INTRODUCTION:-

What application actually does:-

Application provide a laymen user interface on which the vendors will able to list their hotel rooms for renting purpose and the authorized end users(customer) will able to see the list of room based on their preferences and also able to book the room which are provide by the users.

Actor:-

1. Client:

These are the persons who are the owner of the application and these will grant permission to other to access their app.

1. End-Users (Customer):

These are the customers who are going to buy/book the product provided by another end-user (vendor) on the site.

1. End-User(Vendors):

The deal providers who provide or rent their hotel rooms with the customers

1. CRM:

This is the team or we can say the staff members who are going to deal with customers authentication, application permissions, billing, verification of booking, maintenance of application, support executives, etc.

Scope:

This application allows user/customer/vendors to create their account on the application and provide a secure profile management system which has to be confidential.

Only the authorized user will able to rent/book the hotel rooms. Also provide a safe gateway for transaction/billing purpose.

Overview:

Develop a safe and secure application for renting/booking hotel rooms as per their requirement.

The application should uses two-way authentication system at the time of registration and logging in.

Functional Requirement:

1. Customer Relationship Management System:

End-Users (Customer and Vendors) will have to create their account or should first get registered on the application using their genuine email ID, phone no. and name. And this email ID and phone no. will get authorized by using two-way authentication procedure (OTP’s).

Unauthorized user will only able to see the hotel rooms and see their prices but not able to go to the billing desk just got return from the transaction zone.

For any query the customer will able to interact with the tele support executive by using the given toll free number 24/7

1. Select Location:

End User (customer) will firstly have to select the location or city name based on the taking access to his device location by permission or either customer will able to search city name in the dialogue box.

1. Hotel Catalogues:

Hotel Catalogue will be shown to the customer depending upon his preferred location. And this catalogue will show the type of room available, laundry service, kitchen service, etc. in that particular selected hotel.

1. Room Availability:

Application will able to check if the rooms available in that particular hotel.

If the room is available allot a room for the customer depend upon his preference but if the room is not available do not allot the room and show the customer some suggestion regarding similar hotels and room at same price.

1. Extra Service Availability:

If there is extra services provide by hotel vendor then the list should be given to the customer through which the customer able to tick the required services with the room allotment.

1. Transaction Page:

Here the customer will able to see their allotted rooms in the hotel and the price breakups including taxes and including the promotions and rewards (if applicable). And after this the final payable amount should be shown at the end of the page.

1. Billing Desk:

On billing desk customer will able to select payment mode on this own preference.

Payment modes will be like Credit Card, Debit Card, UPI, Net Banking and Cash on Check-in.

1. Booking Confirmation:

After getting successful transaction receipt from bank, immediately notify the customer about his successful booking and also notify the hotel vendor about the booking confirmation.

NON-FUNCTIONAL REQUIREMENTS:-

1. Security:

As there are many viruses and threats on web. So, for security purpose a firewall should be introduced for the application.

Billing/Transaction process should be secure from the hackers and irrelevant users.

1. Accessibility:

As the application uses the internet so the application should be access on any OS, mobile, smartphones, etc. i.e; the application should not be platform dependent and can be access by any mode.

1. Availability:

Application should be available 24/7 for the end users and only get down at the time of maintenance. When no one is accessing the application it will automatically switch to hibernate mode and whenever any request for accessing the application is occurred the application will automatically came to active mode from hibernate state.

1. Confidentiality:

The Data of the application as well as the registered end users should be confidential and can’t be able to exchange with any person rather than the Administrator of the site. For creating the confidentiality of data more secure a high end security permission like fingerprint access.

1. Efficiency:

The application should be way enough efficient to handle the traffic of as many as user possible and the application should not crash at the time of higher number of users and transaction.

Application is able to learn the mind set of customer by using his search history and his preferred rooms in his usually searched price list.

1. Integrity:

Integrity of the application should be like that if a room is allotted to the user it should not be able to given to another user at the same time. And there is no communication gap in between the customer and application. Application will able to communicate by providing a regular base notification to the customer regarding the confirmed booking and booking status too.

1. Maintainability:

Time to time application will have to go to maintenance at particular time in the midnight based on the analysis of traffic on the application. Application will also able to fix his its own buy by using the safety concerns provided at the time of default setting.

1. Interoperability:

Application will able to communicate with the OS, I/O devices and hardware for working in a smoother manner. Whenever a person is using the application, the application should be in preferred list of the processes for getting a better result.