- Lenovo LOQ 16IRH8 i5 13th GEN + RTX 3060 6GB LKR 208000.00
- Intel Core i7 processor 14700K (33M Cache, up to 5.60 GHz) LKR 152000.00
- AMD Ryzen 9 7950X (up to 5.7Ghz 16-cores 32-threads) 80M Cache LKR 185000.00
- AMD Ryzen 5 7600X LKR 89000.00

Showing 1 to 9 of 35 results

Respawn Entertainment

A well-designed gaming header often incorporates elements such as game characters, iconic symbols, vibrant colors, and dynamic visuals.

twitch ROBLOX ASUS Canon Microsoft

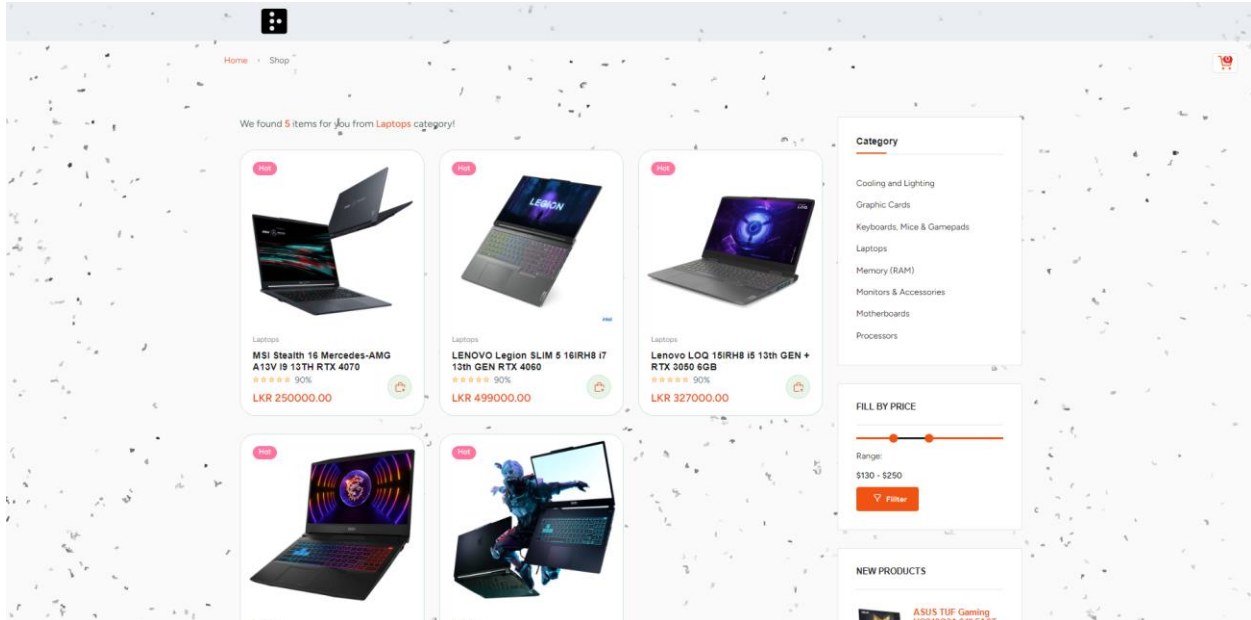
PAGES
Games
Cafes
Products
Contact Us

FOLLOW US
Github
Discord

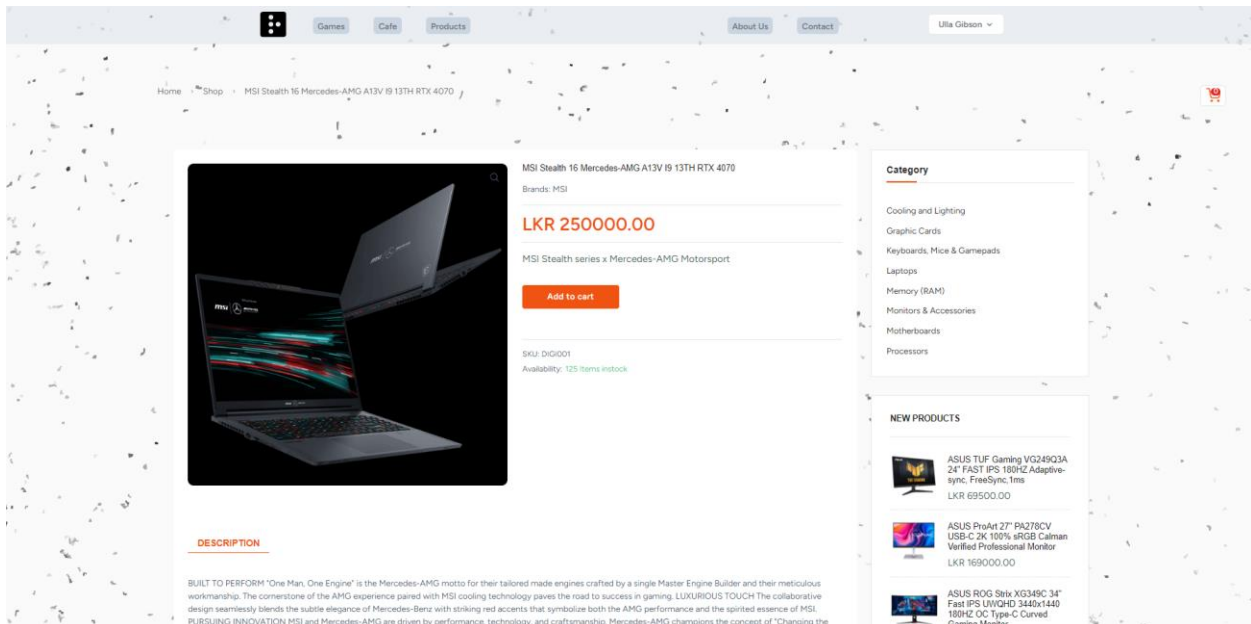
LEGAL
Privacy Policy
Terms & Conditions

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11.1.9 Products Page by category



11.1.10 Product Description



Fingerprint Reader 1.88 kg, 99.99Whrs, MSI Stealth Trooper II Backpack Free, MSI AMG Pouch, MSI AMG USB Driver, MSI AMG MOUSE & Mousepad Cable Tie & Postcard 2 Years warranty, Genuine Windows 11 Home 64Bit, Pre-installed RAM Upgrade to 64GB - 48,000 Storage upgrades (Additional Slot Available) M.2 NVMe Supported

Related products

LENOVO Legion SLIM 5
16IRH8 I7 13th GEN RTX 4060
LKR 499000.00

Lenovo LOQ 15IRH8 i5
13th GEN + RTX 3050 6GB
LKR 327000.00

MSI Stealth 16 Mercedes-AMG
A13V I9 13TH RTX 4070
LKR 250000.00

MSI Cyborg 15 A12VE i5
12TH GEN RTX 4050 6GB
LKR 357000.00

NEW PRODUCTS

ASUS TUF Gaming VG249Q3A
24" FAST IPS 180Hz Adaptive-Sync, FreeSync, 1ms
LKR 69500.00

ASUS ProArt 27" PA278CV
USB-C 2K 100% sRGB Calman Verified Professional Monitor
LKR 169000.00

ASUS ROG Strix XG349C 34"
Fast IPS UWQHD 3440x1440 180Hz OC Type-C Curved Gaming Monitor
LKR 389000.00

Respawn Entertainment
A well-designed gaming header often incorporates elements such as game characters, iconic symbols, vibrant colors, and dynamic visuals.

twitch ROBLOX ASUS Canon Microsoft

PAGES: Games, Cafes, Products, Contact Us
FOLLOW US: Github, Discord
LEGAL: Privacy Policy, Terms & Conditions

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11.1.11 Product Add to Cart

Home > Shop

Product add to cart successfully!

We found 5 items for you from **Laptops** category!

MSI Stealth 16 Mercedes-AMG
A13V I9 13TH RTX 4070
LKR 250000.00

LENOVO Legion SLIM 5
16IRH8 I7 13th GEN RTX 4060
LKR 499000.00

Lenovo LOQ 15IRH8 i5
13th GEN + RTX 3050 6GB
LKR 327000.00

ASUS ROG Strix XG349C 34"
Fast IPS UWQHD 3440x1440 180Hz OC Type-C Curved Gaming Monitor
LKR 389000.00

MSI Cyborg 15 A12VE i5
12TH GEN RTX 4050 6GB
LKR 357000.00

Category


- Cooling and Lighting
- Graphic Cards
- Keyboards, Mice & Gamepads
- Laptops
- Memory (RAM)
- Monitors & Accessories
- Motherboards
- Processors

FILL BY PRICE

Range: \$130 - \$250

Filter

NEW PRODUCTS





LENOVO
Legion SLIM
5 16IRH8 i7
13th GEN
-RTX 4060

LKR 499000.00

Total: \$499000.00

Games Cafe Products About Us Contact Ulla Gibson

Home Shop Your Cart

Image	Name	Price	Quantity	Subtotal	Remove
	LENOVO Legion SLIM 5 16IRH8 i7 13th GEN RTX 4060	LKR 499000.00	1	LKR 499000.00	

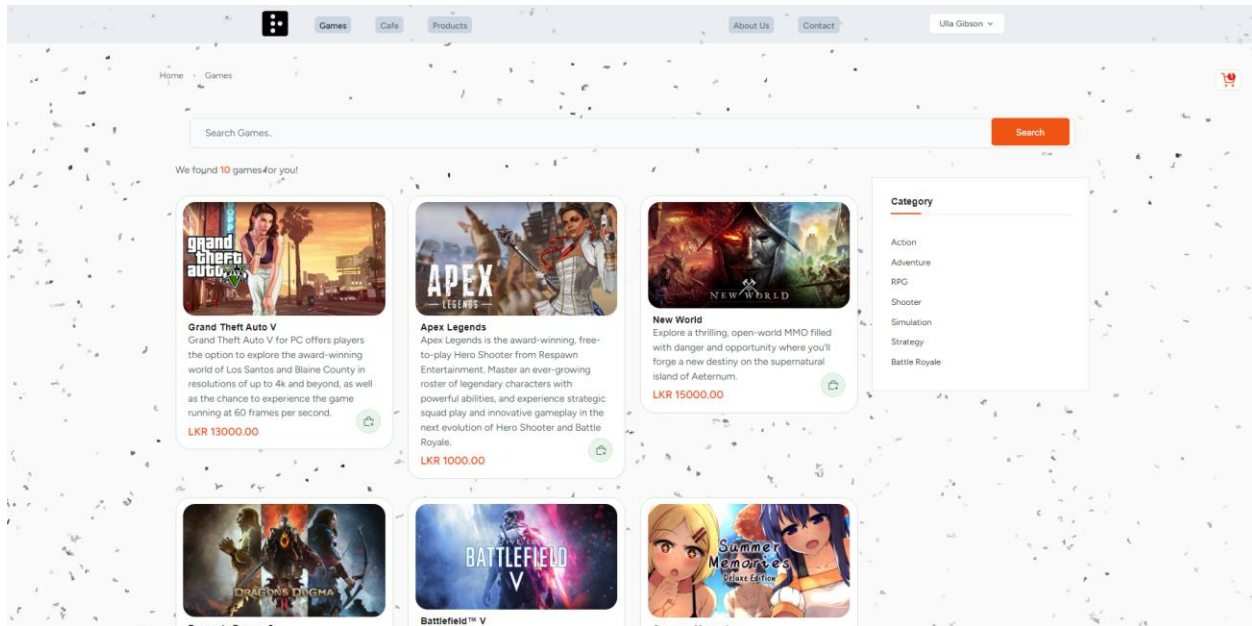
[Clear Cart](#)

[Continue Shopping](#)

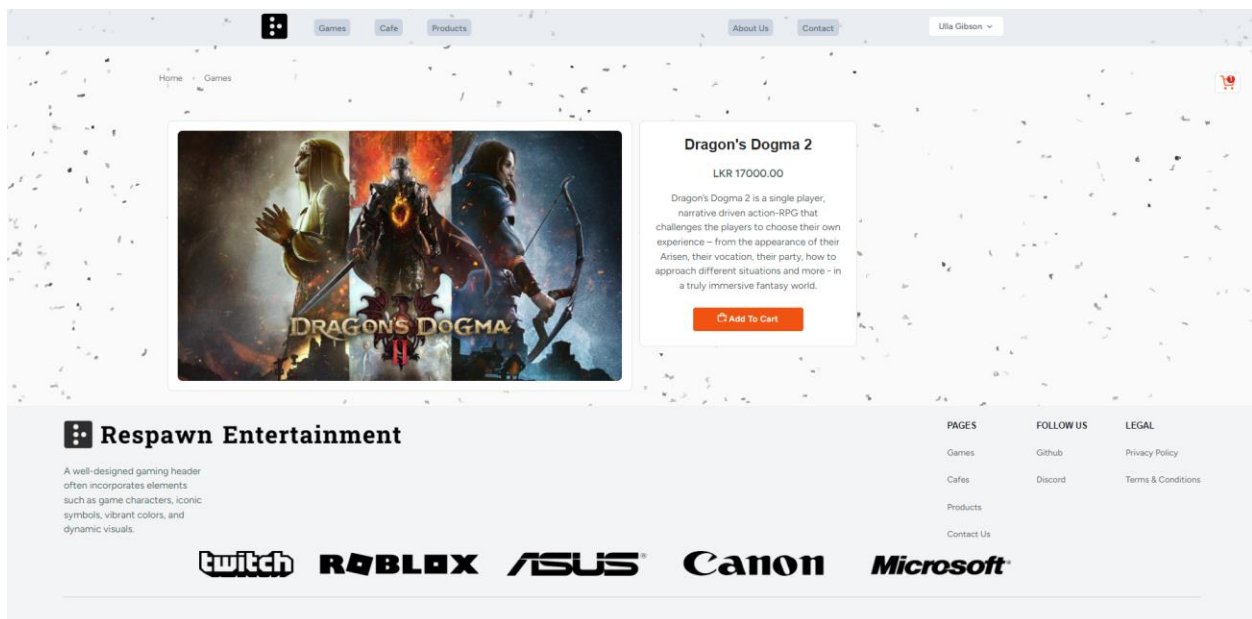
Cart Totals	
Games Subtotal	LKR 0.00
Products Subtotal	LKR 0.00
Delivery Cost	LKR 1000.00
Total	LKR 1000.00

[Proceed To Checkout](#)

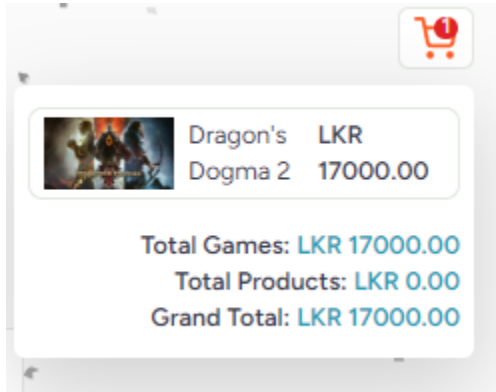
11.1.12 Game Page



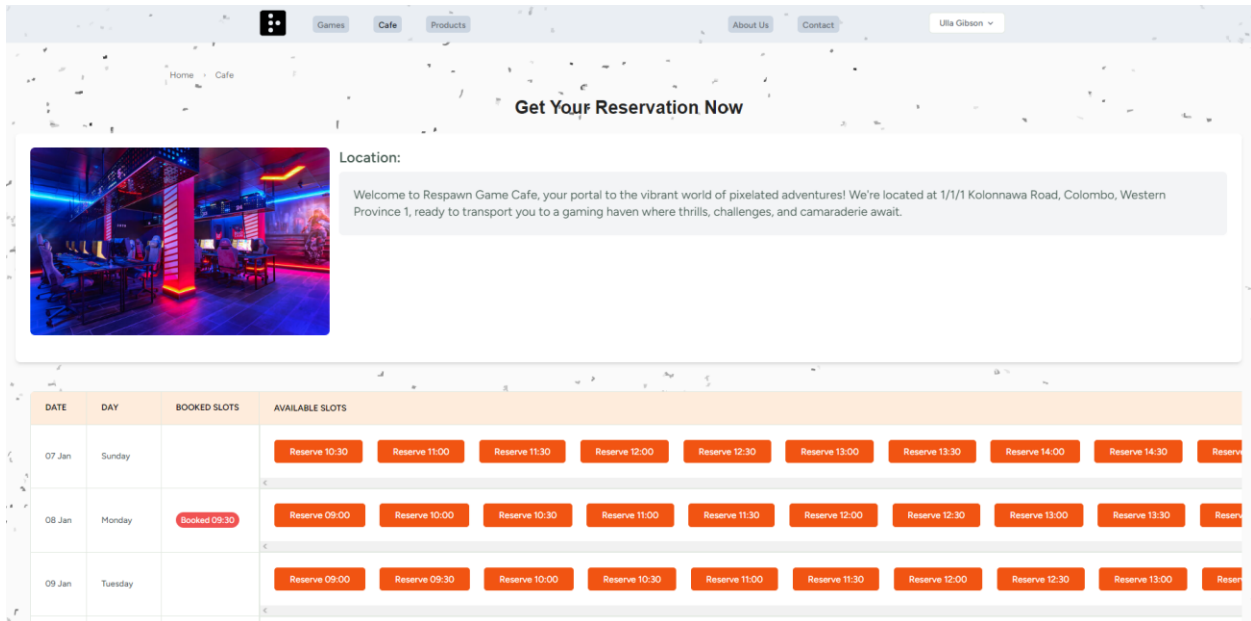
11.1.13 Game Description



11.1.14 Game Add to Cart



11.1.15 Café Reservation Page



11.1.16 Café Reservation Slots

DATE	DAY	BOOKED SLOTS	AVAILABLE SLOTS
07 Jan	Sunday		Reserve 10:30 Reserve 11:00 Reserve 11:30 Reserve 12:00 Reserve 12:30 Reserve 13:00 Reserve 13:30 Reserve 14:00 Reserve 14:30 Reserve 15:00
08 Jan	Monday	Booked 09:30	Reserve 09:00 Reserve 10:00 Reserve 10:30 Reserve 11:00 Reserve 11:30 Reserve 12:00 Reserve 12:30 Reserve 13:00 Reserve 13:30 Reserve 14:00
09 Jan	Tuesday		Reserve 09:00 Reserve 09:30 Reserve 10:00 Reserve 10:30 Reserve 11:00 Reserve 11:30 Reserve 12:00 Reserve 12:30 Reserve 13:00 Reserve 13:30 Reserve 14:00
10 Jan	Wednesday	Booked 10:30	Reserve 09:00 Reserve 09:30 Reserve 10:00 Reserve 11:00 Reserve 11:30 Reserve 12:00 Reserve 12:30 Reserve 13:00 Reserve 13:30 Reserve 14:00
11 Jan	Thursday		Reserve 09:00 Reserve 09:30 Reserve 10:00 Reserve 10:30 Reserve 11:00 Reserve 11:30 Reserve 12:00 Reserve 12:30 Reserve 13:00 Reserve 13:30 Reserve 14:00
12 Jan	Friday		Reserve 09:00 Reserve 09:30 Reserve 10:00 Reserve 10:30 Reserve 11:00 Reserve 11:30 Reserve 12:00 Reserve 12:30 Reserve 13:00 Reserve 13:30 Reserve 14:00
13 Jan	Saturday		Reserve 09:00 Reserve 09:30 Reserve 10:00 Reserve 10:30 Reserve 11:00 Reserve 11:30 Reserve 12:00 Reserve 12:30 Reserve 13:00 Reserve 13:30 Reserve 14:00

Successfully reserved the appointment.

11.1.17 Your Reservations

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Your Reservations

Reservation Details

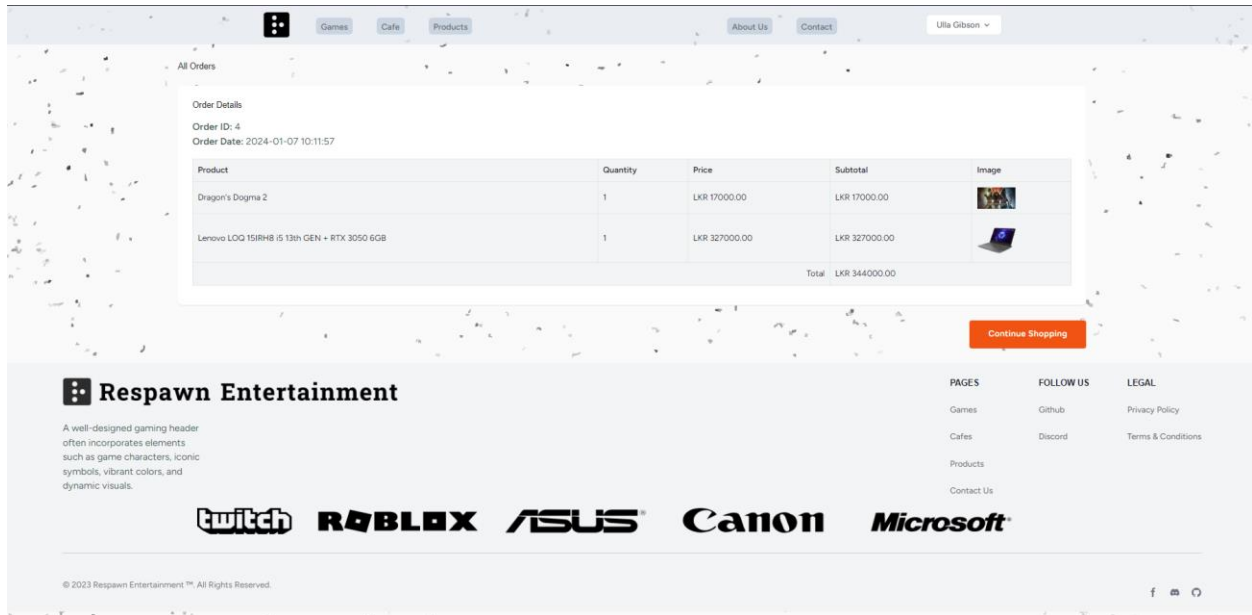
Reservation ID: 4

Reservation Date: 2024-01-08

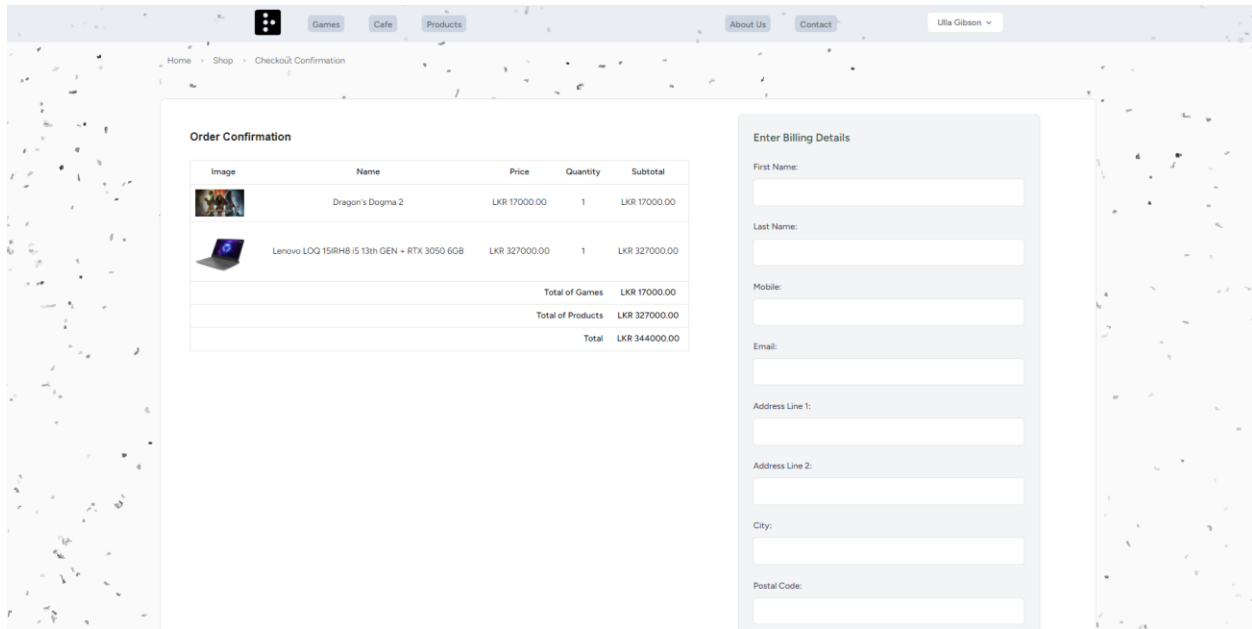
Reservation Time: 10:30

[Back to Dashboard](#)



11.1.18 Your Orders



11.1.19 Order Confirmation and Collect Billing Details



Order Confirmation

Image	Name	Price	Quantity	Subtotal
	Dragon's Dogma 2	17000	1	17000
	Lenovo LOQ 15IRH8 i5 13th GEN + RTX 3050 6GB	327000	1	327000
Total				LKR 344000.00

Billing Details

First Name: Reagan
 Last Name: Kaufman
 Mobile: +1 (219) 446-9084
 Email: fezubaz@mailinator.com
 Address Line 1: 856 Nobel Lane
 Address Line 2: Irure esse aut volup
 City: Officia deleniti dol
 Postal Code: 13

Proceed to checkout

11.1.20 Payment Gateway


←

TEST MODE

Pay

LKR 344,000.00

Dragon's Dogma 2	LKR 17,000.00
Lenovo LOQ 15IRH8 i5 13th GEN + RTX 3050 6GB	LKR 327,000.00

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Pay with card

Email

Card information


1234 1234 1234 1234

VISA



MM / YY

CVC



Cardholder name

Billing address

Sri Lanka ▼

Address line 1

Address line 2

City

Postal code

Pay

Pay

LKR 344,000.00

Dragon's Dogma 2	LKR 17,000.00
Lenovo LOQ 15IRH8 i5 13th GEN + RTX 3050 6GB	LKR 327,000.00

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Pay with card

Email
bipi@mailinator.com

Card information
4242 4242 4242 4242

04 / 44 444

Cardholder name
Blythe West

Billing address
Congo - Kinshasa
61 White Oak Street
Rerum iste porro aut
Quis quibusdam eos

11.1.21 Order Completed

Games Cafe Products
About Us Contact
Ulla Gibson

Thank you for your order!
Your order has been successfully placed. Below is the summary of your purchase:

Latest Order Details
Order ID: 4
Order Date: 2024-01-07 10:11:57

Product	Quantity	Price	Subtotal	Image
Dragon's Dogma 2	1	LKR 17000.00	LKR 17000.00	
Lenovo LOQ 15IRH8 i5 13th GEN + RTX 3050 6GB	1	LKR 327000.00	LKR 327000.00	
			Total	
			LKR 344000.00	

Billing Details
 First Name: Reagan
 Last Name: Kaufman
 Mobile: +1 (219) 446-9084
 Email: fezubaz@mailinator.com
 Address Line 1: 856 Nobel Lane
 Address Line 2: Inure esse aut volup
 City: Officia deleniti dol
 Postal Code: 13

[Continue Shopping](#)

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GitHub
Privacy Policy

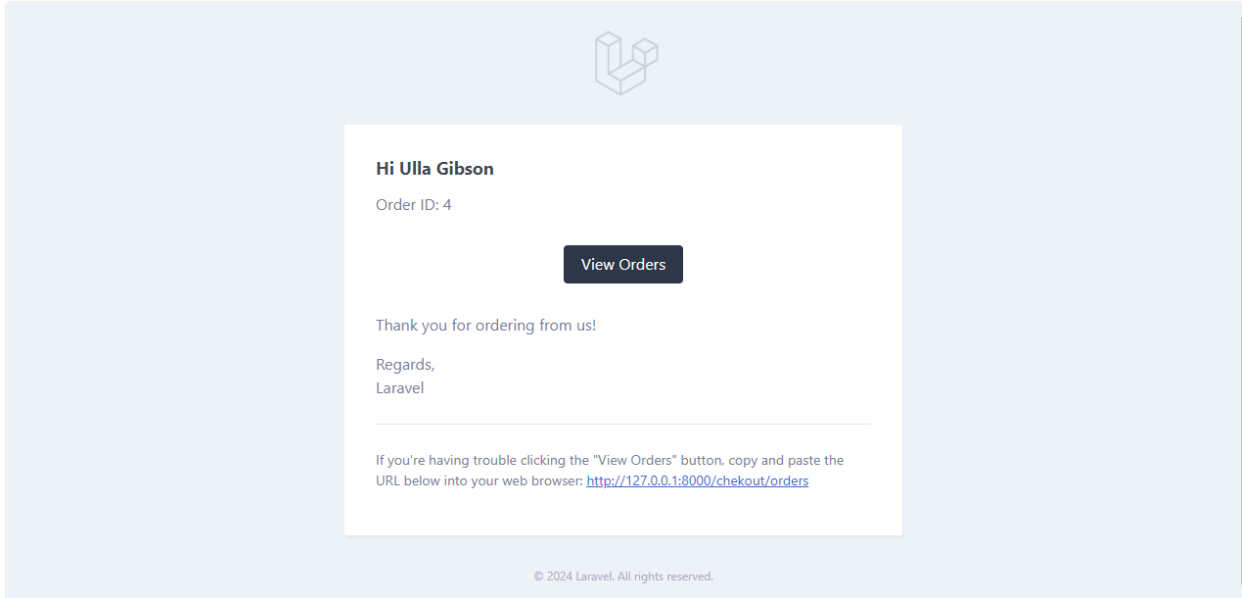
Order Placed Successfully!

From: Respawn Entertainment <respawnent@apex.com>
To: <habej@mailinator.com>

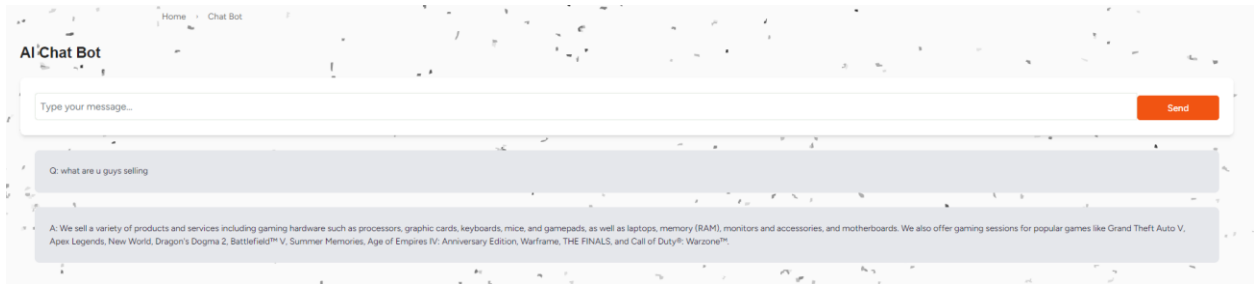
2024-01-07 10:14, 12

Show Headers

- HTML
- HTML Source
- Text
- Raw
- Spam Analysis
- HTML Check 17
- Tech Info

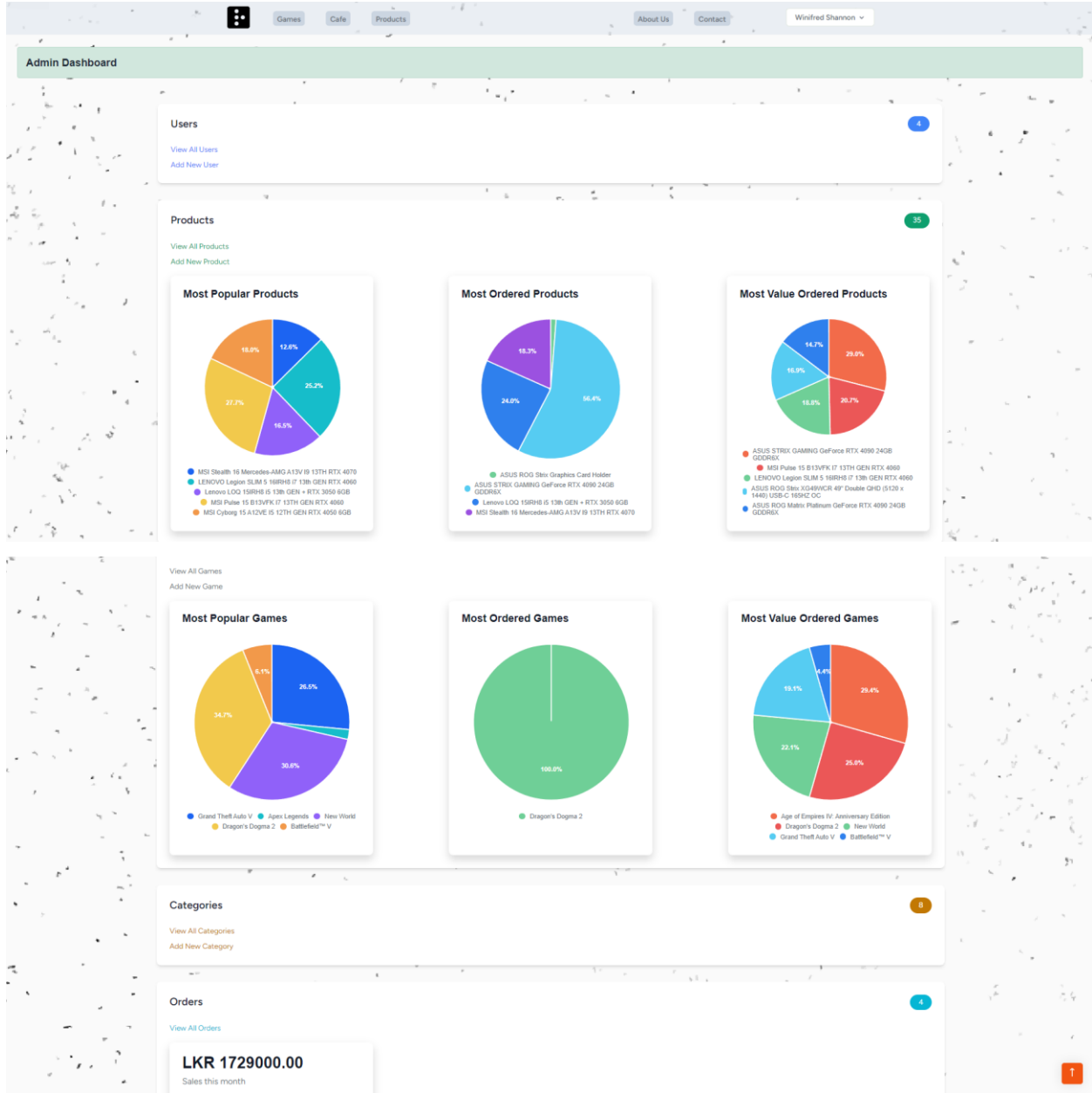


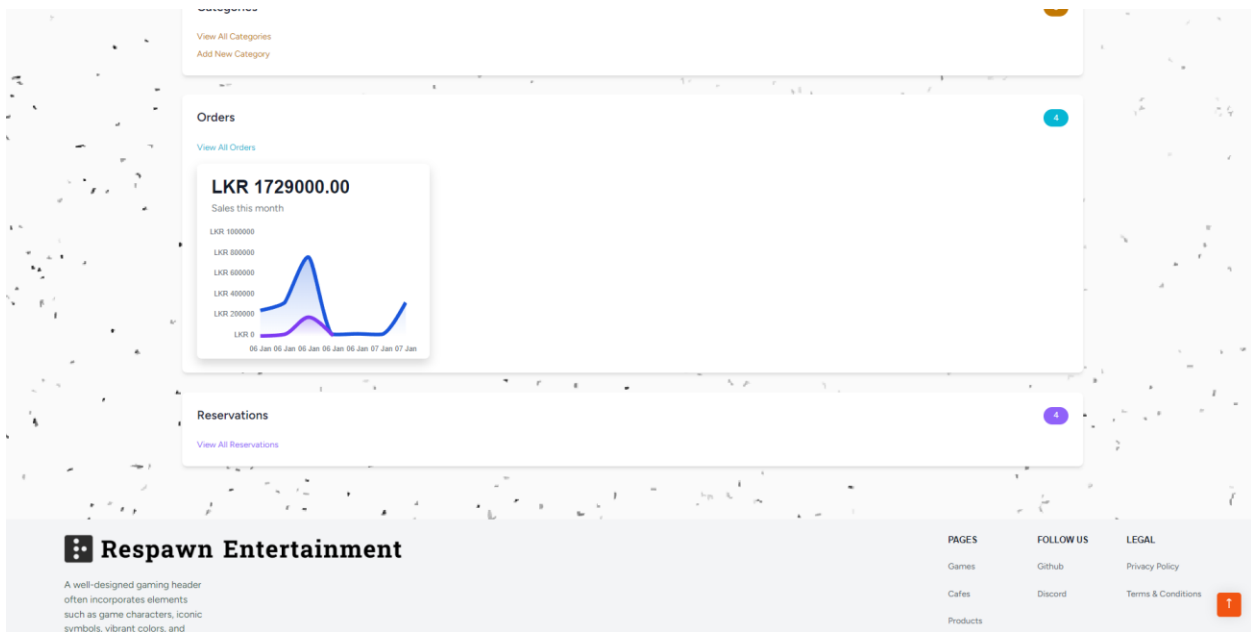
11.1.22 Customer Support Chat Bot



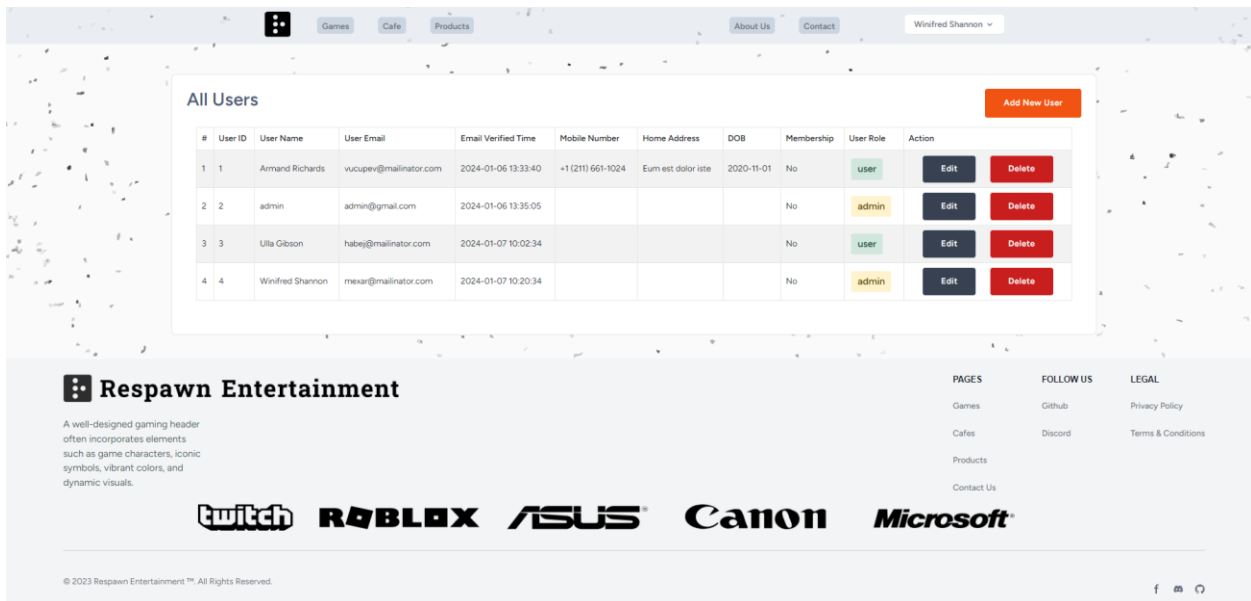
11.2 Admin

11.2.1 Admin Dashboard





11.2.2 Admin User Management (CRUD)



Home Add New User

Games Cafes Products About Us Contact Winifred Shannon

Add New User

All Users

User Name
lmy@mailinator.com

User Email
Enter User Email

User's Password
.....

User's Phone Number
Enter User's Phone Number

User's Home Address
Enter User's Address

User's Date of Birth
mm/dd/yyyy

Membership
Yes

User Role
User

User added successfully!

Home Edit User

Games Cafes Products About Us Contact Admin

Edit User

All Users

Name
Octavia Steele

Email
zirynenib@mailinator.com

Password
.....

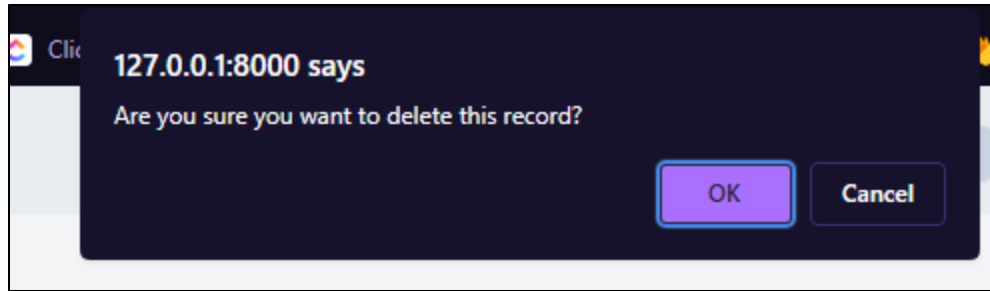
Phone Number
+1 (899) 476-3693

Home Address
Eilit pariatur Duis

Date of Birth
07/07/1993

User Role
User

User updated successfully!



11.2.3 Admin Category Management (CRUD)

All Categories Add New Category

#	Category ID	Category Name	Category Slug	Action
1	1	Laptops	0001	Edit Delete
2	2	Processors	0002	Edit Delete
3	3	Motherboards	0003	Edit Delete
4	4	Graphic Cards	0004	Edit Delete
5	5	Memory (RAM)	0005	Edit Delete
6	6	Cooling and Lighting	0006	Edit Delete
7	7	Keyboards, Mice & Gamepads	0007	Edit Delete
8	8	Monitors & Accessories	0008	Edit Delete

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A well-designed gaming header often incorporates elements such as game characters, iconic symbols, vibrant colors, and

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Products

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Terms & Conditions

Home > Add New Category

Add New Category

[All Categories](#)

Name

Slug

[Add Category](#)

Home > Edit Category

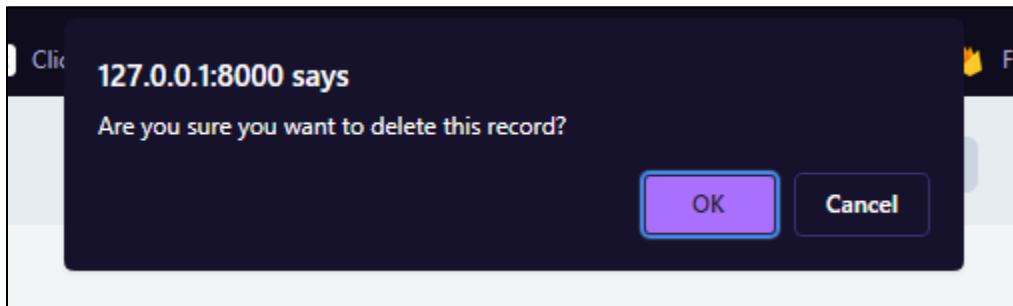
Edit Category

[All Categories](#)

Name

Slug

[Update Category](#)



11.2.4 Admin Games Management (CRUD)

Games Cafe Products About Us Contact Winfred Shannon

All Games

[Add New Game](#)

Game ID	Image	Game Name	Genre	Description	Price	Action
1		Grand Theft Auto V	action	Grand Theft Auto V for PC offers players the option to explore the award-winning world of Los Santos and Blaine County in resolutions of up to 4k and beyond, as well as the chance to experience the game running at 60 frames per second.	LKR 13000.00	Edit Delete
2		Apex Legends	battle-royale	Apex Legends is the award-winning, free-to-play Hero Shooter from Respawn Entertainment. Master an ever-growing roster of legendary characters with powerful abilities, and experience strategic squad play and innovative gameplay in the next evolution of Hero Shooter and Battle Royale.	LKR 1000.00	Edit Delete
3		New World	adventure	Explore a thrilling, open-world MMO filled with danger and opportunity where you'll forge a new destiny on the supernatural island of Aeternum.	LKR 15000.00	Edit Delete
4		Dragon's Dogma 2	rpg	Dragon's Dogma 2 is a single player, narrative driven action-RPG that challenges the players to choose their own experience – from the appearance of their Arisen, their vocation, their party, how to approach different situations and more – in a truly immersive fantasy world.	LKR 17000.00	Edit Delete
5		Battlefield™ V	shooter	This is the ultimate Battlefield V experience. Enter mankind's greatest conflict with the complete arsenal of weapons, vehicles, and gadgets plus the best customization content of Year 1 and 2.	LKR 3000.00	Edit Delete
6		Summer Memories	simulation	It's summer break, and it's been years since you've last seen your aunt and cousins in the countryside! You don't know what to expect, but what could go wrong? Find out in Summer Memories!	LKR 1500.00	Edit Delete
7		Age of Empires IV: Anniversary Edition	strategy	Celebrating its first year of delighting millions of global players, the award-winning and best-selling strategy franchise continues with Age of Empires IV: Anniversary Edition, putting you at the center of even more epic historical battles that shaped the world.	LKR 20000.00	Edit Delete
8		Warframe	action	Awaken as an unstoppable warrior and battle alongside your friends in this story-driven free-to-play online action game	LKR 0.00	Edit Delete
9		THE FINALS	action	Join THE FINALS, the world-famous, free-to-play, combat-centered game show! Fight alongside your teammates in virtual arenas that you can alter, exploit, and even destroy. Build your own playstyle in this first-person shooter to win escalating tournaments and lasting fame.	LKR 0.00	Edit Delete
10		Call of Duty®: Warzone™	battle-royale	Welcome to Call of Duty®: Warzone™, the massive free-to-play combat arena which now features the brand-new map, Urzikstan.	LKR 0.00	Edit Delete

Add New Game

[All Games](#)

Game Name

Description

Genre

Release Date

Platform

Rating

Publisher

Game Image
 No file chosen


Developer

Home > Edit Game

Edit Game

[All Games](#)

Game Name

 No file chosen

Genre

Description

Price

11.2.5 Admin Order Management

Games
Cafe
Products
About Us
Contact
Winifred Shannon



All Orders

Select User

All Users




Order Details

Order ID: 1
Order Date: 2024-01-06 15:12:24

Product	Quantity	Price	Subtotal	Image
MSI Stealth 16 Mercedes-AMG A13V i9 13TH RTX 4070	1	LKR 250000.00	LKR 250000.00	
Lenovo LOQ 15IRH8 i5 13th GEN + RTX 3050 6GB	1	LKR 327000.00	LKR 327000.00	
Total			LKR 577000.00	

Order Details

Order ID: 2
Order Date: 2023-12-06 15:14:11

Product	Quantity	Price	Subtotal	Image
ASUS STRIX GAMING GeForce RTX 4090 24GB GDDR6X	1	LKR 769000.00	LKR 769000.00	
ASUS ROG Strix Graphics Card Holder	1	LKR 17000.00	LKR 17000.00	
G.Skill Ripjaws S5 16GB 5600MHz	1	LKR 22000.00	LKR 22000.00	



All Orders

Select User

Ulla Gibson

Order Details

Order ID: 4
Order Date: 2024-01-07 10:11:57

Product	Quantity	Price	Subtotal	Image
Dragon's Dogma 2	1	LKR 17000.00	LKR 17000.00	
Lenovo LOQ 15IRH8 i5 13th GEN + RTX 3050 6GB	1	LKR 327000.00	LKR 327000.00	
Total			LKR 344000.00	

Continue Shopping

11.2.5 Café Business Hour Management

Business Hours

Monday	09:00	17:00	30	<input type="checkbox"/> OFF
Tuesday	09:00	17:00	30	<input type="checkbox"/> OFF
Wednesday	09:00	17:00	30	<input type="checkbox"/> OFF
Thursday	09:00	17:00	30	<input type="checkbox"/> OFF
Friday	09:00	17:00	30	<input type="checkbox"/> OFF
Saturday	09:00	17:00	30	<input type="checkbox"/> OFF
Sunday	09:00	17:00	30	<input type="checkbox"/> OFF

[Save](#)

11.2.6 Admin Reservation Management

Games Cafe ProductsAbout Us ContactWinifred Shannon

All Reservations

Select User

All Users

Reservation Details

Reservation ID: 1
Reservation Date: 2024-01-06
Reservation Time: 17:00

Reservation Details

Reservation ID: 2
Reservation Date: 2024-01-10
Reservation Time: 10:30

Reservation Details

Reservation ID: 3
Reservation Date: 2024-01-08
Reservation Time: 09:30

Reservation Details

Reservation ID: 4
Reservation Date: 2024-01-08
Reservation Time: 10:30

[Back to Dashboard](#)

All Reservations

Select User

Ulla Gibson

Reservation Details

Reservation ID: 4

Reservation Date: 2024-01-08

Reservation Time: 10:30

[Back to Dashboard](#)

12. References

Laravel - The PHP Framework For Web. (2011). Retrieved from Laravel.com:
<https://laravel.com/docs>

Laravel. (n.d.). *Laravel - The PHP Framework For Web Artisans.* Retrieved from Laravel.com:
<https://laravel.com/docs/8.x/sanctum>

stripe. (n.d.). *Documentation | Stripe.* Retrieved from <https://stripe.com/>: <https://stripe.com/docs>