**Web Engineering Project Proposal**

**Ticket Reservation System**

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**Introduction:**

A ticket reservation system is a software application designed to facilitate the process of booking and securing tickets for various events or modes of transportation. This system streamlines the reservation process, making it more efficient and convenient for both users and service providers. Here's a brief overview of the key components and functionalities commonly found in a ticket reservation system.

**Features:**

* User Registration and Authentication:

Users should be able to create accounts and log in securely. Personal information, including contact details, may be collected for communication and ticket confirmation purposes.

* Event/Service Information:

Comprehensive details about events, shows, or transportation services should be available. This includes date, time, venue, pricing, seat availability, and any other relevant information.

* Seat Selection and Booking:

Users should be able to view a seating layout (for events) or choose a specific seat (for transportation) during the booking process. The system should provide real-time updates on seat availability.

* Payment Integration:

Integration with secure payment gateways to allow users to pay for their reservations.

* Confirmation and Ticket Generation:

Users should receive a confirmation of their reservation along with a unique ticket or booking reference. Tickets can be generated electronically or sent to users via email or mobile apps.

* Cancellation and Refund Policies:

Clear policies regarding ticket cancellations and refunds, with a user-friendly process for cancellations if necessary.

* User Notifications:

Alerts for any changes in the event schedule or transportation details.

* Admin Dashboard:

An administrative interface for managing events, seat allocations, and user bookings. Access to analytics and reports for better decision-making.

* Security Features:

Secure data transmission and storage to protect user information and payment details. Implementation of authentication and authorization mechanisms to control access.

* Mobile Responsiveness:

A responsive design that allows users to access and book tickets from various devices, including smartphones and tablets.

**Gantt Chart:**

