User Stories: International Student Car Rental System

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1. Student User Stories
- As a student, I want to register and verify my identity, so that I can access the car rental service.
- As a student, I want to search for available rental cars, so that I can find a car suitable for my needs (e.g., driving test, daily use, travel).
- As a student, I want to filter rental cars by price, type, fuel, and location, so that I can choose a car within my budget and preference.
- As a student, I want to rent a car for a specific duration (weekly, monthly, semester), so that I have transportation for my required time.
- As a student, I want to return a rented car, so that I can complete my rental process and avoid extra charges.
- As a student, I want to submit a repair request if my car has issues, so that I can get it fixed and drive safely.
- As a student, I want to swap my car for another one if it has problems, so that I can continue using a functional car without delays.

2. Dealer & Resident User Stories
- As a dealer, I want to list my car for rent, so that I can generate income from my inventory.
- As a resident, I want to list my personal car for rent, so that I can earn extra income while waiting to sell it.

3. Admin User Stories
- As an admin, I want to manage student and dealer accounts, so that I can verify users and approve valid accounts.
- As an admin, I want to suspend or deactivate fraudulent or inactive accounts, so that I can maintain platform security and integrity.
- As an admin, I want to review and approve listed cars, so that only valid and roadworthy vehicles are available for rent.
- As an admin, I want to track rented cars, so that I can manage availability and usage statistics.
- As an admin, I want to track ongoing and completed bookings, so that I can ensure proper transactions between renters and owners.
- As an admin, I want to manage rental pricing policies and fees, so that I can ensure fair and competitive pricing.

- As an admin, I want to track reported car issues, so that I can ensure timely repairs and prevent vehicle downtime.
- As an admin, I want to manage partnerships with repair workshops, so that I can streamline maintenance services for rental cars.
- As an admin, I want to handle customer complaints and disputes, so that I can resolve issues between students and car providers.
- As an admin, I want to provide emergency assistance coordination, so that renters get support in case of breakdowns or accidents.