

Customer Desires

Introduction

- The system aims to provide users with a user-friendly experience while offering a variety of features and functionalities that look after the diverse needs of the customer.

1. Platform

- Multi Platform solution, that includes **Web App/View**, **Mobile App** (for both Android as well as iOS).

2. Interface

- A user friendly interface to enhance the overall user experience

3. Definitions

- User: Refers to the **end users**.
- Company: Refers to the our **client company**.
- Web view: Website shortcut on Android/ iOS applications.

4. Interface related specifications

- **User Interface**

- 1. **Web Browser**

- Include Filters for browsing
 - Custom service plan section for personalized offerings.
 - Standard pages like About Us, Log-In/ Sign-Up, Payment gateway, etc.
 - An Interactive Map which will help users locate the branches.
 - Feedback section
 - Multi-Language Support.
 - Cancellation/ Refund for Advanced Bookings

- 2. **Web View**

- Include Filters for browsing
 - Custom service plan section for personalized offerings.
 - Standard pages like About Us, Log-In/ Sign-Up, Payment gateway, etc.
 - An Interactive Map which will help users locate the branches.
 - Feedback section
 - Multi-Language Support.
 - Cancellation/ Refund for Advanced Bookings
 - Push Notifications for important updates, promotions, etc.

- 3. **Mobile App**

- Include Filters for browsing
 - Custom service plan section for personalized offerings.
 - Standard pages like About Us, Log-In/ Sign-Up, Payment gateway, etc.
 - An Interactive Map which will help users locate the branches.
 - Feedback section
 - Multi-Language Support.
 - Cancellation/ Refund for Advanced Bookings
 - Push Notifications for important updates, promotions, etc.
 - Offline Mode that allows users to access essential features and information even without an internet connection, enhancing usability in areas with limited connectivity.
 - Integration with Wearable Devices.
 - GPS Tracking for real-time location.
- **Company Interface**
 1. Roles and Access Restrictions
 2. The Dashboard for all the company roles must be different based on their requirements.
 3. For the Roles of *Employee* a separate Web View Interface is required.

5. Unrealistic Desires

- Vehicle Inspection
- Specialized Documentation Handling
- Complex Customers Disputes
- Emergency Situations Handling
- Special Event Coordination
- User Disputes