Flight Ticket Booking

# Problem

Mr. Mark wants to implement Salesforce in his new business i.e. Flight Ticket Booking System. He has 70+ ticket booking centers across country. He wants to manage everything using salesforce like booking process, monthly reports, offers on flights, user management like Admin, CEO, Manager, Employee etc.

# Planning

As per Mark requirement, Salesforce is able to provide each and everything needed by him. There are different Edition of Salesforces are available for use. Lighting Professional would be best for him in initial stage of business late on can change plan anytime. It includes $ 75 USD/user/month (billed annually). Besides every functionality, it includes two version of Sandboxes i.e. Developer Sandbox, Developer Pro Sandbox. These would help production and development team can work simultaneously without affecting others work. Basic requirements of system would be finish by end of this month with integration and testing.

# System Analysis & Requirements

* Lighting Professional Edition (Salesforce) -$75 USD/user/month (billed annually).
* Function Requirements
  + Flight search between source and destination.
  + Listing all flights with sorting option like cheapest first, timing, travel time etc. and filter like non-stop, via some location.
  + Booking of ticket. Generating ticket after payment received.
  + Ticket Email to customer
  + Manager can view reports and manage employees.
  + Admin user with all privileges except customer sensitive information like Bank account details, Social security number etc.

# System Design

This system basically contains three modules Admin, Employees, and Managers.

1. **Admin:** 
   * Create New Route
   * Create New Flight
   * Flight List
   * Update Flight
   * Add Flight Status
   * Flight Status List
   * Update Flight Status
   * Add offers
   * Manager Users
   * Customize reports and send to higher Authorities.
2. **Employee:**
   * Booking
   * Booking History
   * Cancellation
   * Seat Availability
   * Enquiry
   * Flight Status
   * Change Password
3. **Manager:** 
   * See status of user employees
   * Information Admin to block any user.
   * Able to see all data flight, booking, users who are working under him.

# Development

//To Do

# Integration & Testing

//To Do

# Implementation

//To Do

# Operations & Maintenance

// To Do

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