Problem Statement

Title: Airbnb

Aim: Airbnb is an online marketplace that enables users to list, find and rent vacation homes. Airbnb connects people to unique travel experiences, at any price points. Airbnb has a diverse customer base, it is used by people from different age groups, professions and interests. Some customers prefer places which are closer to the city where as some others love to enjoy the natural beauty by living in cottages. Since every customer has different interests it is essential that the user is recommended houses on the basis of their profile.

Scope:

1. Browse -
   Based on the user's requirements, user can browse through different locations, apartments, plots etc. In order, for the user to get certain offers creating an account is suggested.

2. Log In -
   User can sign up/register their details in airbnb by a magic link which will be received through the mail or the other option is to receive an OTP (One-time password) in order to create a profile.
   User can sign in, in order to follow up regarding their booking details and itinerary. Log in time outs can act as a method of interruption for the user.

3. Profile -
   Registered users can either be a host, who owns an apartment or a traveller, who plans on temporarily residing in the hosts apartment.
   Details about the user will be available on his/her own profile.
   Details about their booking will be available as well.

4. Search -
   User can search and filter through requirements regarding the stay and since an account will be created the offers will be displayed as well.

5. Detailed Module -
   Once the user finds his/her preferable temporary residence, the details about the location shall be provided in terms of quality of location, the type of stay, reviews based on the stay and hosts.

6. Check Availability -
   Once the user is content in terms of the place he/she is staying, an option shall appear in order to check the availability of the residence based on which the user will have to make certain decisions.

7. Booking -
   On confirmation of all the requirements, the user will now have to make some/complete payment in order the stay. The user will need to fill certain details as well, such as booking name, local address, mobile number, email address.

8. Payment -
   This process can be done in various ways. Some hosts might just accept payment once the user arrives at the destination, whereas, some hosts might require some advance payment in order to confirm the stay and some hosts will require complete payment.
   Payment methods will consist of debit card, credit card, net banking, cash and UPI wallets.

9. Confirmation -
   Upon payment, the user will be redirected to this module, where in which all the required details about the booking trip will available.

10. Log Out -
    At the end of the process, the user can then log out.

Assumptions:
- Log in can be done through google account or facebook account.
- Internet Connectivity and GPS location is accurately reported.
- Notifications can be provided on your wireless devices.
- Future references and details can notified about through SMS or emails.

Limitations:
- Issues regarding payment process can affect the user's experience due to bank servers being down or bank maintenance.
- Extra permissions required depending on the platform.

Happy Scenario:
- Emails and mobile numbers can be used as a convenient way for sign ups/logins.
- Choosing and booking of stays/apartments can be done through an easier way using filters.
- Confirms the booking and proceeds to pay.
- Enters details, utilises offers/concessions. Goes through airbnb policies and agrees.
- Pays using one of the multiple payment options given.
- Confirmation regarding transaction is informed through SMS/email.
- Logging out of account successfully achieved.

Variation Scenario:
- Doesn't find hotels according to his needs and can change date/filters accordingly.
- Connection is another one of the vital issues which can act as an obstruction. A poor connection may not guarantee payment completion and/or successful booking.
- One of the vulnerable and misused features is saving the card details for faster checkout purposes.
- Incase of no account - sign up using email/SMS and set a username and password and authenticate user by sending OTP on email/SMS.
- Forgot password - email/SMS sent to valid user account and the password reset link is contained in this email/SMS.
- Cannot avail offers/concession due to ineligibility.
- Payment may not be successful due to problems with bank server, wrong information provided or session timeout.
- Did not receive email/sms receipt network issues. Incase of that issues, contact the provided number/email address.
- Log out can be unsuccessful due to high traffic on server and network issues.