***Requirements list***

***USER REQUIREMENTS***

Customer must be able to register an account to the system

Customer must be able to log into the system

Customer must be able to book a flight

Customer must be able to choose a flight from a list

Customer must be able to choose services for a flight

Customer must be able to choose a seat on the flight

Customer can let system automatically assign seating

Customer must be able to view the booking they have made with the system(‘ status' food services, flight times, prices, seat# etc.)

Customer must be able to close their account.

Customer must be able to set and modify their own personal details

Customer must be able to view their own personal details

Customer must be able to cancel booked flights

Customer must be able to book flights for people besides themselves

Customers should have the option to book a returning flight

- Travel agent must be able to book flights for customers

- Travel agent must be able to edit own details

- Travel agent must be able to view all bookings made for customers.

- Travel agent must be able to modify existing bookings made for customers.

- Travel agents should be able to modify a customer’s details who they have booked for (low priority)

Admin must be able to add new staff members

Admin must be able to access all other functionality of the system

Staff must be able to create an account for a customer

Staff must be able to book flights for a customer

Staff must be able to view a customers personal details

Staff must be able to view a customers booking details

Staff must be able to modify a customers personal details

Staff must be able to modify a customers booking details

Staff must be able to search for a customer

Staff must be able to modify a customers seating if destination seat is unoccupied.

-Booking manager must be able to modify a customers flight details

- Booking manager must be able to modify customers seating if destination seat is occupied

- Booking manager must be able to set a customers no-fly/watch status

- Booking manager must be able to view system reports relating to the reservation system

-Service manager must be able to modify service items details.

- Service manager must be able to add new service items to the database

-Service manager must be able to remove service items from the database

- Service manager must be able to modify what service items are allocated to a flight

-Service manager must be able to view reports relating to the service system.

- Profile manager must be able to modify personal details of a customer

- Profile manager must be able to modify a customer’s frequent flier points.

- Profile manager must be able to view reports relating to the profile system.

-Profile manager must be able to modify travel agents details.

- Profile manager must be able to modify staff details(assuming they already exist in the system)

- The Profile manager should be able to give discounts to travel agents.

- The profile manager should be able to give discounts to customers

- Flight manager must be able to Add/remove aircrafts

- Flight manager must be able to Add/remove schedules

- Flight manager must be able to Add/remove airports

- Flight manager must be able to Add/remove routes

- Flight manager must be able to modify aircrafts detail

- Flight manager must be able to modify schedule details

- Flight manager must be able to modify airport details

- Flight manager must be able to modify route details

- Flight manager must be able to view system reports relating to the flight system.

Users who are not registered to the system can only access flight searching functionality

***SYSTEM REQUIREMETS***

-The system requires a persistent data model.

- Passwords need to be hidden by asterisks on the screen.

-Seating on flights must be categorised into classes

-The system must alert booking manager if a ‘watch’ status customer has booked a flight

-The system must prevent a ‘no-fly’ status customer from booking a flight

-System must charge customers a cancelation fee if they cancel a flight

-System must keep records of a customers cancelled flights as well as currently booked flights

- System should allow rescheduling of cancelled flights(low priority)

- System should provide a gui to all users (low priority)

- multiple users should be able to access the system concurrently(low priority)

- Program should run on windows and linux

-Alerts should be issued to customers that are booked on a flight that has been cancelled by the flight manager

-reports should be ‘interesting’ computations and compilations of data used by the system. Provide informative information to the company managers.

-Customers who book through a travel agent must provide the all the same details that are required in normal customer registration.

-The system should automatically assign frequent flier points to customers(low priority)

-During booking, seating options must be displayed in categories(classes).

-During a booking, a customer should have the option to book for an adult or a child.

-During booking, the customer should receive a list of flights that includes flights up to a week away from the search date.

- During booking, a customer should be able to view flights week by week.

- A customer should have the option to revise booking details before confirmation.