

## **Req 1: Booking Flights**

- Users (Passengers) can check for flying tickets, filter by date/location/cost, select and reserve multiple flight tickets within a specified date range, choose from various seating classes, and view available amenities.
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## **Req 2: User Registration and Authentication**

- 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 accounts, including creating, modifying, and deleting accounts, as well as resetting passwords and managing user roles and permissions.
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## **Req 3: Payment**

- Users (Passengers) should be able to pay via various payment methods such as credit/debit cards, digital wallets, and bank transfers, to facilitate secure transactions.
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## **Req 4: Security**

- The system must implement security measures to safeguard user data, including encryption of sensitive information and protection against cyber threats.
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## **Req 5: Flight Planning**

- 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.
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## **Req 6: Management and Reporting**

- Users (Managers) need oversight of user accounts (excluding Admins) for security and resource management. They need to generate 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.
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## **Req 7: Customer Support and Communication**

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