

ABC Travel Agency - Internal Testing & Documentation

Company Overview

ABC Travel Agency specializes in offering seamless flight booking services and efficient customer support for frequently asked questions (FAQs). We aim to deliver a smooth and convenient travel experience for our customers with real-time ticketing, PNR management, and flight itinerary handling.

Services Offered

1. Flight Booking
- Domestic & International Flights
 - Instant PNR generation
 - E-ticket delivery via email/SMS
 - Multi-city & round-trip support
2. Customer Support (FAQs)
- Flight change/cancellation policies
 - Baggage allowance
 - Visa/passport requirements
 - Check-in guidelines
 - Refund processing
 - Special assistance (meals, wheelchairs, etc.)

Test Data: Sample Passenger & Booking Information

No	Name	Email	Phone	Flight	PNR	From	To	Date
1	Rahul Sharma	rahul@example.com	+91-9876543210	AI203	PNR12345	Delhi	Mumbai	2025-10-15
2	Aisha Khan	aisha@example.com	+91-9876543211	UK874	PNR12346	Mumbai	London	2025-11-01
3	John Dsouza	john@example.com	+91-9876543212	EK505	PNR12347	Hyderabad	Dubai	2025-12-10
4	Sneha Patel	sneha@example.com	+91-9876543213	AI411	PNR12348	Ahmedabad	Delhi	2025-09-20
5	Arjun Mehta	arjun@example.com	+91-9876543214	BA138	PNR12349	Delhi	New York	2025-12-05
6	Priya Verma	priya@example.com	+91-9876543215	AI983	PNR12350	Chennai	Singapore	2025-10-28
7	Devansh Kulkarni	devansh@example.com	+91-9876543216	SG222	PNR12351	Pune	Bangalore	2025-09-12

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8	Fatima Noor	fatima@example.com	+91-9876543217	AI144	PNR12352	Lucknow	Dubai	2025-11
9	Rakesh Yadav	rakesh@example.com	+91-9876543218	LH761	PNR12353	Delhi	Frankfurt	2025-10
10	Kavita Nair	kavita@example.com	+91-9876543219	AI302	PNR12354	Kochi	Mumbai	2025-09

Note: All PNRs and passenger data listed above are mock/test data for internal testing purposes only.

Suggestions for Integration & Testing

- Use the above data for backend testing of booking APIs.
- Validate PNR status lookup and email notifications.
- Check customer support flow for FAQ-based queries using passenger email or phone number.