Siu Cheung Chung n9574042 Story

As a customer, I want to give feedback after using the CRC services so that I can use the improved service in the future.

As a owner, I want to collect feedback from customer so that I can improve our services.

As a customer, I want to have a hotline support which depends on user location so that I can request a support everywhere.

As a customer, I want to have a insurance so that it protects me for any accidents

As a owner, I want to have a insurance claim function for the car so that it can protect the car for any accidents.

As a staff, I want to be able to check the late car rental user so that I can contact them for returning the car.

As a customer, I want to return the car in different location around Australia so that becomes easier and convenient to return the car by possessing more choices.

As a owner, I want to offer some special offers for older car so that I can attract more new or old customer to rent the car.

As a owner, I want to offer a discount after renting several times so that I can keep attracting the customer to use our service.

As a staff, I want to have a web interface which displays current context in a proper format so that I can be more efficient to manage data.

As a customer, I want to view all the car which is available to rent only through the web interface so that I can reduce the time by filtering the car which is unavailable.

As a staff, I want to prefer user return on specific stores so that it can reduce the situation of excessive cars returned on a same store.

As a owner, I want to charge the customer who applied the late car returning so that I can maintain the income and profit.

As a customer, I want to view my rented car status through the web interface so that I can realize that the car whether ready.

As a staff, I want to receive the call from the hotline support from different location so that I can realize the situation of the rented car immediately.