Functional Requirements:

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| Req# | Requrement | Comments | Priority | Date reviewed | SME reviewed/  approved |
| R\_18 | The administrator will provide clear pictures of inside and outside of the cars | This is important in order to create a clear view for the user, making the selection easier. |  | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_19 | The customer while booking has a option to choose a driver too if they are available. | There will be a description for each driver and their years of experience. |  | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_20 | Our website will be responsive. | This will make it possible to work at different screen sizes. |  | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_21 | The administrator can see the work done by each employee. | This will help track the work that everyone has done. |  | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_22 | The system should be able to verify a card and withdraw money from it. | This will make possible that the bookings are done online and the money is secured for each one. |  | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_23 | The system should allow users to log in and log out after each session. | This way the user’s information is secured. |  | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_24 | Customers will be able to contact agents through email, phone or live chat. | They can choose the form they are most comfortable in. |  | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_25 | The website should have a search feature that allows customers to filter results based on specific criteria, such as car type, price, and location. | This will help the customer choose what they want and faster. |  | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_26 | The website should display the total cost of the rental, including taxes, fees, and any additional charges. | Based on the car and extra services a customer wants the price varies, so before making the payment they should be able to see the result. |  | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_27 | The website should allow customers to modify or cancel their reservations easily, with clear guidelines about any applicable fees or restrictions. | The customer this way knows that they can cancel their reservation but a % of the total is still going to e paid. |  | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_28 | The website should have a user-friendly interface that is easy to navigate and understand. | The easier the website the more booking, less traffic on agents. |  | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_29 | The website should be secure and protect customer data with encryption and other security measures. | Since we require credit card and driver license information the system should be secured. |  | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_30 | The company should have a customer feedback system in place, such as customer surveys or ratings and reviews, to gather feedback. | This helps improve service quality. |  | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_31 | The company should have a strong social media presence and actively engage with customers on social media platforms | This will help to build brand awareness and customer loyalty. |  | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_32 | The social media platforms should be available at the end of the website(footer). | The customers this way can see more about us and what we offer. |  | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_33 | The company should have a mobile app. | The more platforms the better reach. |  | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_34 | Some of the additional services the customer can select are child seats, VIP treatment, Destination guides etc. | The goal is to fulfill every need and wish the customer has. |  | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |