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## *Flight Reservation System*

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## 1. Objective and Scope

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The objective of the Flight Reservation System is to provide a comprehensive and user-friendly platform for booking and managing flight reservations efficiently. This system aims to streamline the process of flight booking for users by offering a seamless interface to search for available flights, make bookings, select seats, and complete secure online payments. Additionally, the system will facilitate administrators in managing flight schedules, user accounts, and ensuring the smooth operation of the reservation process.

The scope of the product includes the following basic features:

- **User Registration and Authentication :** Users will be able to create accounts within the system, providing necessary personal information. Authentication mechanisms will ensure secure access to user accounts.
- **Flight Search and Booking :** Users can search for available flights based on various criteria such as date, destination, and preferred airline. Once desired flights are found, users can proceed to book seats for their chosen itinerary. On the schedule date and time mails will be delivered.
- **Seat Selection and Reservation :** The system will allow users to select seats for their booked flights, either manually or through automated seat assignment. Users can view seat availability and choose seats according to their preferences.
- **Payment Processing :** Integration with a secure payment gateway will enable users to make online payments for their bookings. Various payment methods (credit/debit cards, online banking, etc.) may be supported for user convenience.
- **Booking Management :** Users will have the ability to view and manage their bookings, including canceling or modifying reservations as needed. Administrators will also be able to manage bookings on behalf of users, if necessary.
- **Administrative Functions :** An administrative panel will be provided for system administrators to manage flight schedules, user accounts, and other system settings. Administrators can add, edit, or delete flights, manage user accounts, and monitor system activity.
- **Notifications and Alerts :** The system will send notifications and alerts to users regarding booking confirmations, flight updates, and other relevant information. Users may receive notifications via email, SMS, or through the system interface itself, ensuring timely communication.

## 2. Project End Users

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- Passengers are the primary users of the Flight Reservation System, utilizing it to search for flights, make bookings, and manage their travel itineraries. They expect an intuitive and user-friendly interface that simplifies the flight search and booking process, allowing them

to easily find suitable flights, select seats, make payments securely, and receive confirmation of their bookings. Passengers may also require features such as the ability to view flight schedules, check-in online, manage booking details (including seat selection and meal preferences), receive notifications about flight status updates, and access customer support if needed.

- Administrators oversee the operation and management of the Flight Reservation System, ensuring its smooth functioning and adherence to business rules. Their responsibilities include maintaining flight schedules, managing user accounts, handling bookings, resolving disputes or issues, monitoring system performance, and configuring system settings. Administrators require access to an administrative dashboard or panel with functionalities for adding, editing, and deleting flights, managing user accounts (including staff accounts), generating reports on system usage and performance, and receiving alerts about critical system events (such as server failures or security breaches).

### 3. Features

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#### 3.1 Registration

Customer will need account to log in to the system. The first-time user can register on the software using his/her.

##### Input:

- Name
- Email-id
- Contact number
- Password

##### Output:

Then he/she can create a unique account to access the portal.

### 3.2 Login

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An existing user can use his email ID and password to login to the software.

For Customer:

Input:

- Email ID
- Password

Output:

The message of successful login will be displayed and the user can access the website. The message of unsuccessful login will be displayed if the credentials are invalid.

### 3.3 Select Location and Date

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The user selects the desirable location , date and time of the journey from the Selection tab of the portal.

Input:

- Location
- Date

Output:

After the required selection, a list of available flights along with their estimated price is displayed for further perusal.

### 3.4 View Flights

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The users will be provided with flight details on the portal. These details will be added or modified by the admin in charge of the portal. The user further enters the required details

location (to and from), date of journey, number of passengers, credentials of each passenger. Once the user has selected the desirable flight, she/he can save it on the portal using the 'Add to Cart' option or book it using the 'Book My Flight' option.

#### Input:

The customer will navigate through View Flights section of the system.

#### Output:

All the details about various flights will be displayed along with their respective estimated charges.

### 3.5 Add to Cart

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The selected flights are added to a cart which acts as the database for the user accessing it. This marks as the reservation of services further accompanied by 'Make payment' tab.

### 3.6 Book Flight

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The user can select from the list of displayed flights and continue with the payment process.

### 3.7 Payment and Receipt Generation

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After all the selection and booking, the user is guided to the payment page wherein he's accustomed to have a mean for online payment to facilitate the booking process. After successful booking of the flight, a receipt is generated and showed to the user.

### 3.8 Logout

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Users, including both customers and administrators, can log out from their accounts to securely end their session and protect their privacy.

#### Input:

No specific input required. Users initiate the logout process by clicking on the "Logout" button

or link provided within the user interface.

## Output:

Upon initiating the logout process, the system clears the user's session and logs them out from their account. After successful logout, the system displays a confirmation message confirming that the user has been logged out. The user is redirected to the login page or the homepage of the flight reservation system, depending on the system's design and navigation flow. Once logged out, users will need to re-authenticate by providing their credentials to access their account again.