**List of Customer Needs**

The customers for our Style-X rental system can be categorized into two main groups:

• Subscribers and Guest Users  
 • Designers and Brands

**1. User Requirements:**

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| **Requirements** | | **Subscribed User** | **Guest Users** |
| 1 | **Ability to Manage account:** The ability to create, update and delete user accounts on the portal by providing necessary information like name, contact details, and email address. | Yes | Yes |
| 2 | **Ability to restore password/user ID details:** Implement a password reset mechanism where users can request a password reset link via email or answer security questions to retrieve forgotten passwords or user IDs. | Yes | Yes |
| 3 | **Ability to sign in and sign out:** The ability to securely sign in and out of their accounts, with appropriate security measures like session management and account locking for security purposes. | Yes | Yes |
| 4 | **Access to Comprehensive Product Information:** Users should have access to detailed information about the luxury items available on Style-X, including brand details, product descriptions, and user reviews. | Yes | Yes |

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| 5 | **Ability to schedule appointments for item rentals online:** Users have the privilege to schedule appointments for renting high-end items through the Style-X app. This feature allows them to plan and secure the availability of their preferred luxury items for specific dates and times. | Yes | Yes |
| 6 | **Ability to adjust rental times online:** Users enjoy the flexibility to modify or adjust the rental times for their chosen luxury items through the app. This feature caters to changes in their schedules or preferences, ensuring a seamless and personalized rental experience. | Yes | No |
| 7 | **Virtual Styling Consultation:** Users have exclusive access to virtual styling consultations, where they can engage with Style-X experts through video conferencing or chat interfaces. This personalized service helps them discuss styling preferences, explore item recommendations, and enhance their overall luxury rental experience. | Yes | No |
| 8 | **Ability to receive email notifications:** Users stay informed with email notifications, receiving updates on appointment confirmations, rental adjustments, and other important notifications. This feature ensures that users are always aware of any changes or confirmations related to their luxury item rentals. | Yes | No |
| 9 | **Ability to view rental order details:** Users can securely access and view detailed information about their rental orders through the Style-X app. This includes order summaries, delivery details, and any additional information related to their chosen luxury items. | Yes | Yes |
| 10 | **Billing and Payment Queries:** Users can inquire about billing details, payment-related queries, and other financial aspects through the app. This feature provides transparency and assistance for any questions users may have regarding their billing statements. | Yes | Yes |
| 11 | **Ability to pay rental bills online:** Users enjoy the privilege of accessing their complete rental history on the Style-X app. This comprehensive feature allows them to review past luxury item rentals, track preferences, and plan future rentals based on their unique style preferences and history. | Yes | Yes |
| 12 | **Access to complete rental history:** Users enjoy the privilege of accessing their complete rental history on the Style-X app. This comprehensive feature allows them to review past luxury item rentals, track preferences, and plan future rentals based on their unique style preferences and history. | Yes | No |

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| 13 | **Luxury item wishlist:** Users can create a wishlist of their favorite luxury items, expressing interest in potential future rentals. This feature allows users to easily request the availability of specific items, ensuring a personalized and curated experience. | Yes | No |
| 14 | **Style recommendations:** Users can receive personalized style recommendations based on their preferences, previous rentals, and trending luxury items. This feature enhances the user experience by providing tailored suggestions, making the rental selection process more enjoyable and fashion-forward. | Yes | No |

**Designers and Brands Requirements:**

1. **Ability to log in/log out:**
   * Designers and Brands should have the capability to securely log in and out of their accounts on the Style-X app using unique credentials or other secure authentication methods.
2. **Ability to manage their account:**
   * Designers and Brands should be able to view and update their profiles, managing contact information and showcasing their latest collections and designs.
3. **Ability to set and manage availability schedule:**
   * Designers and Brands should have the flexibility to define their availability schedule for showcasing their luxury items. This includes setting exhibition hours, days of availability, and other schedule preferences.
4. **Ability to access their exhibition schedule:**
   * Designers and Brands need access to their exhibition schedule, allowing them to view, modify, or cancel showcasing appointments as necessary. Real-time updates should be reflected in the schedule to ensure a smooth and organized presentation.
5. **Ability to view detailed item information:**
   * Designers and Brands should have access to comprehensive information about their luxury items, including brand stories, design details, and popularity among users.
6. **Ability to update item details:**
   * Designers and Brands should be able to update information related to their luxury items, including new designs, availability status, and any changes in item details.
7. **Ability to manage rental requests:**
   * Designers and Brands should have the capability to handle rental requests. This includes reviewing and approving rental requests, managing inventory availability, and ensuring a seamless rental process for users.
8. **Ability to view rental transaction information:**
   * Designers and Brands should be able to access information related to rental transactions, including billing history, payment records, and any outstanding balances from users.
9. **Virtual Showcase Capability:**
   * Integration with virtual showcase platforms to provide users with an immersive experience of exploring luxury items remotely. This feature allows Designers and Brands to showcase their latest collections through virtual exhibitions, enhancing the user experience.
10. **Automated Updates for New Collections:**
    * Email notifications to users when new collections or designs are available. This functionality allows for automatic email notifications to be sent to users, keeping them informed about the latest additions to the Style-X platform.