1. Introduction

1.1 Purpose

This Software Requirements Specification (SRS) document outlines the requirements for AutoReception, a software solution designed to automate the hotel reception process. The primary purpose of AutoReception is to streamline customer interactions, enhance operational efficiency, and provide a seamless experience for guests.

1.2 Target Users

AutoReception is targeted towards small to medium-sized business owners who operate hotels and require a user-friendly system to manage customer relationships effectively.

2. Functional Requirements

2.1 User Account Management and Authentication

*   **Requirement:** AutoReception shall provide secure user account management and authentication capabilities.
*   **Description:**
    *   Users shall be able to create, modify, and delete accounts.
    *   The system shall support secure password storage and authentication mechanisms.

*   Different user roles shall be defined with varying levels of access and permissions.

2.2 Customer Relationship Management (CRM)

*   **Requirement:** AutoReception shall provide a comprehensive CRM module to manage customer interactions effectively.
*   **Description:**
    *   The system shall enable storing and accessing customer data, including personal information, booking history, preferences, and feedback.
    *   Features such as contact management, communication logging, and customer segmentation shall be included.
    *   Integration with third-party communication channels like email and SMS shall be supported.

2.3 Check-In/Check-Out Processes

*   **Requirement:** AutoReception shall automate the check-in and check-out processes.
*   **Description:**
    *   The system shall allow guests to self-check-in using online portals or kiosks.
    *   Online booking integrations with popular booking platforms shall be supported.
    *   Automated check-out procedures shall be implemented, including bill generation and payment processing.

2.4 Room Management

*   **Requirement:** AutoReception shall provide features for managing hotel rooms efficiently.
*   **Description:**
    *   The system shall track room availability, assign rooms to guests, and manage room status (occupied, vacant, cleaning).
    *   Integration with room management systems or smart room technologies shall be considered.

2.5 Guest Services

*   **Requirement:** AutoReception shall support various guest service features.
*   **Description:**
    *   Features such as room service requests, concierge services, and guest feedback mechanisms shall be included.
    *   Integration with third-party vendors for amenities like dining, entertainment, and transportation shall be supported.

3. Non-Functional Requirements

3.1 Platform Compatibility

*   **Requirement:** AutoReception shall be a cross-platform web application accessible from any device with an internet connection.
*   **Description:**
    *   The software shall be designed and developed to be compatible with various web browsers and operating

systems.
   *   A responsive design shall be implemented to ensure optimal user experience across different screen sizes.

3.2 Integration with Third-Party Vendors

*   **Requirement:** AutoReception shall support custom API integrations with third-party vendors for enhanced functionality.
*   **Description:**
   *   The system shall provide a flexible framework for integrating with external systems for features such as payment processing, booking platforms, and loyalty programs.

3.3 Performance Requirements

*   **Requirement:** AutoReception shall deliver moderate performance, suitable for small team use with low latency for real-time data processing.
*   **Description:**
   *   The software shall be optimized for efficient processing and data retrieval.
   *   Response times shall be minimized for critical operations like check-in, check-out, and guest communication.

3.4 Security Requirements

*   **Requirement:** AutoReception shall adhere to general best practices for security, protecting user data and system

integrity.
*   **Description:**
    *   Secure authentication protocols, data encryption, and access control mechanisms shall be implemented.
    *   Regular security audits and vulnerability assessments shall be conducted.

3.5 Data Capacity

*   **Requirement:** AutoReception shall utilize scalable cloud storage solutions to accommodate growing data needs.
*   **Description:**
    *   The system shall leverage cloud-based storage services to ensure reliable data storage and scalability.
    *   Regular data backups and disaster recovery plans shall be in place.

3.6 Operating Environments

*   **Requirement:** AutoReception shall be deployable in standard cloud environments such as AWS and Azure.
*   **Description:**
    *   The software shall be designed to operate seamlessly in cloud-based infrastructure environments.
    *   Support for containerization technologies like Docker shall be considered.

3.7 Language and Localization

*   **Requirement:** AutoReception shall be available in English only, with no immediate plans for other languages.

* **Description:**
  * The user interface, documentation, and support materials shall be provided in English.
  * Future localization options may be considered based on user demand.

4. Conclusion

This SRS document provides a comprehensive overview of the requirements for AutoReception. It outlines the functional and non-functional specifications that will guide the software development process. By adhering to these requirements, AutoReception will be a valuable tool for small to medium-sized hotel businesses, enabling them to streamline operations, improve customer satisfaction, and enhance overall efficiency.