# Overall Description

## Product Perspective

**Syarti** (**CRMS**) is currently developed as a standalone **front-end** **prototype** of a web application that 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.

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.

## **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

**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* and *taxes*, as well as *fuel*, *service*, *insurance* and *registration expenses*.

## Operating Environment

* **Deployment Platform:** **GitHub Pages** (*public access* via direct **URL**)
* **System Type:** *Front-end-only prototype* (**HTML5**, **CSS3**)
* **Frameworks/Libraries:**
  + **Bootstrap 5 RTL**
  + **Font Awesome for icons**
* **Browser/Device Compatibility:**
  + Fully **tested** on modern browsers: *Chrome*, *Firefox*, *Safari*, *Edge*
  + **Responsive** on both *desktop* and *mobile*
  + *No minimum* **version requirements**
* **Language and Layout:**
  + **Arabic-only** interface
  + **Fully RTL** support (*including forms and components*)
* **Backend and Database:**
  + *No* **backend**, **APIs**, or **database** currently implemented
  + *No* **hosting plan** yet for future **backend**

## Design and Implementation Constraints

**Syarti** project is being developed solely for **educational** purposes and is currently subject to several *design* and *implementation* **constraints**. While *there are no* **restrictions** on the use of **backend technologies**, the team **lacks** the required experience in **backend development**, and **API integration**. As a result, the system is currently **limited** to a **front-end-only prototype** and hosted via **GitHub Pages** *by choice*, with *no external* **limitations**.

The application is designed for **Arabic-speaking users** only, and no **multilingual** or accessibility support is currently implemented. Due to the **academic nature** of the project, *there are no* *requirements* to follow **privacy laws**, **rental regulations**, or **data protection** practices, and the system *does not* **store** or **handle** any **user data**.

## Assumptions and Dependencies

**Syarti’s** prototype is developed under a set of **practical assumptions** and **dependencies**

### Assumptions:

* Users *will have* access to **modern** **desktop** or **mobile** browsers.
* Users *will have* a stable **internet connection**.
* The development team *will acquire* **backend development skills** in future phases.

### Dependencies:

* **Hosting** depends on the *continued availability* of **GitHub Pages**.
* **UI** depends on the **Bootstrap 5 RTL** framework and **Font Awesome icon** library.
* Future features *will depend* on integration with **third-party** services such as ***payment gateways*** and ***database*** systems.