***Objectives***

1. Automate booking and ticketing: Streamline the process of booking flights and issuing tickets to reduce manual work and enhance efficiency.

2. Real-time availability and pricing: Provide up-to-date information on flight schedules, seat availability, and dynamic pricing to help customers make quick and informed decisions.

3. Improve customer experience: Offer a user-friendly interface for booking, managing, and modifying reservations with multiple language support and personalization options.

4. Secure and flexible payment options: Ensure secure payment methods and support multiple options, such as credit/debit cards, digital wallets, and loyalty points, to cater to different customer preferences.

5. Efficient resource management: Optimize the allocation and management of seats, flight routes, and schedules to maximize revenue and improve operational efficiency.

6. Reduce operational costs: Minimize administrative costs and manual errors through automation, enabling quicker and more efficient handling of customer requests and changes.

7. Data analytics and reporting: Provide insights and analytical reports on sales, booking trends, and customer behaviour to help the airline make data-driven decisions and improve service offerings.