# Overall Description

## Product Perspective

Syarti (CRMS) is currently developed as a standalone front-end web application It acts as the main entry point for users before login for all user roles (Customer, Admin, and Employee). This prototype focuses solely on the presentation layer and does not include any backend logic or database connectivity.

The system is built using HTML5, CSS3, Bootstrap 5 RTL, and Font Awesome icons, and is deployed publicly via GitHub Pages. The user interface is responsive and optimized for both desktop and mobile browsers.

At this stage, the system does not include any backend or database functionality. There are no external interfaces like APIs or third-party services connected yet. However, future development plans include implementing an admin dashboard, backend logic, and a database for car inventory management, user accounts, and transactions. While support for payment gateways is also considered, it has not been implemented yet due to the team's current focus on front-end development.

## **Product Functions**

Syarti currently operates as a front-end-only web prototype with limited static features. The implemented home page provides users with a visually structured experience, laying the groundwork for more advanced functionality. The core logic and dynamic interactions remain under development, with extensive features planned for different user roles in future phases.

### Implemented UI Features:

* Navigation bar for accessing different sections.
* Booking form for selecting location and dates.
* Static car listing with pricing and specifications.
* View All Cars button.
* Testimonials and customer ratings.

### Planned Functional Features:

#### **Customer Role:**

* Book, cancel, and manage reservations.
* Secure online payments.
* View rental history.
* Manage account details, legal documents, and payment options.
* Submit and view customer feedback.

#### **Admin Role:**

* Real-time vehicle inventory management.
* Approve or reject bookings.
* Oversee customer accounts and documents.
* Generate car services reports.
* Track expenses, taxes, and financial reports.
* Control home page offers and pricing rules.

#### **Employee Roles:**

* **Pickup/Dropoff Handlers:** View accepted car bookings, assign themselves to car handoffs, view customer booking data and his contact info.
* **Fleet Managers:** Manges car details (add, remove, update), insurance and registrations, service logs.
* **Legal Verifiers:** Review and validate customers' IDs or Passports, licenses, cars' insurances and registrations, and run background checks
* **Accountants:** Review all tax and expense reports (fuel, insurances, registrations, maintenance fees).

## 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. Each employee role has tailored system access suited to their specific tasks.

### 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.

### 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.

### Employees

#### Pickup/Dropoff Handler

* Manages car handovers to/from customers.
* Views approved bookings’ data and customers’ contact info.

#### Fleet Manager

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

#### Legal Verifier

* Reviews IDs or passports, licenses, insurance policies, and registrations documents.
* Performs background checks for new customers.

#### Accountant

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