

Project	Project Manager
Guest House Booking Web Application	S19482 - V S19576 - T S19918 - J
Team	Date
Group E	March. 30.

ID	Requirements	Specification
1. Property Owner		
1.1	Create Admin Account	owner have
1.2	Login or sign in option	must authenticate their account
1.3	Add property information	Property owner can add property, services
1.4	Remove property information	Property owner can remove incorrect property information
1.5	Register and confirm manager	Property owner can register and confirm the manager
1.6	Deactivate the manager's account	Property owner can deactivate the account of a manager
1.7	Register and confirm vehicles	Property owner can register and confirm the services of vehicles
1.8	Remove registered vehicles	Property owner can remove the registered vehicles from the system
1.9	Enable rooms rates	Property owner can enable the types of rooms and rates
1.10	Enable special offers and discount and seasonal offers	Property owner can enable special offers and discount and seasonal offers
1.11	Manage Booking	Property owner can manage the booking, viewing, and cancellation
1.12	Receive email notification	Property owner can receive email notifications about bookings, cancellations, and payments

1.13	Integration with Payment	The system online pay
1.14	Emergency Contact information	Property o informatio
1.15	Display the property rules	Property o
1.16	Display cancelation rules	Property o to understa
1.17	Refund	Property o based on tl
2. Driver		
2.1	Create DriverAccount	Drivers ca provide tra
2.2	Remove Account	Drivers ca
2.3	Login or sign in option	Drivers au their accou
2.4	Add vehicles	Drivers ca vehicle typ
2.5	Remove vehicles	Drivers ha are no long
2.6	Manage driver details	Drivers ca profile sett
2.7	Receive confirmation email notification	Drivers rec creation ar
2.8	View Assigned Bookings	Drivers ca pick-up lo
2.9	Trip Details	Drivers ha passenger

2.10	Trip Status Updates	Drivers can receive notifications
2.11	Communication with Guests	Drivers can communicate with guests, provide ratings, and receive feedback
2.12	Emergency Contact Information	Drivers have access to emergency contact information in case of an emergency
2.13	Schedule Management	Drivers can manage their schedule, including availability and preferred times
2.14	Feedback and Ratings	Drivers can provide feedback and ratings for guests, helping improve the service
2.15	Payment Processing	Drivers can manage their payment information and ensure they are paid for their trips
2.16	Support and Assistance	Drivers have access to support and assistance for technical issues or other concerns
3. Guest/User		
3.1	Sign-in option	Users should be able to sign in with their credentials
3.2	Sign-out option	Users should be able to sign out of their account
3.3	Login	Users can log in to their account
3.4	Create user account	Users should be able to create a new account
3.5	Search for available rooms	Users can search for available rooms and view details
3.6	Room Details Page	Users can view details about a specific room, including price and availability

3.7	Booking Calendar	Users can
3.8	Payment Gateway Integration	Users can
3.9	Booking Confirmation Page	System mu
3.10	Email Notification System	System mu
3.11	Booking history and details	Users can
3.12	Booking Cancellation Process	Users can
3.13	Booking Reminder System	System mu
3.14	Review and rating system	Users can
3.15	Support contact information	Users can
3.16	Finding nearby places to visit	Provides u activities.
3.17	Vehicle selection	Users shou the guest h
3.18	Language selection	System mu
4. Manager		
4.1	Create Account	owner hav
4.2	Login or sign in option	Users mus access thei

4.3	Emergency Contact information	Property o informatio
4.4	Manage Booking	Property o viewing, n
4.5	Manage special offerce and packages	Property o and season

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anager	Project Super
W.E.Y.N Premasinghe, N.Y.D.W.R. Naduwaththe, J.W.D.P. Harshana	Mr. Isuru Mad
, 2024	

on	Biz Needs/Obj
e to create the accounts	Website funct to create admin
enticate themselves by logging in or signing in to access nts and use the system	The website fe enabling users
wners/administrators can add relevant details about their such as location, amenities, and photos	Property owne interfaces to in
wners/administrators have the ability to remove outdated or property information from the system	Through the w remove outdat
wners/administrators can register new managers and eir roles within the system	Property owne to register and
wners/administrators can deactivate or suspend the account ger, revoking their access to the system	Website featur deactivate mar
wners/administrators can register vehicles for transportation nd confirm their availability	Property owne website forms, guest bookings
wners/administrators have the option to remove registered om the system as needed	Property owne website forms
wners/administrators can enable room rates for different oms offered at the property	Through the w remove vehicl
wners/administrators can enable special offers, discounts, ial promotions for guests	Attracting gue opportunities
wners/administrators can manage guest bookings, including n modifying, and canceling reservations	providing prop oversee and or
wners/administrators receive email notifications for new cancellations, and other important updates	keeping them i and updates re system activiti

System integrates with payment gateways to facilitate secure payments for bookings	The website interface enables guest transactions online
Property owners/administrators provide emergency contact information for guests to use in case of emergencies	Emergency contact information is available on the website, providing details for assistance
Property owners/administrators display rules and regulations	Property rules and regulations are clearly displayed on the website, ensuring compliance with local laws
Property owners/administrators outline cancellation policies for guests and.	Website interface clearly displays cancellation and refund procedures
Property owners/administrators manage refund requests from guests and enforce the property's refund policies	Refund process is streamlined through the website, providing efficient resolution
System allows users to create a dedicated account to access the system and transportation services.	Enable drivers to create accounts, facilitating personalized service
Users can request to remove their accounts	Provide driver account management options, including removal
Users can authenticate themselves by logging in or signing in to access their account and manage their services.	Offer a secure login process for drivers to access their accounts and services
Users can add vehicles to their profile, providing details such as make, model, and registration information.	Allow drivers to manage their vehicle information, including adding new vehicles
Users can have the option to remove vehicles from their profile if they are no longer available for service.	Enable drivers to update their vehicle profile to reflect current status
Users can manage their personal details, contact information, and payment methods within the system.	Empower drivers to manage their personal information and payment details
Users can receive email notifications confirming successful account creation and providing login details.	Inform drivers about account status and provide login instructions
Users can view bookings assigned to them, including details such as pickup location, drop-off location, and scheduled time	Provide driver dashboard with assigned bookings and scheduling details
Users can have access to detailed information about each trip, including pickup details, trip itinerary, and any special instructions.	Offer drivers comprehensive trip details, including pickup and drop-off information, to ensure a smooth experience

<p> n update the status of each trip in real-time, providing ns to guests and administrators as needed </p>	<p> Allow drivers time, providing accurate infor </p>
<p> n communicate directly with guests to confirm pick-up vide updates, and address any concerns or requests. </p>	<p> Facilitate direc drivers and gu address inquiri </p>
<p> ve access to emergency contact information for guests in emergencies during the trip. </p>	<p> Provide driver details for gue trips, ensuring </p>
<p> n manage their schedule, including viewing upcoming trips, y, and setting preferences for working hours. </p>	<p> Enable drivers availability, op ensuring effici </p>
<p> n view feedback and ratings provided by guests after each ng to improve service quality </p>	<p> Collect feedba help drivers in maintain guest </p>
<p> n process payments for completed trips through the system, mooth and secure transactions </p>	<p> Allow drivers completed trip ensuring timel </p>
<p> ve access to support resources and assistance in case of ssues, emergencies, or guest inquiries during trips. </p>	<p> Provide driver resources and emergencies, c </p>
<p> uld be able to sign in to their accounts using valid s </p>	<p> Enable users to and maintain a </p>
<p> uld have the ability to sign out of their accounts </p>	<p> Users should h their accounts </p>
<p> log in to their accounts securely </p>	<p> Ensure user da access </p>
<p> uld create an account to access booking features </p>	<p> Improve user e process </p>
<p> search for available rooms by date </p>	<p> Facilitate effic </p>
<p> view detailed information about rooms </p>	<p> Provide transp descriptions </p>

select and book rooms for specific dates	Enable seamless
make payments securely for their bookings	Ensure secure
must display confirmation of booking to users	Provide booking
must send booking confirmation emails to users	Notify users and
view their booking history and details	Access and manage
cancel bookings and receive refunds	Offer flexibility
must notify users of upcoming bookings	Remind users of
leave reviews and ratings for booked accommodations	Enable user feedback quality
access customer support for assistance	Provide assistance
users with real-time information about local attractions and	Provides users about local attractions
ould have to select transportation arrangements to and from house.	Users should have arrangements to
must support multiple languages for user interface	Cater to a diverse support

to create the accounts	Website functionality to create admin
not authenticate themselves by logging in or signing in to their accounts and use the system	The website features enabling users

wners/administrators provide emergency contact n for guests to use in case of emergencies	Emergency co the website, pr details for assi
wners/administrators can manage guest bookings, including n modifying, and canceling reservations	providing prop oversee and or
wners/administrators can enable special offers, discounts, ial promotions for guests	Attracting gue opportunities

Requirements Traceability Matrix

Advisor
lugalla

Objectives/Goals	Requested By	Status	Comments
System functionality allows property owners to create administrative accounts securely	project team	Started	Create an account system manager
System features a login/sign-in interface that allows property owners to access their accounts securely	project team	Started	Provide user access the system
Property owners can utilize website forms or input and update property details	client	Not Started	Allow property owners details about their property
On the website, property owners can edit or incorrect property details	client	Not Started	Enable property owners outdated or details.
Property owners can utilize website functionalities to confirm manager accounts	client	Not Started	Onboard new their roles
System allows property owners to deactivate manager accounts when necessary	client	Not Started	Provide the for inactive
Property owners can input vehicle details via the system, confirming their availability for rental and transportation services.	client	Not Started	Add vehicle services and
Property owners can input vehicle details via the system	client	Not Started	Allow rental in service
On the website, property owners can view rates from the system that are not available	client	Not Started	Set pricing and accommoda
System supports and enhancing booking process	client	Not Started	Implement to attract g
Property owners with tools to manage and organize reservations effectively.	project team	Not Started	Provide tools to organize g
Property owners can be informed about important events related to guest bookings and reservations.	project team	Not Started	Send email system eve

Integrates with payment gateways, allows guests to securely complete transactions online	project team	Not Started	Integrate with payment gateways to securely complete transactions online
Contact information is displayed on the app, providing guests with essential information in case of an emergency or natural disaster during emergencies.	project team	Not Started	Display emergency contact information on the app.
Terms and policies are displayed on the app, ensuring guests are informed and understand the app's guidelines during their stay	client	Not Started	Inform guests about terms and policies on the app.
Guests can easily access display cancellation rules and policies, clarifying guest expectations	client	Not Started	Communicate cancellation procedures clearly.
Guests can manage reservations through the app, including requesting prompt and appropriate refunds in eligible cases.	project team	Not Started	Facilitate the refund process through the app.
Guests can register for system access, allowing participation in transportation services	project team	Started	Allow driver registration for system access.
Guests can manage their accounts with the ability to deactivate or delete if no longer active or needed.	client	Not Started	Provide drivers with the ability to deactivate or delete their accounts.
Guests can use a secure authentication method for logging in, allowing them to access their accounts and begin using the app		Not Started	Enable drivers to securely log in and access their accounts.
Guests can easily register their vehicles for use in the app, ensuring accurate information for transportation services, ensuring accurate information for transportation management.	client	Not Started	Allow drivers to register their vehicles for use in the app.
Guests can easily remove vehicles from their accounts if they are no longer available for service, ensuring an up-to-date fleet list.	client	Not Started	Provide drivers with the ability to remove vehicles from their accounts.
Guests can easily update their personal information and contact details, ensuring accurate information for transportation services and communication channels.	project team	Not Started	Enable drivers to update their personal information.
Guests can receive notifications about account creation or updates via email, ensuring they are informed of important actions and changes.	project team	Not Started	Send email notifications about account updates.
Guests can view their trip history with visibility into their transportation services, facilitating trip planning and management	project team	Not Started	Allow drivers to view their assigned trips.
Guests can access comprehensive information about transportation services, including pickup and drop-off locations, ensuring smooth execution.	client	Not Started	Provide drivers with detailed information about each trip.

to update trip statuses in real-time for guests and administrators with information about their journey	project team	Not Started	Enable driver status in real-time
Facilitate communication between guests to confirm trip details, preferences, and ensure a positive experience.	project team	Not Started	Facilitate communication between drivers
Provide guests with access to essential contact information for support staff in case of emergencies during trips, ensuring prompt assistance.	project team	Not Started	Display emergency contact information for guests' safety
Implement a system to manage their schedules and optimize their workload and improve overall service delivery.	project team	Not Started	Allow drivers to manage their schedules
Collect and analyze feedback and ratings from guests to improve their service quality and increase customer satisfaction.	project team	Not Started	Enable guest feedback and ratings
Develop a secure payment gateway to process payments for trips, ensuring transactions are secure and accurate compensation.	project team	Not Started	Provide transparent payment processing
Offer a dedicated support channel for guests with access to support staff for technical issues, trip cancellations, or guest inquiries during trips.	project team	Not Started	Offer support for guest issues
Implement a system to access personalized features and ensure robust account security	project team	Not Started	Provide users with personalized features
Allow users to have the ability to sign out of their accounts securely	project team	Not Started	Provide users with secure account access
Implement robust data security and personalized user experience	project team	Not Started	Secure login and data protection.
Enhance the user experience and enable booking functionality	project team	Not Started	User account personalization
Implement a system for efficient room selection and booking	project team	Not Started	Easy room selection and booking
Provide a clear overview of room availability and detailed room descriptions	client	Not Started	Detailed information for informed decisions

ss booking process	project team	Not Started	Smooth booking satisfaction
and reliable payment processing	project team	Not Started	Payment satisfaction trust.
ing confirmation and assurance	client	Not Started	Confirmation in booking
and provide booking details	project team	Not Started	Email notification informed.
manage past bookings	project team	Not Started	Booking history future booking
ity and manage booking changes	client	Not Started	Cancellation to users.
and reduce missed bookings	project team	Not Started	Reminders
edback and improve service	project team	Not Started	Feedback loop services.
ance and resolve queries	project team	Not Started	Responsive experience
with real-time information reactions and activities.	project team	Not Started	Provides user information and activities
have to select transportation to and from the guest house.	client	Not Started	Users should transportation from the guest house
erse user base with multilingual	project team	Not Started	Multilingual accessibility
ionality allows property owners administrative accounts securely	project team	Not Started	Create an account system management
atures a login/sign-in interface to access their accounts securely	project team	Not Started	Provide user access the system

ntact information is displayed on roviding guests with essential stance during emergencies.	project team	Not Started	Display es emergenci
oerty owners with tools to ganize reservations effectively.	project team	Not Started	Provide to organize g
ests and enhancing booking	client	Not Started	Implement to attract g

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administrative account for management.
ers with authentication to system.
property owners to input out their properties.
property owners to delete or incorrect property
new managers and confirm in the system.
e ability to suspend access e managers.
les for transportation and confirm availability
oval of vehicles no longer from the system.
g for different types of lations.
t promotions and discounts guests.
ools to oversee and uest reservations.
I alerts for important ents and updates

with payment gateways for line transactions.
essential contacts for guest es.
ests about property rules tions.
cate policies and s for booking
refunds in accordance with icies.
vers to register for system
ivers the option to their accounts.
vers to securely access nts.
vers to add their vehicles ortation services.
e option for drivers to hicles from their profile.
vers to update their nformation and settings.
l confirmation for account creation or
vers to see the bookings o them.
etailed information about

vers to update trip statuses e
direct communication rivers and guests.
emergency contact details safety.
vers to manage their and availability.
ests to provide feedback s for driver performance.
ols for drivers to process securely.
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ers with authentication to system.
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in ensures user data .
nt creation is essential for ed bookings.
i search enhances user .
nfo helps users make decisions.

ooking flow improves user n.
ecurity is critical for user
ion builds user confidence gs.
fications keep users
istory aids in managing kings.
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s reduce missed bookings.
helps in enhancing
e support enhances user s.
users with real-time n about local attractions ies.
uld have to select tion arrangements to and uest house.
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