The system will have three actors:

* Admin (Acts as the manager or owner of the system)
* Agent (Acts as the person working in the office)
* User (Acts as the customer ).

**Databases Used:**

The system uses a Microsoft Access Database file contained in the project so no additional server software needed. (bluline.mdf)

1. ***States:***

Database stores the orders of the particular seats booked for and the time that is booked.

1. ***Passenger info:***

Stores all the orders placed permanently.

1. ***AgentBasInfo:***

Stores all critical information for all the Agents that work in the station.

1. ***Time\_list:***

Stores all the buses information.

1. ***UserInfo:***

Stores the login information of all users.

***States***

* + Date =>Date booked.
  + Time =>Time the bus should travel.
  + Station =>The station the bus is travelling to.
  + S1-S31 =>The seats that are booked or not.

***Passengerinfo***

* + C\_name =>Customers Name.
  + C\_phone =>Customers Phone Number.
  + C\_to =>Customers Destination.
  + C\_from =>Customers area of departure.
  + C\_date =>Date of travel.
  + C\_time =>Time of Departure.
  + Totalseat =>Total number of seats booked.
  + Seatnumber =>Seat number booked.
  + Amount =>Total amount payable.
  + Agent\_id =>booker’s name.
  + Status =>Status of ticket (booked, cancel, Travelled).

***Time\_list***

* + Sno =>The stations number.
  + Station\_name =>The station that the user wants to travel to.
  + Rate\_per\_seat =>Fare to be paid per seat.
  + Time =>Time taken to travell.
  + Reach\_time =>Time the bus should arrive.
  + Bus\_number =>Number plate of the travelling bus.

***UserInfo***

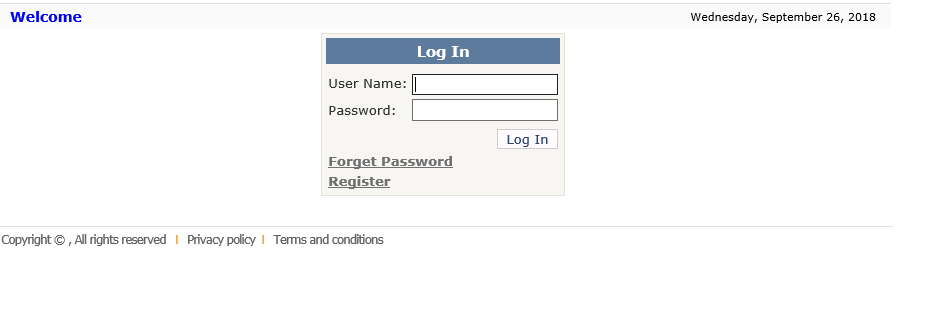
* + ID =>user’s list id.
  + UserName =>Users name to be used in login.
  + Password =>Password to users.
  + SecQues =>Users Security Question.
  + SecAns =>Answer to the user’s security question.
  + Email =>Email address of the users.

***Agent\_BasicInfo***

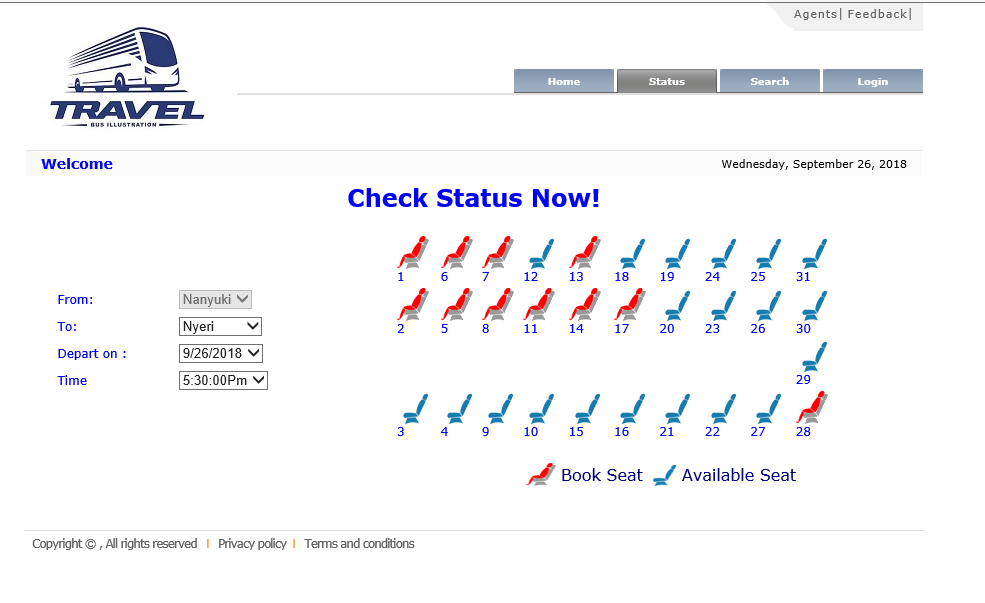
* + Agent\_id =>UserName inserted when creating the user.
  + Agent\_name =>Agents name.
  + Agent\_fname =>Full name of the Agent.
  + Agent\_shop\_name =>Name of the Station (eg. Main office).
  + Agent\_shop\_add =>Station Address.
  + Agent\_shop\_city =>Location of the station.
  + Agent\_phone\_number =>shops Phone Number
  + Agent\_mobile\_number =>Agent personal Phone Number

***Feedback***

* + Name =>Commentors name.
  + Email =>Email address of the sender.
  + Phone =>Phone number of the sender.
  + Subject =>The subject matter (Website, Bus Service, Schedule).
  + Comment =>Comment the user has.
  + User\_type =>The user type.



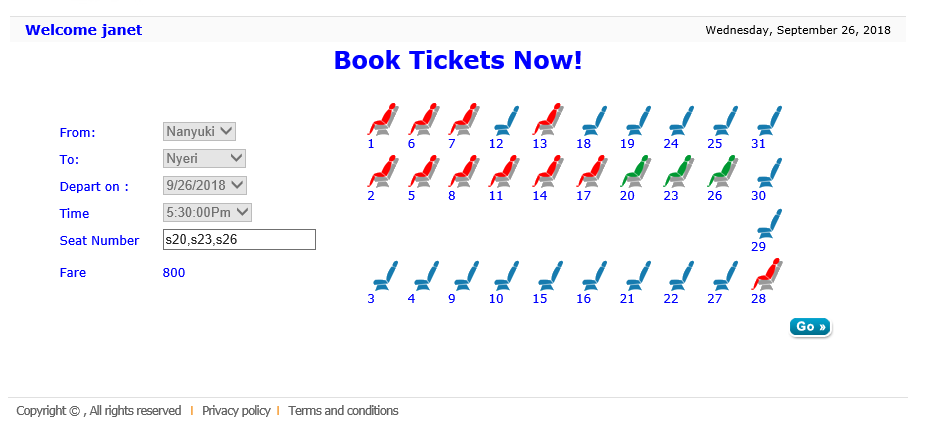
Use this form to login into the system, either as a user or as an admin or as and agent



Accessible by anyone who visits the site, (one must not be logged in)

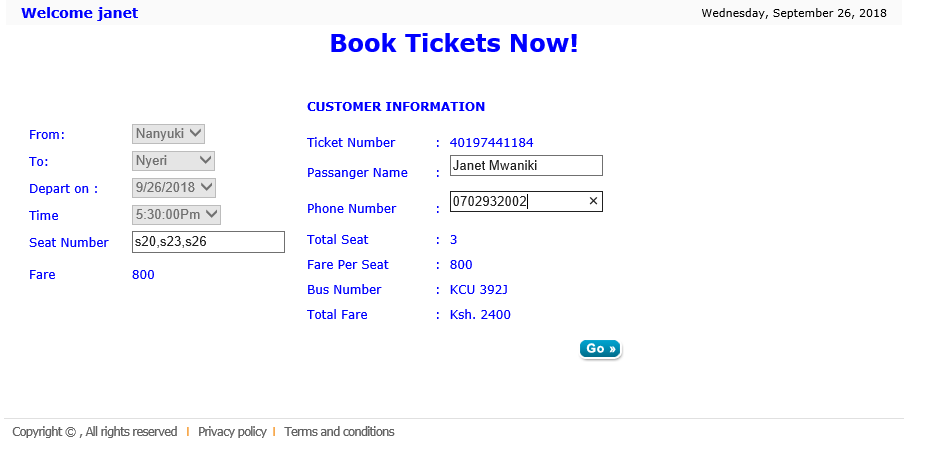
This page shows the booked seats and the available seats according to the parameters that you provide.

The booked seats are red in color.



This page is accessible to users, admin, and agents as long as they have an existing account.

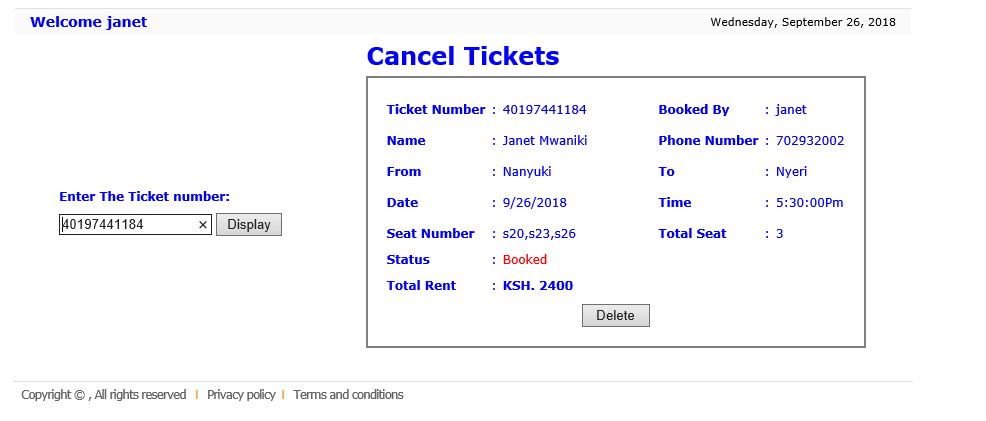
The booked seats are red in color and the seats you will book are in green.



You get to input the traveler’s credentials here, the name and number of the traveler in case you are looking for someone else.

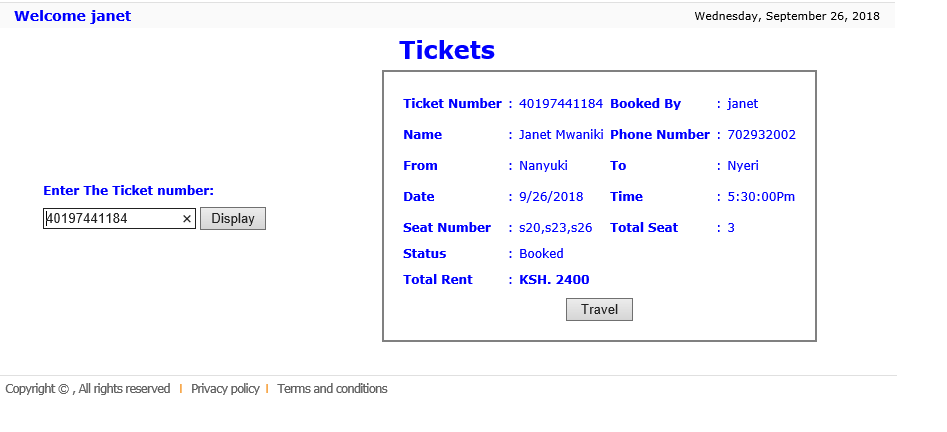


Page shows the complete ticket that can be printed out and produced during time of travel. Contains the Ticket number.



This page allows cancellation of tickets in case one changes their mind on travelling.

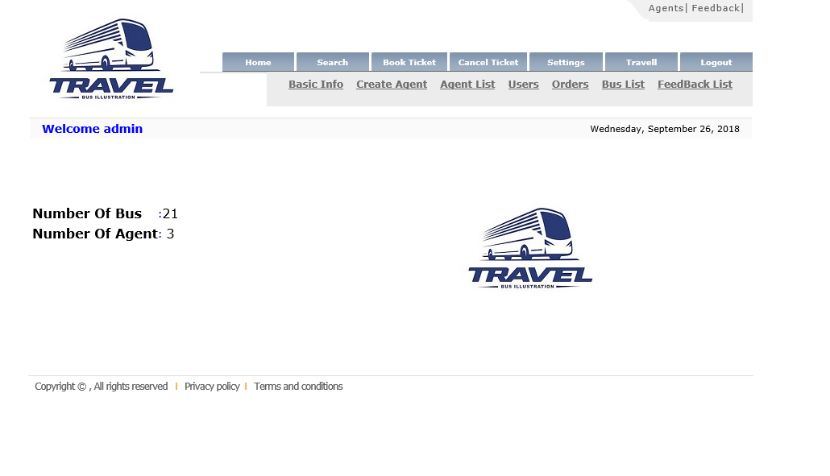
The page is accessible to admin and agents.



This page allows the changing of tickets status from booked to travelled to whenever the passengers come to the booking office for payment.

All you have to provide is your ticket number.

Page accessible via admin and agents accounts.

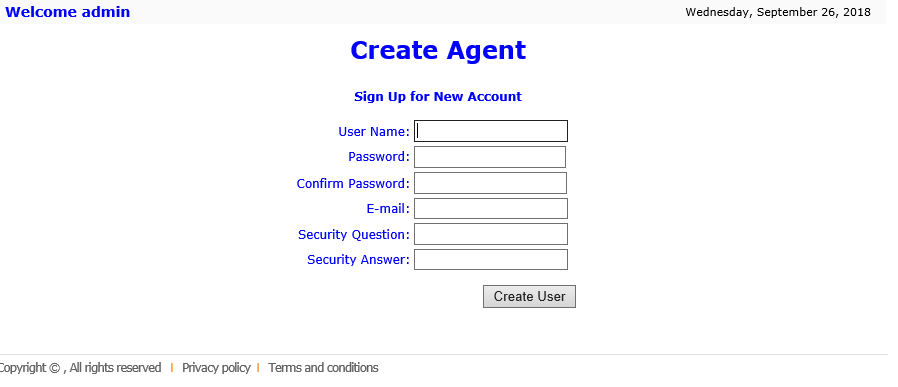


ADMIN ONLY ACCESIBLE PAGES

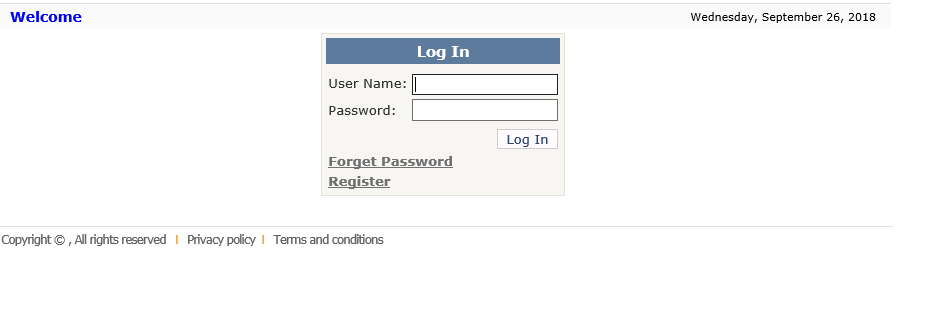
Shows a summary of your business.

How many agents you have.

How many busses you have.



Page gives the administrator the privilege to create a new agent for the business.

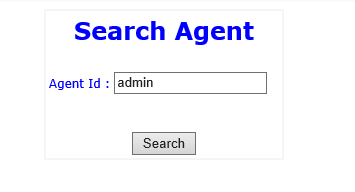


Use this form to login into the system, either as a user or as an admin or as an agent

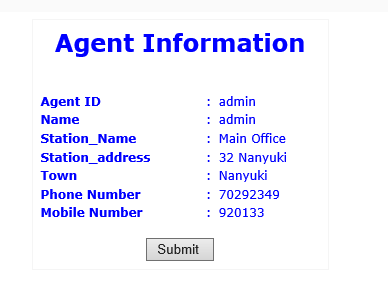


Shows a list of all agents in the system.

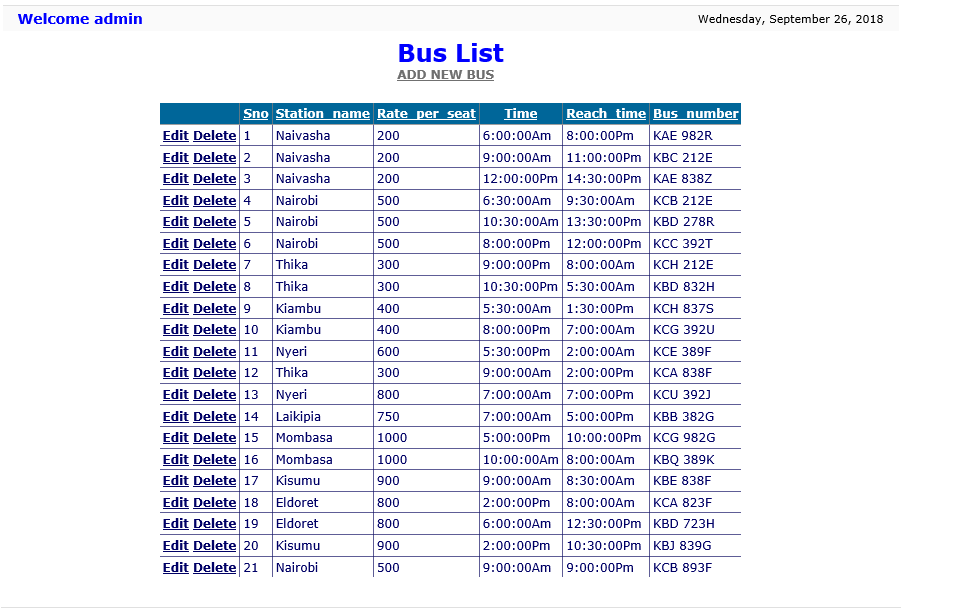
The administrator can edit and delete their personal information from here.



Gives the administrator the ability to search for agent’s information by providing their Agent Id. (Given during Agent Creation Process Above)

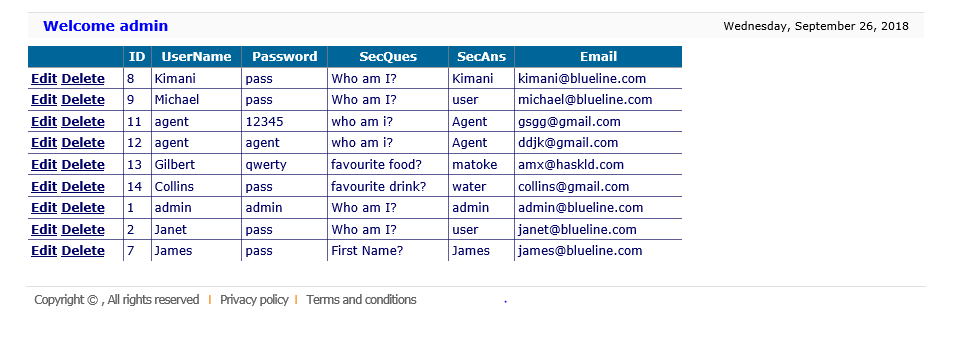


Results of the search parameter are displayed as long as the agent does exist.



Gives a list of all the busses in the company.

The admin can edit and delete any bus form this page.

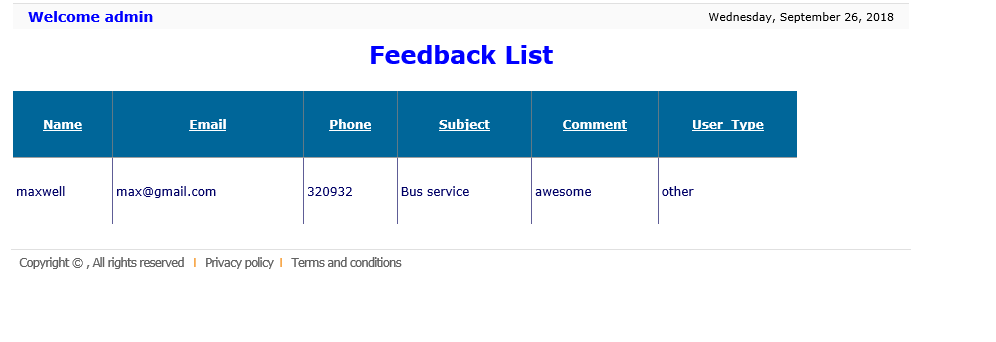


Gives a list of login credentials of all users in the system from customers to agents.

The administrator can edit and delete any user credentials they wish.



Admin can view all orders placed and their status (booked, canceled, Travelled)



Shows feedback given by users of your service.