Customer:

User Story: As a customer, I want to create an account so that I can easily make reservations for vehicle rentals.

Acceptance Criteria:

Customers can input personal details (name, contact, driver's license).

A confirmation email is sent upon successful account creation.

The account is stored securely in the database

Customer

User Story: As a customer, I want to search for available vehicles based on my preferences so that I can find a suitable car for my rental needs.

Acceptance Criteria:

Users can filter vehicles by type, price, and seating capacity.

The system displays available vehicles that match the search criteria.

Users can view detailed information about each vehicle.

Customer

User Story: As a customer, I want to confirm my reservation so that I can secure the vehicle for my rental period.

Acceptance Criteria:

Customers receive a rental quote before confirmation.

Reservation details are stored in the customer profile.

Customers receive a confirmation notification via email.

Staff

User Story: As customer service staff, I want to verify customer reservations so that I can ensure a smooth vehicle pickup process.

Acceptance Criteria:

Staff can access customer reservations through the system.

The system allows staff to verify customer identity and reservation details.

Any discrepancies are flagged for resolution.

Fleet Manager

User Story: As a fleet manager, I want to track vehicle conditions so that I can schedule maintenance and ensure vehicle safety.

Acceptance Criteria:

The system allows staff to log vehicle conditions upon return.

Maintenance needs are automatically flagged in the system.

Reports can be generated to view the status of all vehicles in the fleet.

Administrator

User Story: As an administrator, I want to generate reports on customer feedback so that I can identify areas for service improvement.

Acceptance Criteria:

Reports can be filtered by date range and vehicle type.

Admins can view summarized ratings and detailed feedback.

The system allows exporting reports in multiple formats (e.g., PDF, CSV).

Customer

User Story: As a customer, I want to provide feedback after my rental so that I can help improve the service.

Acceptance Criteria:

Customers receive a prompt for feedback via email after vehicle return.

The feedback form is simple and user-friendly.

Feedback is recorded and linked to the customer's rental history.

Customer

User Story: As a customer, I want to view my reservation history so that I can manage my future bookings.

Acceptance Criteria:

Customers can access a list of past and upcoming reservations.

Reservation details are displayed, including rental dates and vehicle information.

Customers can easily modify or cancel future reservations.

Customer

User Story: As a customer, I want to request additional services during booking so that I can have everything I need for my trip.

Acceptance Criteria:

Customers can select additional services (e.g., GPS, child seats) during the reservation process.

The system updates the total rental cost to reflect additional services.

Confirmation of additional services is sent to the customer.

Customer Service Staff

User Story: As customer service staff, I want to assist customers with their inquiries so that I can provide excellent service and resolve issues quickly.

Acceptance Criteria:

Staff can access customer profiles and rental history during interactions.

The system logs all customer interactions for future reference.

Staff can escalate issues to management as needed.