**Business Requirement Specification (BRS) Template**

**Title**: GetYourGuide

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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 .
* Different roles, such as customers and guide may exist, each with specific permission.
* **Requirement 2**: Payment Processing.
* The system should support various payment methods .
* **Requirement 3:** Search and book a guide.
* Search for guides for multiple events, locations…
* Detailed guide listings should display information about guides.
* Booking of guides should be possible as per need.
* **Requirement 4**: Reviews
* Ratings and reviews should be available for users.
* **Requirement 5**: Cancellation and Modification.
* Users should be able to cancel or modify bookings.
* The system should handle refunds and modifications accordingly.
* **Requirement 7**: Support and help desk.
* Provide a support system for users to contact customer service, report problems, and request assistance.
* **Requirement 8**: Notification.
* The system should send notifications to users.
* **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.
* 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 .

5. Use Cases

* **Use Case 1**: User Registration.
* **Use Case 2**: User Should be able to Search and Book Guides.
* **Use Case 3**: User Should be able to Update their Profile.
* **Use Case 4**: User Should be able to Make a Payment.
* **Use Case 5**: User should be able to Modify and Cancel Booking.
* **Use Case 6**: User should be able to Contact Customer Support.

6. Constraints

* **Constraint 1**: Regulatory Constraint.
* Compliance with local and international laws and regulations related to data privacy, consumer protection, and payment processing.
* **Constrain 2:** 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.