Phase 1 – Problem Understanding & Industry Analysis

Goal:
Understand the project needs and industry practices.

Requirement Gathering:
- Discuss with stakeholders (rental company managers, agents, and customer service). - Key requirements: • Track all cars with availability status. • Agents should create and manage rental bookings. • System must prevent overlapping bookings. • Automate approval for high-value rentals. • Generate revenue and utilization reports for managers.

Stakeholder Analysis:
- Admin (You) – responsible for setup, config, and deployment. - Rental Agents – handle bookings and customer requests. - Manager – approves costly rentals, checks performance dashboards. - Customer Service – manages customer issues, car returns, and support.

Business Process Mapping:
Customer requests booking → Agent checks availability → Booking created → If value > threshold → Approval needed → Once approved → Email sent to customer → Task assigned to Agent.

Industry-Specific Use Case Analysis:
- Cars can't be booked twice at the same time. - Maintenance must be tracked. - High-value rentals require approval. - Accurate billing is essential.

AppExchange Research:
Many fleet apps exist, but FleetFlex will be custom-built for learning + flexibility.