

I. Create accounts of users; login, logout.

II. Browsing and search functionality

- ☐ search for train schedules by origin, destination, date of travel
- ☐ sort by different criteria (by arrival time, departure time, origin, destination, fare)
- ☐ a user should be able to see all the stops a train will make

III. Reservations

- ☐ a customer should be able to make a reservation for a specific route
  - ☐ get a discount in case of child/senior/disabled
- ☐ cancel existing reservation
- ☐ view current and past reservations with their details.

IV. Messaging functions

- ☐ send a question to the customer service (customer reps will reply it)
- ☐ browse questions and answers
- ☐ search questions and answers
- ☐ get an alert message in case a route is delayed.

V. Admin functions

- ☐ Admin (create an admin account ahead of time)
  - ☐ Add, Edit and Delete information for an employee/customer
  - ☐ Obtain sales reports for a particular month
  - ☐ Produce a list of reservations:
    - ☐ by transit line and train number (e.g. NortheastCorridor #3425)
    - ☐ by customer name
  - ☐ Produce a listing of revenue per:
    - ☐ transit line
    - ☐ destination city
    - ☐ customer name
  - ☐ best customer
  - ☐ best 5 most active transit lines

VI. Customer representative:

- ☐ Add, Edit and Delete reservations
- ☐ Add, Edit and Delete information for train schedules
- ☐ Replies to customer questions
- ☐ Produces a list of train schedules for a specific origin and destination
- ☐ Produces a list of train schedules for a given station (as origin/destination)
- ☐ Produce a list of all customers who have seats reserved on a given transit line and train