



1. Login Management:

As a new user, I want a straightforward registration process, so that I can quickly create an account and start using the system.

As a security-conscious user, I want the option for two-factor authentication, so that I can add an extra layer of protection to my account.

2. System User Management

As a team member, I want a user-friendly interface to update my profile, so that I can keep my information accurate and up to date.

As a project manager, I want an easy way to request additional permissions for my team, so that we can collaborate effectively on specific projects.

3. Ticket Management:

As a customer, I want a simple form to submit support tickets, so that I can quickly communicate my issues or inquiries.

As a frequent user, I want a dashboard to track the status of all my submitted tickets, so that I can stay informed about ongoing support activities.

4. Booking Management

As a traveller, I want a user-friendly search interface for finding available bookings, so that I can efficiently plan my trips.

As a loyalty program member, I want an easy way to apply discounts or redeem points during the booking process, so that I can enjoy benefits as a loyal customer.

5. Train Management:

As a traveller, I want real-time updates on train arrivals and departures, so that I can plan my daily schedule effectively.

As a passenger, I want a notification system for any unexpected delays or disruptions, so that I can adjust my travel plans accordingly.

6. Route Management:

As a regular traveller, I want a clear and interactive map displaying train routes, so that I can easily understand the transportation network.

As a vacation planner, I want a tool to suggest scenic or efficient routes for my journey, so that I can enjoy a pleasant travel experience.