Functional Requirements:

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| Req# | Requrement | Comments | Priority | Date reviewed | SME reviewed/  approved |
| R\_01 | The app can offer different views/functions for different user levels (customer, agent, admin). | Based on the user role, the user will have different views and different functions they can use. | 1 | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_02 | The admin is the only person who can change/add information about the inventory. | The admin is able to view everything at any time, and has the access change, add cars. | 1 | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_03 | Users should log in in order to proceed. | The user should have an account so he can book and look at the cars. | 1 | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_04 | Users should create account if they don’t already have one. | In order to look at our website and gain access to it you must have an account. | 1 | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_05 | Users fill a form when registering of all their information including the driver license. | Since you can rent a car form our website, we need to be sure you are capable of doing so. | 1 | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_06 | Agents must be available 24 hours so that they can offer help to customers. | Since customers from around the globe are able to rent our cars when they come on holidays or trips to Albania, they might want to book at anytime of day. | 1 | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_07 | Customers should give agents every information that is needed in order to book. | They should provide information about themselves, if they want a driver and their card details. | 1 | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_08 | The user should be able to book a hotel If wanted/needed. | After securing their travel the user can also secure their hotel. | 2 | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_09 | The website should allow customers to browse through a wide selection of car models, including small cars, SUVs, and premium vehicles. | The website should provide all the necessary information about each car model, such as specifications, features, and photos | 1 | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_10 | The website should offer flexible rental options to customers. | The customer can choose between including one-way rentals, long-term leases, and hourly, daily, weekly, or monthly rentals. | 2 | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_11 | The website should allow customers to easily book a car by choosing their pick-up and drop-off locations, dates and times of rental, and any additional drivers. | This will make the rental process a whole lot easier. | 1 | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_12 | The website should offer customers a variety of insurance options. | This can make the customer and us feel more secure. | 2 | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_13 | The website should provide customers with a range of unique offers and travel packages. | These include airport pick-up and drop-off, pick-up and drop-off to a far-off location, and monthly/yearly contracts with various bonuses. | 3 | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_14 | The website should provide customer support from agents | Agents should also be able to answer questions, provide details about various vehicles and their features, assist customers with reservations, and address any issues that may arise during a rental. | 1 | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_15 | Administrators should also have access to customer data, payment processing, and analytics . | This way the administrators can improve the user experience. | 1 | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_16 | The car selection and home page are available by all users. | Every user needs to be able to look and select them. | 1 | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| R\_17 | The cars should provide a GPS navigation system to help customers navigate new routes and reach their destination safely and easily. | Since a lot of customers can be tourists, they are unfamiliar with the routes so this is a important feature. | 2 | 19.03.2023 | A.Toska  A.Bitri  I.Kociu  K.Llaca  T.Malasi  Xh.Baze |
| 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 |