Business Requirement Specification (BRS) Template

Title: getyourguide

Document Version: 1.0

Date: 6/11/2023

Prepared by: Aromal S

1. Introduction

· Purpose: getyourguide aims to provide a user friendly and efficient guide booking platform.

· Scope: In This project include Booking ,wish listing and Reservation, Payment processing, User review and feedback, Search Using Text, Help center etc.

· Background: getyourguide provides guides at a affordable rate worldwide .

2. Business Objectives

· Objective 1: Enhance Customer Experience.

· Objective 2: Efficient Payment Processing.

· Objective 3: Maintain Quality Standard.

3. Functional Requirements

· Requirement 1: The user can be able to register and login to the system.

* Users should be able to create accounts and log in securely.
* Different roles, such as customers, guide, and administrators, may exist, each with specific permission

· Requirement 2: The Registered user can be able to do online Payment Processing.

* Users should be able to filter and sort search results based on criteria such as price, rating, proximity, and amenities.

· Requirement 3: User can be able to search and book a guide.

* Users should be able to search for guides by location, date, price, and other criteria.
* Detailed guides listings should display information about guides, prices, and availability.
* Users should be able to book guides and receive booking confirmations.

· Requirement 4: User can be able to view reviews

* Users should be able to view filter the reviews
* Ratings and reviews should be visible to other users during the booking process.
* Requirement 5: Cancellation and Modification.
* Users should be able to cancel or modify bookings.
* The system should handle refunds and modifications accordingly.
* Requirement 6: User can be able to Filter and Sorting.
* Users should be able to filter and sort search results based on criteria such as price, rating, proximity, and amenities.
* Requirement 7: User can be able to connect with Support and help desk.
* Provide a support system for users to contact customer service, report problems, and request assistance.
* Maintain a help centre with FAQs, guides, and contact information.
* Requirement 8: User Notification
* Notifications can be delivered via email, SMS, or push notifications.
* The system should send notifications to users regarding booking confirmations, reminders, and updates.
* Requirement 9: Guide Availability
* Guide should have the capability to manage their availability , update their rates, and update their details
* Requirement 10: User Profile.
* Users should be able to edit their profiles, manage personal information, and view their booking history.

4. Non-Functional Requirements

* **Requirement 1**: Security
* Authentication: - Users, both customers, and staff, should be securely authenticated and authorized to access their respective functionalities.
* Data Encryption: Sensitive information, such as payment details and personal data, should be encrypted during transmission and storage.
* **Requirement 2**: Performance
* Response Time: The system should respond to user requests within a specified timeframe, such as under 2 seconds for most operations.
* Scalability: The system should handle a large number of concurrent users and bookings without a significant drop in performance.
* Availability: The system should be available 24/7 with minimal downtime, aiming for 99.9% uptime

5. Use Cases

* **Use Case 1**: User Registration.
* **Use Case 2**: Search and Book.
* **Use Case 3**: Update User Profile.
* **Use Case 4**: Make a Payment.
* **Use Case 5**: Modify and Cancel Booking.
* **Use Case 6**: Contact Customer Support.

6. Constraints

* **Constraint 1**: Geographical Constraint.
* Regional variations in user preferences, regulations, and market conditions, which may affect the system's adaptation in different areas.
* **Constraint 2**: Regulatory Constraint.
* Compliance with local and international laws and regulations related to data privacy, consumer protection, and payment processing.
* **Constrain 3:** Content and Data Licensing.
* Constraints related to content and data licensing agreements for hotel listings, images, and other information.

7. Assumptions and Dependencies

* **Dependency 1**: Payment Gateway
* The system relies on third-party payment gateways for processing customer payments securely. Dependencies on the availability and functionality of these gateways are critical.
* **Assumption 1**: User Authentication
* Users are assumed to have valid email addresses or mobile phone numbers that can be used for registration and authentication. Users are also assumed to provide accurate information during registration.