

Functional Requirements

Customers:

- Customers can set up an account
- Customers can login to the reservation system
- Customers can log out of the reservation system
- Customers can search for available reservation slots
- Customers can make a reservation
- Customers can pay for the reservation via a credit/debit card
- Customers can receive a confirmation of their reservation
- Customers can cancel a reservation
- Customers can be charged cancellation fees
- Customers can view previous and current reservations
- Customers can edit/view account profile information

Employees:

- Employees can set up an account
- Employees can login to the reservation system
- Employees can log out of the reservation system
- Employees can see all available reservation slots
- Employees can see details for all reservation past, present and future
- Employees can make a reservation on behalf of a customer
- Employees can cancel a reservation
- Employees can edit/view account profile information

Administrators:

- Administrators can set up an account
- Administrators can login to the reservation system
- Administrators can log out of the reservation system
- Administrators can see all available reservation slots
- Administrators can see details for all reservation past, present and future
- Administrators can make a reservation on behalf of a customer
- Administrators can cancel a reservation
- Administrators can edit/view account profile information
- Administrators can change passwords for other users

Non-Functional Requirements

Customers:

- Customer, employee, and admin password information must be hashed when storing in the database or for validation

Functional & Non-Functional Requirements

- Customers, employees, and admins should be able to use the system easily an intuitive interface and clean and professional style
- Customers should be able to make an account in under 5 minutes
- Customers, employees, and admins should be able to make a reservation in under 3 minutes
- Customers should be within 3-5 clicks of paying for a reservation
- When customers, employees, and admins make a mistake, the system should provide error messages with helpful instructions to resolve the issue
- Customers will experience successful transactions 99% of the time
- Customers will be charged the correct amounts from reservation stays and/or cancellation charges
- Multiple customers should be able to make reservations at the same time
- Customers, employees, and admins can make a reservation at any time
- Customers, employees, and admins should experience no more than 2 second delays when navigating through pages
- Admins should be able to securely change passwords for all user accounts
- Employees and admins should be able to access accurate details for all reservations at any time