

# BUS RESERVATION SYSTEM

## **OVERVIEW OF THE SYSTEM**

The bus reservation system operates within designated bus reservation offices, where authorized employees manage bookings for customers seeking tickets. Each employee has a unique username and password combination assigned to them, such as "agent1-Cap\*1," providing secure access to the system. Upon successful login, employees can access the bus schedule, seat availability, and a seating arrangement displaying available seat numbers.

## **BOOKING PROCESS**

When assisting a customer, an employee collects the customer's name and assists in selecting a preferred seat number from the available options. In the event a chosen seat is already occupied, the customer is guided to choose an alternate seat. Upon successful booking, a receipt is generated, including details such as the customer's name, seat number, bus number, and fare.

## **CANCELLATION PROCEDURE**

Customers have the option to cancel their booked tickets if they no longer intend to travel. To process a cancellation, customers need to provide the name used for the ticket booking.

## **BOOKING HISTORY**

The system maintains a comprehensive record of booked buses, customer names, and their corresponding seat numbers. This allows for easy retrieval and review of past bookings.

## **SYSTEM UPDATES**

The bus schedule and seat availability are promptly updated whenever a ticket is booked or cancelled. This ensures accurate and current information for both employees and customers using the system.

## **DATA CONSISTENCY**

All relevant information, including bookings, cancellations, and schedule updates, is consistently and securely stored within the system. This data is retained even after an employee logs out, maintaining continuity and reliability.