**1. Customer Account Creation**

* **Actor:** Customer
* **Description:** Customers register by entering personal details like name, contact, and driver's license information. Upon successful account creation, they receive a confirmation email.
* **Preconditions:** None.
* **Trigger:** Customer selects the "Create Account" option on the website.
* **Acceptance Criteria:** Account is stored securely in the database, and a confirmation email is sent.

**2. Vehicle Search and Reservation**

* **Actor:** Customer
* **Description:** Customers search and filter available cars by criteria like type, seating capacity, and price. Once a vehicle is selected, the system displays a rental quote.
* **Preconditions:** Customer has an account and is logged in.
* **Trigger:** Customer initiates a vehicle search.
* **Acceptance Criteria:** System displays available vehicles, provides detailed information, and confirms reservation with an email.

**3. Vehicle Pickup and Identity Verification**

* **Actor:** Customer Service Staff
* **Description:** Staff verify customer identity and reservation details before handing over the vehicle.
* **Preconditions:** Customer has a confirmed reservation.
* **Trigger:** Customer arrives at the office for vehicle pickup.
* **Acceptance Criteria:** Staff confirm identity and resolve any discrepancies flagged by the system.

**4. Vehicle Return and Condition Logging**

* **Actor:** Fleet Manager
* **Description:** Fleet manager inspects the vehicle, noting condition, fuel level, and any maintenance needs, then updates the system.
* **Preconditions:** Vehicle has been returned by the customer.
* **Trigger:** Vehicle return at the office.
* **Acceptance Criteria:** System logs vehicle condition and schedules any required maintenance.

**5. Feedback Submission**

* **Actor:** Customer
* **Description:** After a rental, the customer receives a prompt to submit feedback regarding their experience.
* **Preconditions:** Vehicle rental completed.
* **Trigger:** Customer returns vehicle and completes transaction.
* **Acceptance Criteria:** Feedback is linked to the customer’s rental history in the CRM module.

**6. Loyalty Program and Rewards Tracking**

* **Actor:** CRM Manager
* **Description:** The system tracks loyalty points for customer rentals, allowing the CRM manager to offer discounts and incentives.
* **Preconditions:** Customer has a rental history.
* **Trigger:** Completion of each rental.
* **Acceptance Criteria:** Points are recorded and accessible for future discount eligibility.

**7. Customer Reservation History Access**

* **Actor:** Customer
* **Description:** Customers can view their reservation history, modify, or cancel future bookings.
* **Preconditions:** Customer has an account and logged in.
* **Trigger:** Customer views profile and reservation history.
* **Acceptance Criteria:** System displays past and upcoming reservations, allowing modifications.

**8. Reporting and Analytics Generation**

* **Actor:** Administrator
* **Description:** Administrators generate reports on metrics like revenue, vehicle usage, and customer feedback for decision-making.
* **Preconditions:** Administrator access level.
* **Trigger:** Admin initiates report generation.
* **Acceptance Criteria:** Reports and analysis appear to the admin only within the analytics screen