**Business Requirement Specification (BRS)**

Title: Royal Brothers

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1. Introduction

* **Purpose**: The purpose of this document is to define the business requirements for the development of the Royal Brothers Bike Rental and Equipment Buying Site.
* **Scope:** The system aims to provide users with an online platform for renting bikes and purchasing equipment. It encompasses user registration, bike and equipment listings, booking functionality, payment processing, and additional features.
* **Background**: The platform caters to the growing demand for convenient and sustainable solutions in the bike rental and outdoor equipment market, offering a seamless experience for travel and adventure enthusiasts.

2. Business Objectives

* **Objective 1**: Enhance Customer Experience.
* **Objective 2**: Efficient Payment Processing.
* **Objective 3**: Maintain Quality Standard.
* **Objective 4**: Global Expansion

3. Functional Requirements

* **Requirement 1**: User Login
* Users should be able to create accounts and log in.
* **Requirement 2**: Bike Search and Booking
* Users should search for bikes based on location, check-in/out dates, and other criteria.
* **Requirement 3**: Chatbot
* User able to chat through Rental platform.
* **Requirement 4:** Payment Processing.
* The system should support various payment methods, including credit/debit cards, digital wallets, and cash payments at the hotel.
* **Requirement 5:** Cancellation and Modification.
* Users should be able to cancel or modify bookings,
* **Requirement 6:** Review and Rating.
* Users should be able to leave reviews and ratings for hotels and their experiences.
* **Requirement 7:** User Notification
* The system should send notifications to users regarding booking confirmations, reminders, and updates.
* Notifications can be delivered via email, SMS, or push notifications.
* **Requirement 8:** Search filters and Sorting.
* Users should be able to filter and sort search results.
* **Requirement 9:** User Profile.
* Users should be able to manage personal information.
* **Requirement 10:** Customer Support and Help Desk.
* Provide a support system for users to contact customer service, report problems, and request assistance.

4. Non-Functional Requirements

* **Requirement 1**: Security
* Authentication: - Users, both customers, and staff, should be securely authenticated and authorized to access their respective functionalities.
* Data Encryption: Sensitive information, such as payment details and personal data, should be encrypted during transmission and storage.

* **Requirement 2**: Performance
* Response Time: The system should respond to user requests within a specified timeframe.
* Scalability: The system should handle many concurrent users and bookings without a significant drop in performance.
* Availability: The system should be available 24/7.

5. Use Cases

* **Use Case 1**: User Registration.
* **Use Case 2**: Search and Book.
* **Use Case 3**: Update User Profile.
* **Use Case 4**: Make a Payment.
* **Use Case 5**: Modify and Cancel Booking.
* **Use Case 6**: Contact Customer Support.

6. Constraints

* **Constraint 1**: Geographical Constraint.
* Regional variations in user preferences, regulations, and market conditions, which may affect the system's adaptation in different areas.
* **Constraint 2**: Regulatory Constraint.
* Compliance with local and international laws and regulations related to data privacy, consumer protection, and payment processing.
* **Constrain 3:** Content and Data Licensing.
* Constraints related to content and data licensing agreements for hotel listings, images, and other information.

7. Assumptions and Dependencies

* **Dependency 1**: Payment Gateway
* The system relies on third-party payment gateways for processing customer payments securely. Dependencies on the availability and functionality of these gateways are critical.
* **Assumption 1**: User Authentication
* Users are assumed to have valid email addresses or mobile phone numbers that can be used for registration and authentication. Users are also assumed to provide accurate information during registration.