

Section 1: Project Overview

1.1 Project Description

- The client is looking for a technical solution to aggregate users on the platform wherein users can either look for rental properties on the platform or host properties and manage their availability on the platform.
- Guests would be able to search for properties and book them on the platform and on the other hand hosts would be able to list their properties on the platform for the guests to book. A user can serve as a guest as well as a host on the platform.
- Admin will be able to monitor key operations and manage all the stakeholders on the platform.

1.2 Stakeholders

- **User (Website, iOS, and Android):** The user can either be a Guest or a host wherein the guest can look for a property and book them on the platform. Hosts can host a property and can manage their availability on the platform.
 - **Guest** - Interested in renting the properties on the platform.
 - **Host** - Interested in listing their properties for rent on the platform.
- **Administrator (Web):** The administrator is the platform owner who will be able to monitor the crucial data, manage booking requests, manage users and receive payments from the users on the platform.

1.3 Technical Solutions

- A front-end website and native apps for users will be developed. A web super admin panel for service owners would be developed to manage all stakeholders and other key operations.

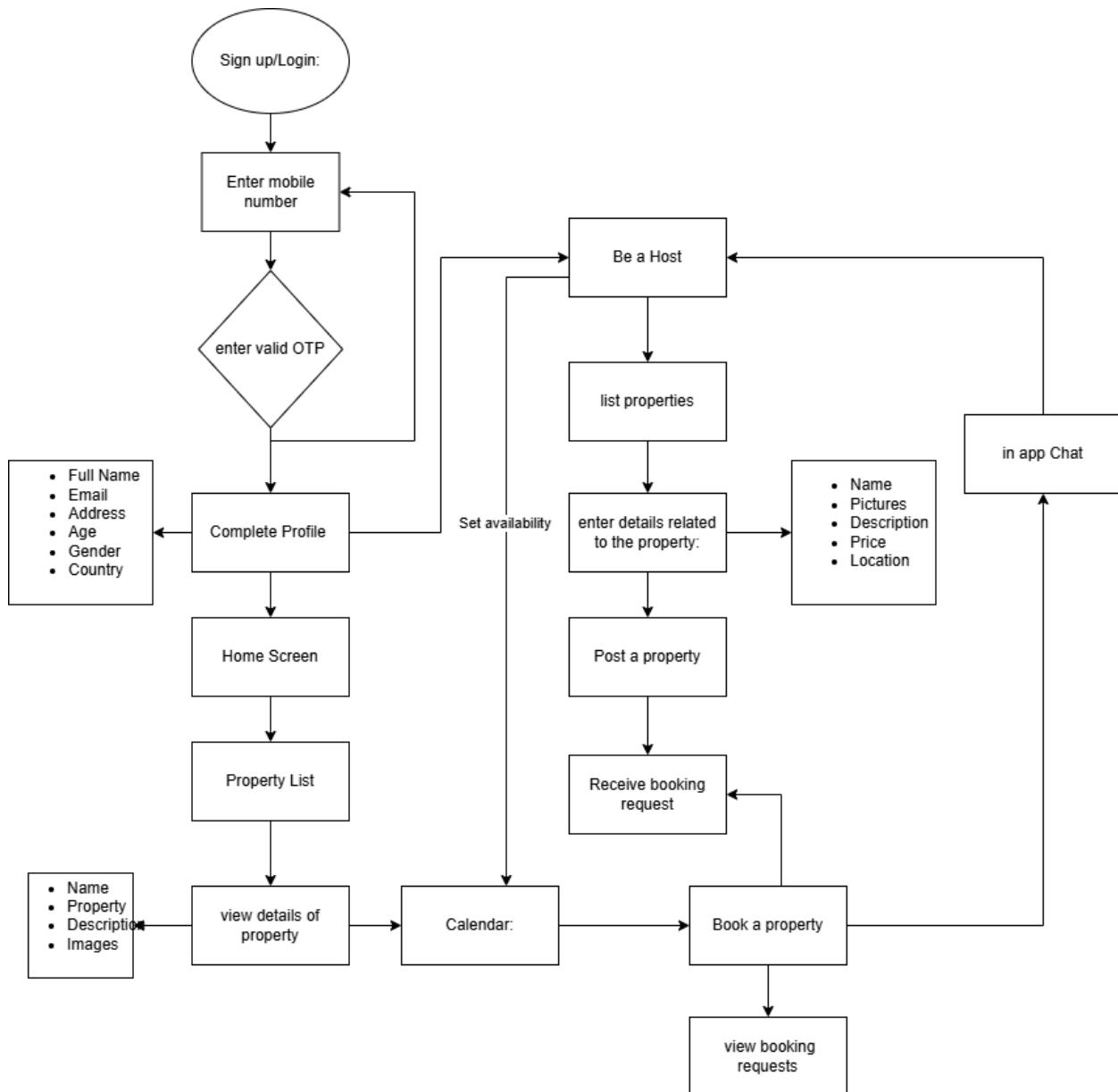
| Phases | Tools/Technology |
|----------------------|--|
| Designing | <ul style="list-style-type: none">• Figma |
| Frontend Development | <ul style="list-style-type: none">• React Native |
| Backend Development | <ul style="list-style-type: none">• MERN |
| Testing | <ul style="list-style-type: none">• Manual testing |

1.4 Client Deliverables

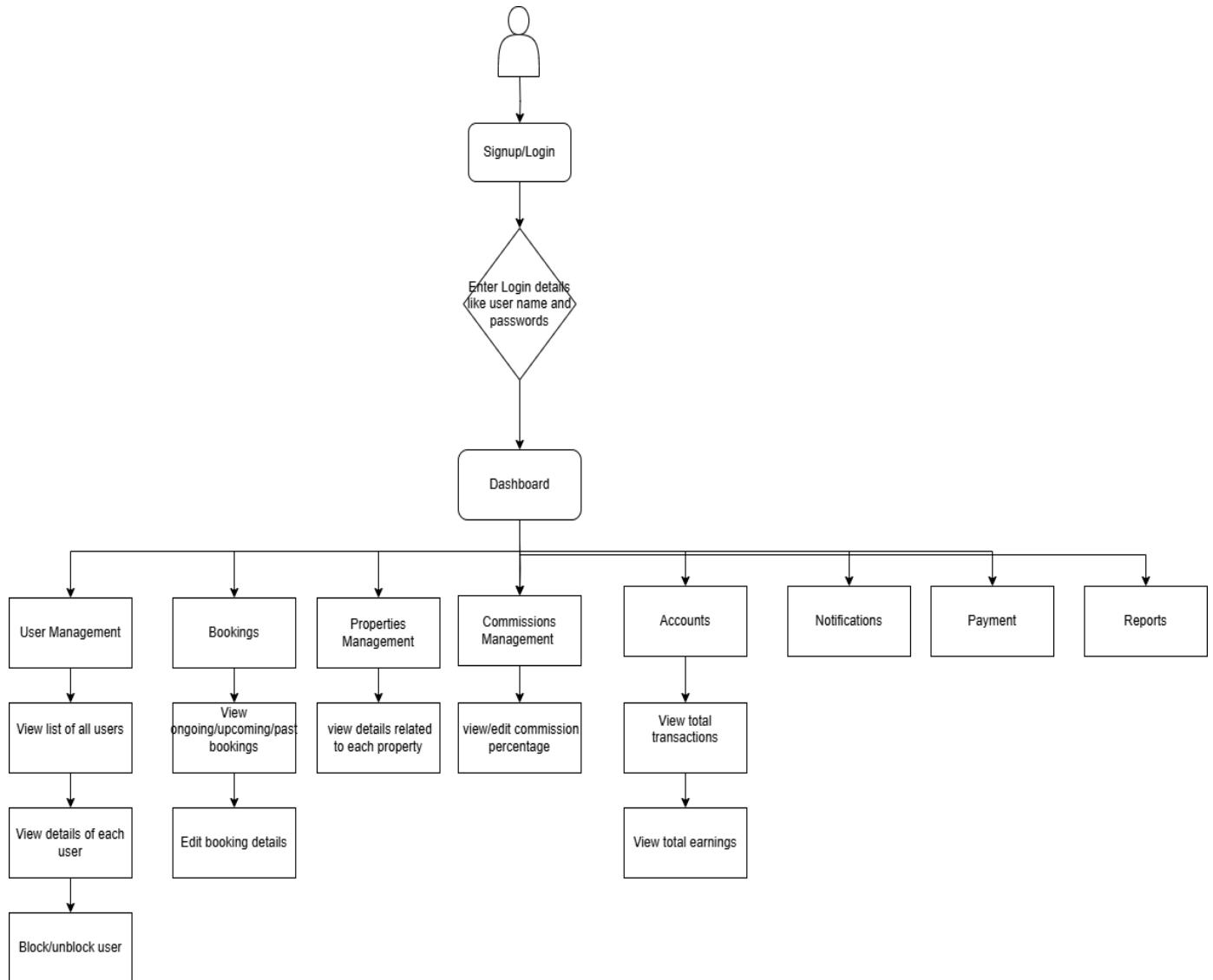
| Phases | Deliverables |
|-----------------------------------|--|
| Research and Feasibility Analysis | <ul style="list-style-type: none">• Requirements Documents |
| Development | <ul style="list-style-type: none">• DB Architecture• Backend APIs• Frontend Apps and Website• Admin Panel |
| Testing | <ul style="list-style-type: none">• Manual testing |

Section 2: Flow Charts

2.1 Customer Workflow



2.2 Administrator Flow



Section 3: Project Scope of Work

3.1 User Application and Website (IOS, Android, and Website)

- **Sign up/Login:**
 - **Sign up via Mobile number:** Users will have to enter the mobile number in proper mobile number format for sign up.
 - Mobile
 - OTP - verify
 - **Login:** Users will have the ability to log in via the email ID/mobile number and password entered during sign-up.
- **Guest browsing**
 - Users can freely browse the platform without the need to register. They can explore various properties, view details, and interact with the map to locate properties of interest. However, registration will be required when a user decides to place a booking or make a reservation.
- **Complete Profile**
 - Full Name
 - Email
 - Address
 - Age
 - Gender
 - Country

- **Home Screen:**

- Once the user logs in to the platform, he will be navigated to the home screen of the website wherein the user can view the different categories:

- Home

- Properties

- Users can view the top trending and famous homes, trending properties, and featured properties on the platform.

- **Search**

- Ability to search for properties using

- Keyword

- Category

- Location

- Date

- City

- Ability to view search results

- Ability to filter search results by

- Date

- Price range

- Number of Bedrooms

- Location

- Ratings

- **Property List**

- Ability to view the list of all the properties on the platform.
- Properties to be categorized based on the location
- Ability to view details related to each property.
- Ability to view and select property category managed by the admin
- Ability to view and select the destination to which the user is traveling.
 - Regions and cities
- Ability to view the filtered list accordingly.
- Ability to view details related to each property
 - Name
 - Property
 - Description
 - Images
- Ability to mark the favorite properties.
- Ability to view the details related to each property:
 - Name
 - Description
 - Featured in
 - Exact address
 - The number of guests can accommodate

- Space type:
 - Home
 - Hotel
- Property type:
 - Apartment
 - Condominium
 - Guest house
 - Guest suite etc
- Room type:
 - Private
 - Shared
- Number of bedrooms
- Number of beds
- Number of bathrooms with bathroom type
- Ratings
- Host Information
- Amenities available
- Spaces guests can use
- Number of Guests Allowed per room
- Cost for the property booking/day

- Ability to select the duration of stay
- Ability to view the amount payable for the booking
- Ability to make the bookings by making the payment using the integrated payment gateway.

■ Ability to share the details related to a property by link-sharing

- **Host**
 - Ability to view and select a category:
 - Host a home
 - **Home:**
 - **Listing**
 - The host will have the ability to list properties on the platform.
 - Ability to enter details related to the property:
 - Name
 - Pictures
 - Description
 - Price
 - Location
 - Ability to enter additional details related to the property:
 - Exact address
 - Number of guests can accommodate

- Space type:
 - Home
 - Hotel
- Property type:
 - Apartment
 - Condominium
 - Guest house
 - Guest suite etc
- Room type:
 - Private
 - Shared
- Number of bedrooms
- Number of beds
- Number of bathrooms with bathroom type
- Ratings
- Amenities available
- Spaces guests can use
- Host Information
- Cost per day

○ **Calendar:** Ability to manage the availability of each property on a calendar.

Owners can mark the available and unavailable time slots for each property on the calendar.

- **Booking algorithm:** There will be a calendar set on the backend against each room. Once the request is property by the user, the slot will be booked and the calendar will be blocked for that particular time slot for the selected day. Other users will not be able to view the room for the selected date and time slot once booked before.
 - Ability to post property on the platform.

- **Booking Request**

- Ability to view booking requests.
- Ability to acknowledge booking requests.
- Ability to cancel booking requests.
- Ability to do in-app chat with the user.
- Users can view the address of the specified location directly within the platform.
- Users have the option to tap on the map to access the "View Location" feature.
- The platform integrates Google Maps API, enabling users to be redirected to Google Maps for detailed navigation when they tap on "View Location."

- **Note: Third-party integrations of Google API over the platform.**

- **My Booking** - The user can view the list of all the past and upcoming bookings posted/joined via the platform with details like booking ID, booking details, date and time of the booking, booking summary, and other additional details will be displayed.

- **Notifications**

- Users will receive push/email notifications:

- **Guest**

- Booking request confirmed
 - Invoice (email only)
 - Payment
 - Booking updates

- **Host**

- New booking request
 - Payment received

- **Payments**

- Users will have the ability to make payments via credit card/debit card through integration with Stripe.
 - Users can also view the total earnings via the platform.
 - The payment made by the users will be received by the admin and once the booking is completed, the payment will be transferred to the host after deducting the defined commission.

- **Review & Rating**

- Users will have the ability to provide star ratings and feedback on the property and post-booking completion.

- **Others (Side Menu)**

- **Profile:**

- **View profile** - Users will have the ability to set/edit the profile from this section where they can view the details entered during sign up like name, address, email ID, contact number, etc.
- **Edit profile** - User will have the ability to edit the above parameters from this section.
- **Password** - Ability to set/edit passwords from this section.
- **Payment information** - Users will have the ability to enter and save CC/DC details from this section.
- **Inbox:** Ability to view the messages received from other users in this section. Users will have the ability to reply to the messages received.
- **Wishlist (Saved bookings):** The user will have the ability to add/delete properties to the list.
- **Contact us:**
 - Users can view the contact email ID and support number about the platform.
 - Users can contact the platform outside the platform for which network charges would apply.
- **Sign out** - Ability to sign out of the platform.

3.2 Admin (Web Panel)

- **Login**

- **Login:** Admin will have the ability to login via the credentials
- **Remember me:** Admin will have the ability to check on the checkbox present on the screen to allow the platform to remember the login credentials. The credentials will get saved to the backend and will automatically pop up whenever the customer signs in.
- **Forgot Password:** Admin will have the ability to reset their account password by clicking on this field. A link to be sent to the email ID for resetting the current password.

- **Dashboard view**

- View daily revenue
- Total users registered
- Total bookings received
- Total Earnings
- Commissions from each user
 - Host
 - Guest

- **User Management**

- View list of all users
- View details of each user
- Block/unblock user

- **Services/Pricing**

- Set/edit content on the platform
- Set/edit different categories for properties
- Set/edit commission fee to be charged on each transactional value

- **Bookings**

- View ongoing/upcoming/past bookings
- View details related to each booking
- Edit booking details
- View user's details

- **Properties Management**

- Ability to set a list of all the properties on the platform.
- Properties are to be categorized based on location.
- Ability to view details related to each property.
- Ability to add, edit, view and select property category:
- Ability to enter details related to each property:
 - Name
 - Property
 - Description
 - Insider guidebook
 - About the guide

- Ability to enter details related to the property:
 - Name
 - Pictures
 - Description
 - Price
 - Location
- Ability to enter additional details related to the property:
 - Exact address
 - The number of guests can accommodate
 - Space type:
 - Home
 - Hotel
 - Property type:
 - Apartment
 - Condominium
 - Guest house
 - Guest suite etc
 - Room type:
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- Number of bedrooms
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- Amenities available
- Host Information
- Spaces guests can use
- Cost per day

- **Commissions Management**
 - Ability to view/edit commission percentages for
 - Guest
 - Host
- **Accounts**
 - View total transactions
 - View total earnings
 - View earnings of the month/day, etc.
- **Notifications**
 - New user registered
 - Send email/push notifications to all users
- **Payment**

- View payment received from users
- View accrued payments against hosts
- **Reports**
 - View reports based on user registration and bookings
 - View reports based on content posted and filter it by date and region/user.
 - Export reports to CSV.
- **Logout**