**Business Requirement Specification (BRS)**

Title: Red Bus

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1. Introduction

* **Purpose**: The purpose of the Bus Booking Module is to facilitate a seamless and user-friendly bus ticket booking experience for RedBus users. It aims to provide a robust and efficient system for searching available buses, selecting seats, managing bookings, and processing secure online payments.
* **Scope:** This project covers the development of new features and enhancements for the RedBus platform, including Bus booking, Payment processing, Multimodal Integration, Enhanced User Experience.
* **Background**: RedBus's commitment to providing a comprehensive travel ecosystem, catering to the evolving needs of its user base. By incorporating buses, trains, and cabs into a single platform, RedBus aims to streamline the travel booking process, foster connectivity, and elevate the overall travel experience for its users.

2. Business Objectives

* **Objective 1**: Offering users a one-stop solution for booking buses.
* **Objective 2**: Users should be able to cancel bus.
* **Objective 3**: Ensuring secure and efficient transactions for all modes of transportation.
* **Objective 4**: Users should be able to view ticket details.

3. Functional Requirements

* **Requirement 1**: User Login
* Users should be able to log in to access their accounts or personalized content.
* **Requirement 2**: Search Bus
* Users should possess the capability to search for available buses based on their preferences and travel criteria.
* **Requirement 3**: Book Bus
* Users should have the functionality to book their preferred bus tickets through the platform.
* **Requirement 4**: Offers for Bus
* User should be able to Find offers available for bus.
* **Requirement 5:** Payment Processing.
* The system should support various payment methods.
* **Requirement 6:** Cancellation
* Users should be able to cancel or modify bookings, subject to the travel cancellation policy.
* **Requirement 7:** Customer Support and Help Desk.
* Provide a support system for users to contact customer service.

4. Non-Functional Requirements

* **Requirement 1**: Performance
* The platform should handle a high volume of simultaneous users.
* Response times for searches and bookings should be optimized.

* **Requirement 2**: Security
* Implement robust security measures to protect user data and transactions.
* Ensure compliance with industry standards for data security.
* **Requirement 3**: Scalability
* The system should be scalable to accommodate future growth in user numbers and services.
* **Requirement 4:** Reliability
* The platform should be reliable with minimal downtime for maintenance.

5. Use Cases

* **Use Case 1**: User should be able to Login.
* **Use Case 2**: User should be able to Search and Book.
* **Use Case 3**: User should be able to Make a Payment.
* **Use Case 4**: User should be able to Cancel Booking.
* **Use Case 5**: User should be able to Contact Customer Support.

6. Constraints

* **Constraint 1**: Geographic and Service Limitations Constraint.
* The availability of certain transportation services (buses, trains, cabs) may be limited by geographic regions and service providers.
* **Constraint 2**: Regulatory Constraint.
* Compliance with local and international laws and regulations related to data privacy, consumer protection, and payment processing.
* **Constrain 3:** Data Protection and Privacy Laws.
* The platform must comply with international and regional data protection and privacy laws, ensuring the secure handling and storage of user data.

7. Assumptions and Dependencies

* **Dependency 1**: Payment Gateway
* The system relies on third-party payment gateways for processing customer payments securely. Dependencies on the availability and functionality of these gateways are critical.
* **Dependency 2:** Regulatory Approvals
* Dependencies on obtaining necessary regulatory approvals for expanding services into new regions.
* **Assumption 1**: User Internet Connectivity
* Users are assumed to have access to stable internet connections for seamless online booking experiences. Offline functionalities are limited to essential features.
* **Assumption 2:** Device Compatibility
* It is assumed that users are accessing the platform through devices and browsers that support modern web standards. Compatibility testing will be focused on widely used browsers and devices.