**Business Requirement Specification (BRS)**

Title: Oyo Room Reservation

Document Version: 1.0

Date: 07 November 2023

Prepared by: Vishnu ThulaseedharanPillai

1. Introduction

* **Purpose**: Oyo Room aims to provide a user friendly and efficient online Hotel booking platform. This document serves.

1. Define the Primary goal that the Oyo Rooms project aims to achieve.
2. Communicate the business requirements and functionality expected from the Oyo Rooms platform.

* **Scope:** In This project include User Management, Hotel Management, Booking and Reservation, Payment processing, User review and feedback, Global Reach, etc. This will not provide any flight booking and railway booking etc.
* **Background**: Oyo Rooms is one of the leading hospitality companies to provide affordable rate homes and rooms in worldwide.

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**: Hotel Search and Booking
* Users should be able to search for room.
* Detailed hotel listings should display information about rooms.
* Users should be able to book rooms.
* **Requirement 3**: Chatbot
* User able to chat through Oyo 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, subject to the hotel's cancellation policy.
* The system should handle refunds and modifications accordingly.
* **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.