**Online Ticket Booking System**

Functional Requirements:

1. User Registration and User Login:

- Users should be able to create new accounts by providing necessary details such as name, email, and password.

- Registered users should be able to log in to their accounts using their credentials.

2. Search and Browse:

- Users should be able to search for available tickets based on criteria such as destination, date, time, and number of passengers.

- The system should provide a user-friendly interface to browse through the available options and view ticket details.

3. Seat Selection:

- Users should be able to select seats or choose seat preferences during the booking process.

- The system should ensure that seat availability is updated in real-time to avoid double bookings.

4. Booking and Payment:

- Users should be able to book tickets by providing passenger details and making payment using a secure payment gateway.

- The system should generate a booking confirmation and send it to the user via email or SMS.

5. Ticket Cancellation and Refund:

- Users should have the option to cancel their booked tickets within a specified time frame.

- The system should process ticket cancellations and initiate refunds according to the cancellation policy.

6. Ticket Modification:

- Users should be able to modify their ticket details, such as passenger names or travel dates, subject to any applicable restrictions and policies.

7. Booking History and Profile Management:

- Users should have access to their booking history, including past and upcoming trips.

- Users should be able to manage their profile information, update contact details, and modify preferences.

8. Notifications and Alerts:

- The system should send notifications and alerts to users regarding booking confirmation, changes in schedule, or any other relevant updates.

9. Customer Support:

- Users should have access to customer support channels, such as chat, email, or phone, to address their queries or concerns related to bookings.

10. Admin Dashboard:

- An admin dashboard should be provided to manage user accounts, ticket inventory, and handle system configurations.

- Admins should have the ability to add, update, or remove routes, fares, and other relevant information.

11. Reporting and Analytics:

- The system should generate reports and provide analytics on ticket sales, popular routes, user preferences, etc., to help in decision-making and business analysis.