PRD- Online booking System

Overview: Provide an online booking system that allows users to seamlessly reserve services for events, facilitating real-time availability checking, payment processing, and effective user management.

Hero Scenario: A user logs into the online booking system to search for an event venue for an upcoming conference. After filtering options based on capacity and amenities, they select a venue, enter payment details, and receive a confirmation email with the booking details.

Personas:

- User: An individual looking to book event services or venues, seeking convenience and a user-friendly interface.
- Super Admin: A person responsible for configuring and managing the online booking platform, overseeing operations and user access.
- Event Organizer: An individual organizing events, using the platform to reserve venues and manage bookings for multiple events.
- Event Venue Partner: A partner providing event spaces and services, listing their availability and pricing on the platform.

Key User Stories:

- As a user, I should be able to create an account and log in to manage my bookings.
- As a user, I should be able to search for event venues based on date, location, and capacity.
- As a user, I should be able to filter search results by price, amenities, and user ratings to find the best options.
- As an event organizer, I should be able to reserve multiple venues for different events at once.
- As an event venue partner, I should be able to list my venues, manage availability, and update pricing.
- As a super admin, I should be able to manage user accounts, oversee venue listings, and generate reports on bookings.
- As a user, I should be able to view detailed descriptions and photos of venues before making a reservation.

Metrics:

- Number of users registered
- Number of bookings made
- Total revenue generated from bookings
- User satisfaction ratings and feedback
- Average response time for customer support inquiries