3.2 Non-Functional Requirements:

3.2.1 Product requirements

3.2.1.1 User interface requirements

* The user interface will consist of 3 views, depending on the level of the user.
* The first page will consist of a sign up/ log in page.

1. These pages will be available to all types of users. They are used to gather the credentials of the users, including: full name, username, email address, password and phone number. After completing the required fields, the user will log in to the application using a “Login” button.

* CUSTOMER INTERFACE

1. Firstly,the home page will be displayed. The user will be able to choose where they’d like to be redirected next: to the “Browse Vehicles” page, the “Hire a Driver” page, or the “Book a hotel” page. There will also be another section,labeled as “Other Options”. If the user clicks this, they will be redirected to another page, which will display different operations the user can do like: check their profile, manage their reservation, contact customer service etc. Each of these operations will have distinct icons and labels.
2. In the “Browse Vehicles” page, the user will be able to look through photos of different vehicles, as well as their different information such as: brand, model, year of manufacture etc.
3. In the “Hire a driver” page, the user will be able to fill out a form with driver preferences.
4. In the “Book a hotel” page, the user will be able to browse through different hotel options and their prices and photos.

* ADMINISTRATOR INTERFACE

1. Firstly,the administrator will be displayed their account details. They will be able to choose to be redirected either to a “Manage inventory” page, or “Manage service” page.
2. In the first option, the page will have a few different sections, for different operations such as:
3. Add vehicle
4. Remove vehicle
5. Update prices
6. Update other information
7. Add/ remove additional photos

1. In the second option, the page will have many different sections, for different functionalities such as:
2. Check out and update staff members’ information
3. Check out and update vehicles’ information
4. Check out and update pricing guidelines
5. Check out and communicate with contributors and investors

* AGENT INTERFACE

1. The first page will consist of a list of all the customers who have contacted customer service.The agent can filter this list to display the calls in a specific, limited time period. When a customer calls,data such as: first name, last name and phone number will be displayed.
2. The second page will consist of a map, to track the drivers. Also, a “Call me” button will be displayed, in case of needing to contact the driver.

3.2.1.2 Usability

The software will be user friendly,providing ease of using for every user level.

Accessibility:

The software needs to be accessible in all kinds of hardware and software platforms. However, it will need data connection such as mobile data or WiFi to be used.

Responsiveness:

The software will be highly responsive in design, as well as data transactions. There will be little to no delays while using the software.

Flexibility:

The software will be easy to update and maintain. Any possible bugs that may be encountered will be able to be handled.

Effectiveness:

The software will be easy to navigate and no prior knowledge will be needed to learn how to use it.This applies to all levels of users: customers, agents and administrators.

Efficiency:

The software will offer the possibility to do specific actions effortlessly,taking as little time as possible. Bugs and other complications will be limited and fixable in each case imaginable.

Consistency:

The software will showcase consistency in its design and layout throughout all its services,with minimal to no changes made.

Customizability:

The software will present the possibility of customization to every user. Each user,no matter their user level, will be able to customize the software according to their preferences.

3.2.1.3.1 Performance Requirements

* The software will be mobile base and web based for all user levels.
* The software will provide access to users who have an account at any given time, considering their device will be connected to a data source.
* The software will provide a need to access third-party applications for some functionalities, but this option will be optional.
* The software will be designed to be able to handle large amounts of user input and user data.
* The software will respond to user requests quickly. Depending on the strength of the connection to the data source for each user, this response may vary from 2-5 seconds per request.
* The software will be designed to prevent data loss, using methods such as: data backup.

3.2.1.3.2 Responsiveness

* The software will give priority to the interactions and specific actions that the user may perform.

If the software gets interrupted unexpectedly, the information provided must be saved.When reopened again, the software will provide the latest data saved,meaning, it will return to its previous state.

3.2.1.4 Dependability

Availability

* The software can only be accessed if the users are connected to some form of internet data
* If connected to an internet source, the software will be available at any given time
* All the services provided by the software can be accessed everywhere

Satisfaction

* The software will be designed in such a way that it can provide all the desired services of the user, making the user’s satisfaction a priority.

Errors

* Small errors might occur while using the software. To be able to resolve them, communication with the developers will be made possible. In case of possible crashes or other failures, the software will be able to recover quickly.

3.2.1.5 Security

The software will protect all users’ data and sensitive information:

* Each customer is able to see only their personal information.
* Each agent is able to see only the needed information about the customers such as name. and phone number, while interacting with the said customer.
* Each administrator is able to see the customers’ information only if given permission by the customer.
* Each user will be granted access only to the services they need to perform based on their user level.
* Each user will be provided with different options for authentication, including : face authentication, password authentication or PIN authentication.
* Sensitive information such as passwords and personal PINs will be encrypted using industry-standard encryption protocols. These passwords and PINs need to meet certain criteria to be used.