

I wrote the following while looking at <https://www.hertz.com/>.

1. Customer User Stories

- As a customer, I want to create an account, so that I can manage my car rentals.
- As a customer, I want to select pick-up and drop-off locations, so that I can rent a car conveniently.
- As a customer, I want to see alert message, so that I need to know if the place where I'm planning to rent the car is open or closed. Also, I need to see the contact person's information.
- As a customer, I want to filter cars by price, vehicle type, so that I can quickly find the right car.
- As a customer, I want to view car details (images, specifications, rental cost), so that I can make an informed decision.
- As a customer, I want to see coverage, so that I can choose coverage.
- As a customer, I want to make payments securely using credit cards, debit cards so that I can complete my booking safely.
- As a customer, I want to receive a booking confirmation email and SMS, so that I have proof of my rental.
- As a customer, I want to modify or cancel my booking, so that I have flexibility in case of changes in my plans.
- As a customer, I want to view my rental history, so that I can review past trips and payments.

2. Admin (Rental Company) User Stories

- As an admin, I want to manage customer accounts, so that I can handle user-related issues.
- As an admin, I want to add, edit, or remove cars from the inventory, so that the system always has up-to-date rental options.
- As an admin, I want to set rental prices.
- As an admin, I want to manage rental locations, so that customers can pick up and drop off cars easily.
- As an admin, I want to track all active, upcoming, and completed bookings, so that I can monitor operations.

- As an admin, I want to track car availability and utilization, so that I can optimize fleet management.

3. Driver/Delivery Agent User Stories (For Home Delivery Services)

- As a driver, I want to see upcoming car delivery and pick-up tasks, so that I can plan my schedule.
- As a driver, I want to receive customer details and rental locations, so that I can deliver the car to the right place.
- As a driver, I want to update the delivery status (on the way, delivered, picked up), so that the system is updated in real time.