

## USER STORIES

As a customer, I want to reserve a vehicle online, so that I can easily plan my trip.

As a customer, I want to cancel a reservation, so that I can change my plans if necessary.

As a customer, I want to view available vehicles, so that I can choose the best option for my needs.

As a customer, I want to check my rental status, so that I can stay informed about my reservation.

As a customer, I want to make a payment, so that I can complete the reservation process.

As an administrator, I want to manage the fleet, so that I can keep track of vehicles' usage.

As an administrator, I want to generate reports, so that I can analyze the system's performance.

As an administrator, I want to manage customers, so that I can have a better understanding of their rental history and preferences.

As a customer, I want to view detailed information about a specific vehicle, so that I can make an informed decision about my reservation.

As a customer, I want to view special offers and promotions, so that I can take advantage of discounts or deals.

As a customer, I want to view my rental history, so that I can track my past rentals and preferences.

As an administrator, I want to set prices and availability for vehicles, so that I can adjust prices based on demand or season.

As an administrator, I want to view customer feedback, so that I can improve the system and customer satisfaction.

As a customer, I want to be able to extend my rental period, so that I can adjust to my plans without having to return the car on due date.

## Acceptance Criterias

1. As a customer, I want to reserve a vehicle online, so that I can easily plan my trip.
  1. The customer can view available vehicles and their details on the website.
  2. The customer can select a vehicle, enter rental dates and personal information, and confirm the reservation.
  3. The system sends a confirmation email to the customer with the rental details.
2. As a customer, I want to cancel a reservation, so that I can change my plans if necessary.
  1. The customer can access their reservation details on the website.
  2. The customer can cancel the reservation and receive a confirmation email.
  3. The system updates the availability of the vehicle
3. As a customer, I want to view available vehicles, so that I can choose the best option for my needs.
  1. The customer can access the website and view a list of available vehicles.
  2. The customer can filter the list by criteria such as category, brand, and price.
  3. The customer can view detailed information about each vehicle, including photos and specifications.
4. As a customer, I want to check my rental status, so that I can stay informed about my reservation.
  1. The customer can access their rental details on the website.

2. The customer can view the pickup and return dates, vehicle details, and rental charges.
3. The customer can contact customer service if they have any questions or concerns.
5. As a customer, I want to make a payment, so that I can complete the reservation process.
  1. The customer can access the website and enter payment information.
  2. The system securely processes the payment and sends a confirmation email to the customer.
  3. The system updates the reservation status and notifies the customer if there are any issues with the payment.
6. As an administrator, I want to manage the fleet, so that I can keep track of vehicles' usage and maintenance status.
  1. The administrator can access the website and view a list of vehicles in the fleet.
  2. The administrator can add, edit, or remove vehicles from the fleet.
  3. The administrator can view fleet-wide statistics such as usage.
7. As an administrator, I want to generate reports, so that I can analyze the system's performance.
  1. The administrator can access the website and generate reports on rental activity, revenue, and fleet usage for a given time period.
  2. The administrator can export the report in csv format
  3. The administrator can view the report to gain insights and make data-driven decisions.
8. As an administrator, I want to manage customers, so that I can have a better understanding of their rental history and preferences.
  1. The administrator can access the website and view customer information.
  2. The administrator can add, edit, or remove customer information.
  3. The administrator can view customer rental history and preferences.
9. As a customer, I want to view detailed information about a specific vehicle, so that I can make an informed decision about my reservation.

1. The customer can access the website and view detailed information about a specific vehicle, including photos, specifications, features, etc.
  2. The customer can compare different vehicles' details and availability before making a reservation
10. As a customer, I want to view special offers and promotions, so that I can take advantage of discounts or deals.
1. The customer can access the website and view current special offers and promotions.
  2. The customer can filter offers by vehicle category, brand, dates, and discounts.
  3. The customer can apply the promotion at the time of reservation or rental.
11. As a customer, I want to view my rental history, so that I can track my past rentals and preferences.
1. The customer can access the website and view their rental history.
  2. The customer can filter the rental history by dates, and vehicle category, brand.
  3. The customer can view the rental details such as pickup and return dates, vehicle details, rental charges, and feedback.
12. As an administrator, I want to set prices and availability for vehicles, so that I can adjust prices based on demand or season.
1. The administrator can access the website and set prices for vehicles.
  2. The administrator can set prices for different seasons, holidays, and days of the week.
13. As an administrator, I want to view customer feedback, so that I can improve the system and customer satisfaction.
1. The administrator can access the website and view customer feedback.
  2. The administrator can filter feedback by date, location, and vehicle type.
  3. The administrator can view the feedback in the form of ratings, comments, and suggestions.

14. As a customer, I want to be able to extend my rental period, so that I can adjust to my plans without having to return the car on due date.
  1. The customer can access the website and extend their rental period before the due date.
  2. The customer will be able to view the extended rental charges before confirming the extension.
  3. The customer will receive a confirmation email with the new pickup and return dates.

User story map for the car rental system:

- Navigation:
  - As a customer, I want to view available vehicles
  - As a customer, I want to view special offers and promotions
- Reservation:
  - As a customer, I want to reserve a vehicle online
  - As a customer, I want to cancel a reservation
  - As a customer, I want to check my rental status
  - As a customer, I want to make a payment
  - As a customer, I want to be able to extend my rental period
- Fleet Management:
  - As an administrator, I want to manage the fleet
  - As an administrator, I want to set prices and availability for vehicles
- Customer Management:
  - As a customer, I want to view my rental history
  - As an administrator, I want to manage customers
  - As an administrator, I want to view customer feedback
- Reporting:
  - As an administrator, I want to generate reports

The main scenarios for three major user stories for the car rental system:

1. Reserve a vehicle:

- The customer opens the car rental website
- The customer selects the "reserve a vehicle" option
- The customer selects the type of vehicle they want to rent and the dates of the rental
- The customer enters their personal information and payment details
- The customer confirms the reservation and receives a confirmation email with the rental details

2. Manage fleet:

- The administrator logs into the car rental system website
- The administrator selects the "manage fleet" option
- The administrator can view a list of vehicles in the fleet, including their details, usage
- The administrator can add, edit, or remove vehicles from the fleet
- The administrator can view fleet-wide statistics such as usage

3. Generate reports:

- The administrator logs into the car rental system website
- The administrator selects the "generate reports" option
- The administrator can select the type of report they want to generate (rental activity, revenue, fleet usage, etc.)
- The administrator can select the time period for the report
- The administrator can view and export the report in a csv format.