

# Product Backlog

## High Priority

- **US11: Manage Hotels:** As an Admin, I want to add and manage hotels within the system so that hotel information is accurate and reflective of available inventory
  - **US11.1:** Provide an intuitive interface for admins to add new hotels with necessary details like name, location, contact information, and amenities.
  - **US11.2:** Enable updating and editing of existing hotel information to ensure accuracy.
  - **US11.3:** Allow removal of hotel listings to maintain an up-to-date inventory.
  
- **US09: Managing Rooms:** As an Admin, I want to add and manage rooms so that I can optimise usage and costs
  - **US09.1:** Allow detailed entry of new room information including type, price, capacity, and special features.
  - **US09.2:** Facilitate easy updates to existing room details to keep information current.
  - **US09.3:** Provide functionality to remove rooms that are no longer available or in service.
  
- **US12: Manage Accounts:** As an Admin, I want to add, update, or remove user accounts so that I can ensure account information is accurate, secure, and up-to-date.
  - **US12.1:** Allow the creation of new user accounts so that I can grant system access to authorized users.
  - **US12.2:** Enable updating of existing user details so that I can keep account information current and accurate.
  - **US12.3:** Provide functionality to remove user accounts so that I can maintain security and restrict access when necessary.
  - **US12.4:** Ensure that all account modifications are logged so that I can track changes for auditing purposes.

- **US02: Booking a Hotel Room:** As a Guest, I want to securely book a hotel room in real-time so that I have my accommodation confirmed to my liking
  - **US02.1:** Display comprehensive room details, including images, descriptions, pricing, and available dates.
  - **US02.2:** Offer guests the ability to select additional services such as breakfast, airport transportation, or special accommodations.
  - **US02.3:** Issue immediate booking confirmations and receipts upon successful payment transactions to assure guests of their reservations.
- **US08: Register/Login:** As a User, I want to authenticate myself by logging in or creating a new account through signup so that I can book a room:
  - **US08.1:** Provide a registration option for new users so that I can create an account to access hotel booking services.
  - **US08.2:** Enable secure login with valid credentials so that I can access my account safely.
  - **US08.3:** Implement verification via a PIN for new signups so that I can ensure account security.
  - **US08.4:** Notify users of successful login so that I can confirm access to my account.
  - **US08.5:** Redirect users to the homepage upon successful authentication so that I can start browsing and booking rooms immediately.

## Medium Priority

- **US01: Searching and Filtering Hotels:** As a Guest, I want to search and filter hotels so that I can quickly find suitable accommodation.
  - **US01.1:** Allow guests to search hotels by entering location, check-in/check-out dates, and specific preferences (room type, budget, etc.).
  - **US01.2:** Enable filtering of search results based on amenities (Wi-Fi, breakfast, swimming pool, etc.) to enhance guest convenience.
  - **US01.3:** Provide sorting options by price, user ratings, or proximity to major landmarks or airports to streamline decision-making.
- **US13: Adjust Prices:** As Hotel Management, I want to modify room pricing so that I can maintain competitive pricing and manage revenue effectively.

- **US13.1:** Allow real-time adjustments to room pricing so that I can respond to changing market conditions.
- **US13.2:** Provide an option to set automatic pricing rules based on predefined conditions so that I can streamline pricing updates.
- **US13.3:** Ensure price changes are logged and documented so that I can maintain a history of adjustments for auditing and analysis.
  
- **US03: Managing Bookings:** As a Guest, I want to manage my bookings so that I can adjust my travel plans easily and avoid miscommunication with the Hotel
  - **US03.1:** Provide guests with easy access to view their booking history and upcoming reservation details.
  - **US03.2:** Implement automated notifications via email or SMS to inform guests promptly of any booking changes, modifications, or cancellations.
  
- **US010: Viewing Booking Data:** As Hotel Staff, I want to access detailed booking data so that I can improve customer service and operational management.
  - **US010.1:** Facilitate quick retrieval of booking information based on guest name, booking dates, or room numbers for efficient customer service.
  - **US010.2:** Provide access to detailed guest profiles to personalize guest services and improve customer satisfaction.
  
- **US15: Process Payment:** As Hotel Management, I want to process and verify payments so that I can ensure all financial transactions are handled securely and accurately.
  - **US15.1:** Integrate with secure payment gateways so that I can process transactions reliably.
  - **US15.2:** Validate and confirm payment details before processing so that I can prevent errors or fraud.
  - **US15.3:** Update booking statuses automatically upon successful payments so that I can ensure accurate records.
  - **US15.4:** Maintain detailed logs of all transactions so that I can support auditing and financial reconciliation.

## Low Priority

- **US04: Providing Feedback:** As a Guest, I want to submit feedback about my stay so that service quality can be enhanced
  - **US04.1:** Allow guests to submit detailed reviews and ratings for hotels and rooms post-stay.
  - **US04.2:** Enable uploading of multimedia (photos/videos) with reviews to enhance feedback authenticity and usefulness.
  - **US04.3:** Provide the option for guests to edit or update previously submitted reviews.
  
- **US014: Generating Reports:** As Hotel Management, I want to generate detailed performance reports so that I can monitor progress
  - **US014.1:** Generate comprehensive occupancy and revenue reports to help management analyze performance.
  - **US014.2:** Allow reports to be exported in widely used formats such as Excel and PDF for better accessibility and review.
  
- **US05: Facilitating Group Bookings:** As a Travel Agent, I want to manage bulk room reservations so that I can efficiently arrange group bookings
  - **US05.1:** Enable travel agents to manage bulk reservations efficiently.
  - **US05.2:** Allow easy assignment and management of individual rooms within group reservations.
  - **US05.3:** Implement a flexible system for applying and managing group discounts.
  
- **US06: Selecting Favourites/ Adding to the WishList:** As a Guest, I want to select and save hotels or specific rooms for future bookings so that I can reduce searching and filtering time
  - **US06.1:** Allow guests to add hotels or rooms to their favourites so that I can quickly access preferred options for future bookings.
  - **US06.2:** Enable easy removal of hotels or rooms from the favourites list so that I can manage my preferences efficiently.
  - **US06.3:** Ensure favourites are accessible in a dedicated tab so that I can conveniently review my saved options anytime.

- **US07: Enrolling in Loyalty Program:** As a Guest, I want to enroll in and participate in the loyalty program so that I can earn and redeem points or coupons for future bookings.
  - **US07.1:** Provide an option for eligible guests to join the loyalty program so that I can start accumulating rewards.
  - **US07.2:** Notify guests about their loyalty status and available rewards so that I can stay informed about my benefits.
  - **US07.3:** Allow guests to redeem earned points or coupons during bookings so that I can take advantage of my loyalty benefits.
  
- **US08: Express Check-In for Returning Guests:** As a Returning Guest, I want to check in online before arriving at the hotel so that I can skip the front desk and go straight to my room.
  - **US08.1:** Allow returning guests with a confirmed booking to check in online via the hotel's website or mobile app.
  - **US08.2:** Verify the guest's booking and identity through an OTP sent via email/SMS..
  - **US08.3:** If payment is incomplete, prompt the guest to complete the payment before proceeding with check-in.
  - **US08.4:** Provide room access details (digital key code or pickup instructions) after successful check-in.

## Structured Specifications

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### US01: Searching and Filtering Hotels

#### US01.1: Searching Hotels

Pre-condition: User inputs valid search criteria.

Post-condition: Hotels matching criteria are displayed.

Normal Flow: Enter location, dates → Search → Display results.

Alternative Flow: Notify if no results are found.

### **US01.2: Filtering Hotels by Amenities**

Pre-condition: Hotels are listed from the initial search.

Post-condition: Filtered hotel results are displayed.

Normal Flow: Select amenities → Apply filter → Display updated results.

Alternative Flow: Alert if no matching amenities are found.

### **US01.3: Sorting Hotels**

Pre-condition: Hotels are listed.

Post-condition: Hotels are sorted as per user choice.

Normal Flow: Choose sorting criteria → Display sorted results.

Alternative Flow: Default sorting if criteria are unspecified.

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## **US02: Booking a Hotel Room**

### **US02.1: Display Room Details**

Pre-condition: User selects a hotel.

Post-condition: Comprehensive room details are displayed.

Normal Flow: Select hotel → View room details → Display images, descriptions, and pricing.

Alternative Flow: Notify if no rooms are available.

### **US02.2: Selecting Additional Services**

Pre-condition: User is in the booking process.

Post-condition: Selected additional services are added to the booking.

Normal Flow: Choose additional services → Confirm selection → Update booking summary.

Alternative Flow: Notify if service is unavailable.

### **US02.3: Booking Confirmation**

Pre-condition: Payment is successfully processed.

Post-condition: Booking confirmation and receipt are generated.

Normal Flow: Process payment → Generate confirmation → Send receipt via email/SMS.

Alternative Flow: Notify if payment fails.

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## **US03: Managing Bookings**

### **US03.1: Viewing Booking History**

Pre-condition: User is logged in.

Post-condition: Booking history is displayed.

Normal Flow: Navigate to bookings → View past and upcoming reservations.

Alternative Flow: Notify if no booking history is available.

### **US03.2: Automated Notifications**

Pre-condition: A booking is modified.

Post-condition: User receives a notification.

Normal Flow: Update booking → Send notification via email/SMS.

Alternative Flow: Notify if the message fails to send.

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## **US04: Providing Feedback**

### **US04.1: Submitting Reviews**

Pre-condition: User has completed their stay.

Post-condition: Review is submitted successfully.

Normal Flow: Select stay → Enter review → Submit.

Alternative Flow: Notify if submission fails.

### **US04.2: Uploading Multimedia**

Pre-condition: User is submitting a review.

Post-condition: Photos/videos are attached to the review.

Normal Flow: Select media → Upload → Attach to review.

Alternative Flow: Notify if the upload fails.

### **US04.3: Editing Reviews**

Pre-condition: User has submitted a review.

Post-condition: Updated review is saved.

Normal Flow: Locate review → Edit content → Save changes.

Alternative Flow: Notify if editing is restricted.

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## **US05: Facilitating Group Bookings**

### **US05.1: Bulk Reservations**

Pre-condition: Travel agent is logged in.

Post-condition: Group reservation is successfully created.

Normal Flow: Enter booking details → Assign rooms → Confirm booking.

Alternative Flow: Notify if room allocation is unavailable.

### **US05.2: Managing Assigned Rooms**

Pre-condition: Group booking exists.

Post-condition: Individual room assignments are updated.

Normal Flow: Select booking → Update room assignment → Save changes.

Alternative Flow: Notify if rooms are unavailable.

### **US05.3: Managing Group Discounts**

Pre-condition: Bulk reservation is eligible for a discount.

Post-condition: Discount is applied.

Normal Flow: Apply discount → Confirm price adjustment → Save booking.

Alternative Flow: Notify if the discount is invalid.

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## **US06: Selecting Favourites/Adding to WishList**

### **US06.1: Adding Hotels or Rooms to Favourites**

Pre-condition: User is logged in.

Post-condition: Hotel/room is saved to favourites.

Normal Flow: Select hotel/room → Click add to favourites → Save.

Alternative Flow: Notify if the action fails.

### **US06.2: Removing Hotels or Rooms from Favourites**

Pre-condition: User has items in favourites.

Post-condition: Item is removed from favourites.

Normal Flow: Open favourites → Select item → Remove.

Alternative Flow: Notify if the removal fails.

### **US06.3: Accessing Favourites**

Pre-condition: User is logged in.

Post-condition: Favourites list is displayed.



Normal Flow: Navigate to favourites → View saved hotels/rooms.

Alternative Flow: Notify if the favourites list is empty.

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## **US07: Enrolling in Loyalty Program**

### **US07.1: Joining the Loyalty Program**

Pre-condition: User meets eligibility criteria.

Post-condition: User is enrolled.

Normal Flow: Accept invitation → Enroll in program → Receive confirmation.

Alternative Flow: Notify if eligibility criteria are not met.

### **US07.2: Receiving Loyalty Status Updates**

Pre-condition: User is enrolled in the program.

Post-condition: Loyalty status and rewards are displayed.

Normal Flow: Log in → Navigate to loyalty section → View status.

Alternative Flow: Notify if no loyalty data is available.

### **US07.3: Redeeming Points or Coupons**

Pre-condition: User has available points.

Post-condition: Discount is applied to the booking.

Normal Flow: Select booking → Apply points/coupons → Confirm.

Alternative Flow: Notify if insufficient points.

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## **US08: Register/Login**

### **US08.1: User Registration**

Pre-condition: User provides valid registration details.

Post-condition: Account is successfully created.

Normal Flow: Enter registration details → Submit → Receive verification PIN → Verify PIN → Account created.

Alternative Flow: Notify user if registration details are invalid or if the email/phone number is already in use.

### **US08.2: Secure Login**

Pre-condition: User has a registered account.

Post-condition: User is successfully logged in.

Normal Flow: Enter login credentials → Authenticate → Redirect to homepage.

Alternative Flow: Notify user if login credentials are incorrect.

### **US08.3: PIN Verification for Signup**

Pre-condition: User has successfully submitted registration details.

Post-condition: Account is verified and activated.

Normal Flow: System sends verification PIN → User enters PIN → Account activated.

Alternative Flow: Notify user if PIN is incorrect or expired.

### **US08.4: Successful Login Notification**

Pre-condition: User has entered correct credentials.

Post-condition: User receives confirmation of login.

Normal Flow: Authenticate user → Notify successful login → Redirect to homepage.

Alternative Flow: Alert if login is from a new device and require additional verification.

### **US08.5: Homepage Redirection**

Pre-condition: User is successfully authenticated.

Post-condition: Homepage is displayed.

Normal Flow: Authenticate → Redirect to homepage.

Alternative Flow: Redirect user to an onboarding page if first-time login.

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## **US09: Managing Rooms**

### **US09.1: Adding New Rooms**

Pre-condition: Admin has the necessary permissions.

Post-condition: Room is successfully added to the system.

Normal Flow: Enter room details → Save → Confirm addition.

Alternative Flow: Notify if required fields are missing.

### **US09.2: Updating Room Details**

Pre-condition: Room exists in the system.

Post-condition: Updated details are saved.

Normal Flow: Select room → Edit details → Save changes.

Alternative Flow: Notify if update fails due to missing or incorrect data.

### **US09.3: Removing Rooms**

Pre-condition: Admin has necessary permissions.

Post-condition: Room is removed from active listings.

Normal Flow: Select room → Remove → Confirm deletion.

Alternative Flow: Notify if the room cannot be deleted due to active bookings.

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## **US10: Viewing Booking Data**

### **US10.1: Retrieving Booking Information**

Pre-condition: Hotel staff is logged in.

Post-condition: Booking details are displayed.

Normal Flow: Search by guest name, booking dates, or room number → Display results.

Alternative Flow: Notify if no matching records are found.

## **US10.2: Accessing Guest Profiles**

Pre-condition: Booking exists for the guest.

Post-condition: Detailed guest profile is displayed.

Normal Flow: Select guest name from booking list → View profile.

Alternative Flow: Notify if the profile is incomplete or missing.

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## **US11: Manage Hotels**

### **US11.1: Adding New Hotels**

Pre-condition: Admin has necessary permissions.

Post-condition: Hotel is successfully added to the system.

Normal Flow: Enter hotel details → Save.

Alternative Flow: Notify if details are incomplete or if the hotel already exists.

### **US11.2: Updating Hotel Details**

Pre-condition: Hotel exists in the system.

Post-condition: Updated details are saved.

Normal Flow: Select hotel → Edit details → Save changes.

Alternative Flow: Notify if update fails.

### **US11.3: Removing Hotels**

Pre-condition: Admin has necessary permissions.

Post-condition: Hotel is removed from active listings.

Normal Flow: Select hotel → Remove → Confirm deletion.

Alternative Flow: Notify if hotel has active bookings and cannot be removed.

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## **US12: Manage Accounts**

### **US12.1: Creating User Accounts**

Pre-condition: Admin is logged in.

Post-condition: User account is created.

Normal Flow: Enter user details → Assign role → Save.

Alternative Flow: Notify if details are invalid.

### **US12.2: Updating User Details**

Pre-condition: User account exists.

Post-condition: Updated details are saved.

Normal Flow: Select user → Edit details → Save.

Alternative Flow: Notify if the update fails.

### **US12.3: Removing User Accounts**

Pre-condition: Admin has necessary permissions.

Post-condition: Account is removed.

Normal Flow: Select user → Remove account → Confirm deletion.

Alternative Flow: Notify if the user has active reservations or permissions preventing deletion.

## **US12.4: Logging Account Changes**

Pre-condition: Any modification is made to a user account.

Post-condition: Change is recorded in the system.

Normal Flow: Admin modifies an account → System logs change.

Alternative Flow: Notify if logging fails due to a system issue.

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## **US13: Adjust Prices**

### **US13.1: Modifying Room Pricing**

Pre-condition: Admin has necessary permissions.

Post-condition: Price changes are reflected in the system.

Normal Flow: Adjust pricing → Confirm changes → Save.

Alternative Flow: Notify if the update fails.

### **US13.2: Setting Automated Pricing Rules**

Pre-condition: Admin has access to pricing management.

Post-condition: Automatic pricing rules are applied.

Normal Flow: Define conditions → Save → System updates prices accordingly.

Alternative Flow: Notify if rules conflict with existing settings.

### **US13.3: Logging Price Adjustments**

Pre-condition: Price changes are made.

Post-condition: Adjustments are recorded in the system.

Normal Flow: Modify price → Save → Log entry created.

Alternative Flow: Notify if logging fails.

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## **US14: Generating Reports**

### **US14.1: Generating Occupancy and Revenue Reports**

Pre-condition: Admin is logged in.

Post-condition: Report is generated.

Normal Flow: Select report type → Generate → Display.

Alternative Flow: Notify if report generation fails.

### **US14.2: Exporting Reports**

Pre-condition: Report is generated.

Post-condition: Report is downloaded in the selected format.

Normal Flow: Choose format (PDF/Excel) → Export → Download.

Alternative Flow: Notify if export fails.

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## **US15: Process Payment**

### **US15.1: Processing Transactions**

Pre-condition: Secure payment gateway is available.

Post-condition: Payment is successfully processed.

Normal Flow: Enter payment details → Process transaction → Confirm booking.

Alternative Flow: Notify if payment fails.

### **US15.2: Validating Payment Details**

Pre-condition: User enters payment details.

Post-condition: Payment is validated.

Normal Flow: System checks card details → Validate with bank → Confirm.

Alternative Flow: Notify if card is declined.

### **US15.3: Updating Booking Status**

Pre-condition: Payment is successful.

Post-condition: Booking status is updated.

Normal Flow: Confirm payment → Update booking record → Notify user.

Alternative Flow: Notify if status update fails.

### **US15.4: Maintaining Payment Logs**

Pre-condition: A transaction is completed.

Post-condition: Transaction is logged for auditing.

Normal Flow: Process payment → Save transaction details.

Alternative Flow: Notify if logging fails.

## **US16: Express Check-In for Returning Guests**

### **US16.1: Online Check-In for Returning Guests**

Pre-condition: Guest has a confirmed booking.

Post-condition: Guest is checked in online.

Normal Flow: Enter booking details → Verify identity via OTP → Complete check-in.

Alternative Flow: Display error if booking is invalid or OTP verification fails.



### **US16.2: Identity Verification via OTP**

Pre-condition: Guest initiates online check-in.

Post-condition: Guest identity is verified.

Normal Flow: System sends OTP → Guest enters OTP → Verification success.

Alternative Flow: Prompt for OTP resend if incorrect or expired.

### **US16.3: Payment Completion Before Check-In**

Pre-condition: Guest has an outstanding payment.

Post-condition: Payment is successfully processed.

Normal Flow: Display outstanding amount → Guest completes payment → Proceed with check-in.

Alternative Flow: Restrict check-in until payment is completed.

### **US16.4: Room Access Details Delivery**

Pre-condition: Guest has successfully checked in online.

Post-condition: Guest receives room access details.

Normal Flow: Check-in confirmed → System sends digital key or pickup instructions.

Alternative Flow: Notify front desk if digital access fails.