1. **Draft 1: Paragraph Format**

**2.3 User Classes and Characteristics**

The Syarti system is designed to support multiple user types, each with distinct roles and responsibilities. These user classes include Customers, Admins, and various categories of Employees. The user interface is primarily in Arabic and designed to accommodate users with varying levels of technical expertise.

**Customers** represent the general public who wish to rent vehicles. They interact with the system to browse available cars, make reservations, process payments, and manage personal profiles. The system aims to provide a user-friendly, mobile-responsive experience tailored to Arabic-speaking users with minimal technical background.

**Admins** are typically the rental agency owners or high-level managers. They require full access to all operational, financial, and administrative features of the system. Admins are expected to be moderately tech-savvy and use the system to manage the vehicle fleet, approve bookings, track expenses, and oversee customer data and feedback.

**Employees** are divided into specialized roles. Pickup/Dropoff Handlers manage car handovers and communicate directly with customers. Fleet Managers maintain vehicle information and service schedules. Legal Verifiers are responsible for validating customer documents and conducting background checks. Accountants review all financial data including taxes, fuel costs, and service expenses. Each employee role has tailored system access suited to their specific tasks.

1. **Draft 2: List Format**

**2.3 User Classes and Characteristics**

1. **🔹 Customers**

* General users who rent cars via the platform.
* Can view, book, and cancel reservations.
* Manage profiles, documents, and payments.
* Submit and view feedback.
* Use smartphones or PCs.
* Expected to have low to moderate technical knowledge.

1. **🔹 Admins**

* Business owners or system supervisors.
* Manage fleet inventory and bookings.
* Oversee customer profiles and legal docs.
* Review financial reports (expenses, taxes, service logs).
* Moderate to advanced technical familiarity expected.

1. **🔹 Employees**

**1. Pickup/Dropoff Handler**

* Manages car handovers to/from customers.
* Views booking data and customer contact info.

**2. Fleet Manager**

* Updates vehicle data, maintenance records, insurance and registration.

**3. Legal Verifier**

* Reviews IDs, licenses, passports.
* Performs background checks for new customers.

**4. Accountant**

* Reviews bills, fuel costs, taxes, service, and registration expenses.