

**Title:** Software Requirements Specification (SRS) for Online Room Booking System

**Team:** Direct Customer, Indirect Customer, Architect, Business Analyst, QA Team, System Analyst

**Objective:**

ORBS is a web-based application that allows users to book rooms in hotels. The booking portal is designed to be user-friendly, efficient, enabling users to easily browse available rooms, select their preferred accommodation. The purpose of this document is to provide a detailed Software Requirement Specifications(SRS) for the ORBS.

**Scope:**

This portal will allow users to browse available accommodations on the basis of date range(check in - check out) , hotel location and room type. Users will be able to review room booking history and will be allowed to cancel booking before 24 hours of check in.

**Definitions:**

ORBS: Online Room Booking System

OTP: One Time Password

QA: Quality Assurance

Portal: Personalized Online Web Application

Dashboard: Personalized information presented using BI techniques such grid, score card, graph

**Requirements**

**Functional Requirements:**

### 1. Anonymous User:

Any anonymous User will be able to view different hotels according to selected location and date but won't be able to book without registration.

### 2. User Registration (Sign up):

The booking portal shall allow users to create an account by providing their personal credentials ,email address ,contact number and password. Users will need to verify their confirmation through email address before they can use the ORBS. Also users will need to authenticate mobile numbers via system generated OTP.

### 3. User Login:

Once the email and mobile number has been verified the booking portal shall allow registered users to log in using their registered email address or registered contact number and password. Only registered customers will be able to book rooms. Also customers will be able to cancel booking before 24 hours of check-in. Customers can also access booking history and details of room booking.

### 4. Details of the rooms:

The website will display detailed information about each room such as room features, amenities, room type, price of the room, and availability on selected dates. The booking portal shall allow users to search for available rooms by specifying the location ,date range and number of guests

### 5. Room Booking:

The website will allow users to book a room only if available by selecting a room and entering personal information and payment gateway details.

### 6. Reservation Management:

The website shall allow users to view and manage their past and upcoming reservations, including canceling reservations if necessary.

#### 7. Email Notifications:

The website shall send booking details to users regarding reservation details and updates via mail as well as whatsapp messaging app.

#### 8. Management Staff:

Management staff will be able to get details of booking of a particular customer. Also staff will be able to cancel , reject or approve bookings being placed by customers due to some policies of Business. Staff will be able to summarize booking & get Business insight by observing daily operations and getting bookings information.

### **Non-Functional Requirements:**

#### 1. Usability:

The booking portal shall be designed to be user-friendly and easy to navigate.

## 2. Performance:

The booking portal shall be able to handle a large number of concurrent users without slowing down.

## 3. Security:

The booking portal shall be designed to be secure, protecting users' personal information and payment details.

## 4. Compatibility

Booking portal shall be compatible with all browsers, chrome,firefox etc.

## 5.Multi-Linguistic:

The website should support multiple languages.

## 6.Accessibility:

Only registered customers will be able to place an order after authentication.

## 7.Efficiency:

During the Festival season, the maximum number of users will book rooms and explore destinations with the same response time.

Booking portal will be able to manage all transactions with isolation.

## 8.Manual support:

Whenever a user is trying to search something ,he should get some suggestions after writing a few words so that the user won't have to type each and every word which will make it more user friendly.

