

## **Problem Description: Car Rental System**

A car rental company needs a digital system to manage car bookings efficiently. The system should allow customers to browse, book, and pay for car rentals online. It should also help the company manage its fleet, pricing, and rental locations.

### **Users and Their Needs:**

#### **1. Customers**

- Create an account to manage rentals.
- Search and filter cars based on price and type.
- Select pick-up and drop-off locations.
- View car details (images, specifications, and pricing).
- Choose coverage options.
- Make secure payments.
- Receive booking confirmation via email and SMS.
- Modify or cancel bookings.
- Contact customer support if needed.

#### **2. Admin (Rental Company)**

- Manage customer accounts.
- Add, edit, or remove cars from inventory.
- Set rental prices.
- Track bookings and car availability.
- Manage rental locations.

#### **3. Drivers (For Home Delivery Services)**

- View assigned delivery and pick-up tasks.
- Receive customer details and rental locations.

- Update the delivery status in real time.

**Key Features:**

- Online car search and booking.
- Secure payment processing.
- Automatic booking confirmation.
- Fleet and booking management for the admin.
- Real-time updates for deliveries.

The goal of this system is to provide a smooth, user-friendly experience for customers while ensuring the rental company can efficiently manage operations and optimize its fleet.