**Details Of The Gathering Methods :**

1. **Interview Questions**  
   – How often do booking issues happen, and how are they resolved?  
   – What are the steps for confirming a booking via WhatsApp?  
   – How is vehicle availability handled manually?
2. **Survey Highlights**  
   – 72% of customers experienced delays in booking confirmations.  
   – 68% preferred a digital platform to WhatsApp for rental services.  
   – 81% of respondents were unsure about the availability of vehicles.
3. **Observational Findings**  
   – Frequent switching between systems resulted in issues.  
   – Staff manually logged WhatsApp entries into spreadsheets.  
   – Car condition reports are handwritten and subject to inconsistencies.
4. **Reviewed Documents**  
   – Booking records.  
   – Refund requests.  
   – Fleet inspection logs.  
   – WhatsApp chat exports.