## DRAFT 1

## Project Overview

Technology has evolved and has make people life easier in many different fields. Using technology in daily tasks of humans life is a convenient and efficient way. One field in which technology has begin to be used a lot is transportation project focuses on developing an online booking platform for booking train tickets. In this project we aim to make passengers experience better by using technology.

Passengers in many places are used with buying tickets for train or bus physically. And most of them are not happy with this process. As they do no not like waiting in queues or wasting time to go agencies to buy them. With our online booking platform, passengers will have the convenience of booking tickets anytime and from anywhere, eliminating the need to physically visit ticket counters or agencies. This level of accessibility not only saves valuable time but also offers the flexibility to plan journeys efficiently.

By streamlining the ticketing process, our platform minimizes waiting times and eliminates queues, ensuring a better booking experience.

Moreover, our platform prioritizes customer service by offering a range of amenities, including ticket modifications, and timely communication regarding updates or cancellations,checkout. This personalized approach aims to elevate the overall customer experience, satisfaction and loyalty.

In summary, our aim is to create an online booking platform where passengers can book their tickets whenever they want and by benefiting from facilities that this program offers. This represents a significant step forward in modernizing train ticket reservations. By using the power of technology, we aim to make booking tickets easier, more efficient, and ultimately, more enjoyable for passengers.

***Purpose and Scope of this Specification***

The main purpose of the project is to make passengers experience better. By using the opportunities that technology offers we will create a program that will help passengers to book their tickets online and this will be a better, more efficient and convenient way compared with the other booking methods.

Intended Audience: The intended audience for this specification includes:

* Passengers
* Employee
* Admin

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# Product/Service Description

Our Online train ticket booking is a user-friendly platform designed to streamline the process of booking train tickets, making the process faster and easier.

It provides convenience and efficiency to passengers, while also facilitating the management and surveillance of the booking procedure.

The streamlined booking process and real-time updates enhance effectiveness and minimize nuisance. Any changes made by the staff/managers will be instantly accessible by all users.

With personalized user accounts, travelers can easily manage their bookings, view train schedules, and access relevant travel information. Users can conveniently reserve train tickets anytime, anywhere, with just a few clicks.

Employees can easily access passenger and ticket information, while also being able to make necessary changes.

Managers have a broader scope of control over the system, being allowed to access more classified information, like finance and train registering.

User Characteristics

There are 3 types of users in this system.

**Passenger/Client**

* Visits the website to book train tickets
* Creates an account to be able to access bookings
* Views available trains and their respective information, including departure time, routes, fare
* Cancels bookings
* Makes ticket payment
* Changes personal information
* Has an account history that provides a comprehensive record of past and upcoming bookings for easy access
* May also include seat selection / number of available seats

**Employee**

* Cannot register on their own
* Can login with credentials provided by the employer
* Has access to general information like train and passenger information, booking history
* Can register new passengers
* Can view/update/delete passengers
* Can approve and manage tickets
* May have the access to change train info (route/departure)

**Manager/Administrator**

* Can login with their own credentials
* Has all the accessibility and functionality of the employee
* Has access to employee information
* Can add/delete/update employees
* Can view financial information
* Can add/manage trains

## Assumptions

* It is assumed that the payment is made with the necessary security and procedures. The bank account info is not included in the payment procedure, nor the credit card transactions.
* It is assumed that before registering a new employee, the necessary documents have been reviewed by the corresponding experts. The admin oversees registering the employees, with their basic account information.
* It is assumed that there are clients who cannot register by themselves, or who have bought physical tickets, so their registration can be done by employees/manager.
* It is assumed that, despite having their different roles, the manager can access all functions that are available to the employees, so that they have broader control over the system. There may be cases that the manager intervention could be needed.
* It is assumed that the manager has access to train information and previous decisions made by the train station board and is given the role of adding and registering new trains to the system.
* It is assumed that the employee is provided with the necessary precise and pre-determined information to modify train routes/departures

## Constraints

* The program may need to run on specific hardware platforms such as desktop computers, which could limit its accessibility.
* The users may have different levels of technical knowledge and experience, which could affect the usability of the program, even though it will be developed in a way that is as easily understandable as possible.
* Since the program is a web application, a stable internet connection is needed to access it.
* The system may be subject to regulations or guidelines governing the use of personal data, which could affect the security and privacy of the program.
* The program may need to integrate with third-party software or services to enable payment processing / online transactions, which could affect the compatibility of the program.

## Dependencies

The roles in this program are linked to each other.

* The client can make the payment for a reservation, but the employee or manager must accept it.
* The employee cannot login if they do not have the credentials provided by the employer.

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