Req 1: Passenger Uses Services And Gives Feedback

- Passengers can search for and view detailed flight information, book and manage tickets, and pay for tickets via various payment methods. They can also provide feedback and ratings for their flight experiences.

Req 2: User Registers And Authenticates Account

- Users (Passengers) should be able to create new accounts securely with their personal information or log in using their credentials (using email/username and password).
- Users (Admins) should be able to manage user (Operator, Manager) accounts, including creating, modifying, and deleting accounts, as well as resetting passwords and managing user roles and permissions.

Req 3: Finance Department Manages Transactions

- The finance department accesses revenue performance reports through the booking software's reporting module. They interact with the UI to view charts, graphs, and tables that visualize revenue data over time, by route, or other relevant metrics.

Req 5: Air Control Department User Manages Flights

- Users (air control department) should be able to create a flight plan, add a new flight or delete an existing one. For each flight user should be able to add details (departure and arrival airport coordinates, aircraft details, routes, and estimated time of arrival) and should be able to modify them.

Req 6: Manager Manages Operators and Access Reports

- Users (Managers) need oversight of user accounts (excluding Admins) for security and resource management. They need unique codes for authorizing modifications requested by Operators and monitor system performance for informed decision-making. Additionally, they conduct annual performance reviews for Operators, access reports and analytics, consider feedback and flight frequency data, and select the option to generate monthly reports for flight bookings.

Req 7: Operator Provides Customer Support

- The software must provide information for passengers to contact customer support via phone number,email or live chat. Notifications for booking confirmations, changes and cancellations, should be sent to passengers via email or SMS.