Ticket Reservation System

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Customer

- Register User
- Reset Password
- Login User — <<include>> → If user registered
- Update Personal Profile
- Select seat
- Book seat
- Search for available tickets
  - Search by destination
  - Search by class
  - Search by date, time
- Pay online — <<extend>> → Apply discount codes, vouchers, promotional offers
- View e-ticket — <<include>> → if successful booking
- View Booking History
- Cancel a ticket — <<include>> → if not departed
- View notifications
- Contact Support Staff

Support Staff

- View Queries
- Answer Queries — <<extend>> → View Queries

Admin

- Add routes or schedules
- Delete routes or schedules
- Update routes or schedules
- Add ticket prices
- Delete ticket prices
- Update ticket prices
- Manage seat availability
- Manage booking statistics and reports
- Set cancellation and refund policies
- Manage seat availability

System

- Generate unique booking id — <<include>> → if confirmed reservation
- Calculate total fare
- Generate e-ticket — <<include>> → if successful booking
- Send reminder to customer before departure
- Automatically cancel bookings — <<include>> → if payment not received within required time frame
- Notify customers — <<include>> → if schedule changes or cancellations
- Payment Confirmation — <<include>> → if successful transaction