**Airlines Website**

**Functional Requirements**

# Feature 1: Internet Booking Engine Functional Requirements:

## Flight Search Functionality (Page and Widget):

The IBE must allow users to search for flights using the following criteria:

* + One way/Round Trip
  + Origin and destination:
  + Origins and destinations of Airliness airlines, with the ability to add a new one easily or delete some destination (e.g. connection destinations).
  + These Origins and destinations are seamlessly integrated with the Airliness reservation system, Reservation system, ensuring precise scheduling based on user preferences.
  + Based on IP detection or user location, the origin city to be automatically adjusted to the nearest city of the user (Airliness cities).
  + Date of flight for the (One way & Round Trip) flights:
  + The flight dates calendar must be synchronized with the real schedule of Airliness to display the available flights based on the origin/destination and the one way/round trip parameters.
  + By the integration with reservation system (Reservation system), the calendar should fetch the prices of all flights depend on the previous parameters (1- origin/destination, 2- one way/round trip, 3- the customer location based on the IP detection) and display them under the date of the flight within the calendar.
  + The calendar incorporates a feature allowing for a search within a range of +/- 3 days to find available flights during that timeframe.
  + To prevent long loading times, price fetching on the calendar will be conducted periodically and systematically, with updates occurring every 3 hours
  + Cabin class:

Mainly contains the Economy and Business with the ability to add more types of cabin class by our staff later (e.g. Teenagers, Dual Seats, Mixed Class ..ETC).

* + Type of passengers (Adult, Child, Enfant, Enfant with Seat), with the ability to add more by our staff later.
  + Number of passengers.
  + Where to Pay:

As this function indicated the location that passenger wants to pay in, this will include the list of all Airliness’ Point Of sales around the globe, and this parameter is essential as it will be the one to determine the fare rule and taxes, during the next steps of flight search step.

* + Syrian or not Syrian:

In case the user wasn’t logged-in, they must determine whether their nationality is Syrian or not.

* + Currency:  
    User must choose the currency they want to pay with, the Currencies are (Syrian Pounds “SYP”, and American Dollar “USD”, Omani Rial “OMR”)

Multi-Cities booking option:

The ability to search flights for multiple cities, to be compatible with the dynamic pricing and availability for varied routes, seamless transitions between flight segments, and compatible with the flights fare rules, this contains Airliness all Cities and can be editable by Airliness staff later.

## Ease to use:

**Search Steps Sequence:** From the user experience perspective, while the user is performing the search for a flight, it’s needed that the steps above to be in sequence (e.g. for our search parameters above, when the user finished determining the Origin/destination, then the calendar will open itself and so on..)

**Autocomplete Function:** As users type in their search queries, the system suggests airports, cities, hotels making the search process faster and more intuitive.

**Smart Suggestions:** Based on the user’s search behavior and preferences, the IBE can offer personalized suggestions for destinations, flights, or hotel deals.

**Airport IATA code Search:** The user can Search for Origin destinations using the airport IATA code as well not only the city, and when they select the airport, to only display the city in the Origin/Destination boxes.

**Show Recent Search:** If a user conducts a second search from the same IP address that, and if the user is logged in, the booking engine will display the recent origin and destination searched by the user.

**Multi Language:** As the entire Airliness new website, the booking engine must support both English and Arabic languages.

**Autocomplete and Suggestions:** Implementing autocomplete for search queries and providing smart suggestions based on user behavior and preferences (in case they were logged in) this can significantly improve the user experience.

## Search results:

To show real-time only availability for flights, hotel rooms, car rentals.

## Flight Selection:

* + **Flight Options Display:** Show flights based on user's search criteria with details like departure and arrival times, flight duration.
  + **Filter:** Allow users to filter flights by price, duration, number of stops, departure/arrival times.
  + **Fare Comparison:** Provide a comparison of fare types for the same flight, highlighting differences in price, flexibility, and included services.
  + **Flight Details:** Option to view detailed flight information, including aircraft type, seat layout, in-flight amenities, and baggage allowance.
  + **Price Breakdown:** Display a clear breakdown of the flight price, including base fare, taxes, and any applicable fees.
  + **Seat Selection Preview:** Offer a preview of available seats and allow users to select their preference at an additional cost or as part of the fare type.
  + **Loyalty Program Integration:** Show benefits or discounts available through airline loyalty programs, including the option to earn or redeem miles.

## Reviewing Fare Types and Conditions (information and policies)

* + **Fare Types:** Explanation of different fare categories (e.g., Economy, Business) and their benefits.
  + **Price Details:** Breakdown of fare including taxes, fees, and surcharges.
  + **Change and Cancellation Policies:** Information on flexibility, including fees for changes or cancellations.
  + **Baggage Allowance:** Details on included baggage limits and costs for extra baggage.
  + **Loyalty Points:** to show how booking affects loyalty program points or miles.
  + **Other Conditions**: Any additional restrictions or benefits, such as seat selection or priority boarding.

## Entering Passenger Details:

* + **Personal Information:**
    - Full names (First Name” Mandatory”, Middle “Optional”, Last Name ”Mandatory”)
    - Date of birth
    - Gender.
  + **Contact Details:**
    - Email address.
    - phone number for booking confirmations and updates.
  + **Passport Information:**
    - Passport number
    - Issuing country
    - Nationality.
    - Expiry date.
  + **Frequent Flyer Number:** in case the user wasn’t logged in, then this field to be optional.
  + **Special Requests:**
    - Meal preferences, Mobility assistance or other special needs.
  + **Emergency Contact:**
    - Name and phone number of someone not traveling with the user.
  + **Uploading documents:**

If the user is Syrian and intends to pay using a Syrian POS and SYP currency, or if the user is not Syrian and intends to pay using a Syrian POS and USD Currency, they must upload their travel documents as a mandatory step before proceeding to view the search results.

|  |  |  |  |
| --- | --- | --- | --- |
| Nationality | Where to Pay | Currency | Uploading Passport |
| Syrian | Syria | SYP | Mandatory |
| Not Syria | Syria | USD | Mandatory |
| Not Syria | Other Point of Sale | Other | Not Mandatory |
| Syrian | Other Point of Sale | Other | Not Mandatory |

IBE should offer flexibility in search options, including the ability to search for flights, hotels (in the next phase), car rentals (in the next phase).

* + **Auto Fill:**
    - In case the user is already logged-in, then all the needed information of his/her will be filled automatically with the capability to autofill of the family members information as well.

## Choosing Optional Extras:

* + **Seat Selection:** Options for standard, extra legroom, or priority seating.
  + **Additional Baggage:** Purchase extra baggage allowance.
  + **Meals and Beverages:** Special meal requests or premium meal options.
  + **Airport Extra Service:** Priority check-in and boarding services.
  + **Lounges Access**
  + **Taxi**
  + **Limo Service**

## Making a Payment:

* + **Payment Methods:** Cash, Fatora, of any other payments methods.
  + **Billing Information:** Entering billing address and payment details.
  + **Promo Codes:** if exists.
  + **Payment Confirmation:** Review and confirm payment details for the booking.
  + **Receipt and Itinerary:** Receiving a confirmation email with the payment receipt and travel itinerary.
  + **Points of Sale Locations:** in case of cash Payment, a list of Airliness Points of Sale locations and information will appear after generating the PNR.

# Acceptance Criteria:

# 1. Flight Search Functionality (Page and Widget):

1. The IBE should provide options for one-way and round-trip searches.
2. Users must be able to search for flights based on origin and destination, with the system supporting all Airliness cities and allowing for easy updates.
3. The system must auto-detect user location to set the nearest city as the origin.
4. The flight calendar must reflect real-time Airliness scheduling and pricing, with the ability to search +/- 3 days from the selected date.
5. Calendar updates for prices should occur every 3 hours to prevent long loading times.
6. The IBE must allow for the selection of cabin class and passenger type, with flexibility for future additions.
7. The payment location should influence fare rules and taxes.
8. The IBE must correctly prompt for document uploads based on the user's nationality and chosen payment currency/location.
9. The search functionality must be extendable to include hotels and car rentals in future phases.
10. The IBE must support multi-city booking options.

# 2. Ease to Use:

1. The search sequence must be intuitive and automated where appropriate (e.g., calendar opening after selecting origin/destination).
2. Autocomplete functionality must suggest airports and cities as the user types.
3. Smart suggestions based on user behavior must be provided if the user is logged in.
4. The system must allow searching by airport IATA code.
5. The IBE must show recent searches for returning users.
6. The booking engine must support English and Arabic languages.

# 3. Search Results:

The IBE must display real-time availability for flights, with future extensions to include hotel rooms and car rentals.

# 4. Flight Selection:

1. Flight options must be displayed according to the search criteria with detailed information.
2. Users must have the ability to filter and sort flights.
3. A fare comparison feature must be available.
4. Detailed flight information must be accessible, including a price breakdown.
5. Seat selection should be previewed, with loyalty program integration where applicable.

# 5. Reviewing Fare Types and Conditions:

1. The IBE must provide clear explanations of fare types and categories.
2. A detailed price breakdown must be visible.
3. Change and cancellation policies should be clearly outlined.
4. Baggage allowance details must be provided.
5. The effect of bookings on loyalty points should be displayed.
6. Any additional conditions must be presented.

# 6. Choosing Optional Extras:

1. Options for seat selection and additional baggage must be provided.
2. Meal and beverage options must be selectable.
3. Additional services such as fast track, Wi-Fi, and entertainment should be offered where applicable.

# 7. Entering Passenger Details:

1. Users must be able to enter personal, contact, and passport information.
2. An option for entering a frequent flyer number must be available.
3. Special requests should be accommodable.
4. Emergency contact information must be collected.
5. Auto-fill functionality should be provided for logged-in users.

# 8. Making a Payment:

1. Multiple payment methods must be supported.
2. Users must enter billing information and have the ability to use promo codes.
3. Payment confirmation must be clear and detailed.
4. Receipts and itineraries should be emailed to the user.
5. A list of Airliness Points of Sale locations must be provided for cash payments.

# Feature 2: Customer Profile Management Functional Requirements:

## 1. **User Registration and Profile Creation/Login**

* **Login Interface**: Support email, password and Cham Miles Membership ID for login.
* **Pre-Login Flight Selection:** Redirect users to login or register after selecting flights and fare rules, prior to accessing the passenger information interface, or continue as a guest.
* **Registration Options**: Enable registration via email/Mobile Number. (OTP For email and Phone Number)

### **Information Collected During Registration:**

* + Title (Mr, Ms, Mrs)
  + First Name
  + Surname
  + Email Address
  + Date of Birth
  + Phone Number
  + Cham Miles ID if Exists.
* **Account Activation:** Send a confirmation email to activate the account.
* **Contact Preferences:** Allow selection of contact preferences among email, SMS, push notification, and WhatsApp (requires WhatsApp number).
* **Single Sign-On (SSO):** Implement SSO for ease of access.

## 2. Frequent Flyer Program Integration

* **Cham Miles Integration:** Automatically create a user in the Cham Miles program upon website registration.
* **Membership ID Generation:** Generate Cham Miles membership ID and tier information.
* **Miles Transactions:** Display Cham Miles transactions within the user profile (full log).

## 3. Profile Management

* **Personal Information:** Enable users to add, update, and edit personal information, travel document data, contact details, and travel preferences.
* **Multiple Travel Documents:** Support adding information for multiple travel documents.
* **Family Information:** Allow users to add family members' information for quicker booking processes to use their information from his/her profile. (Child case, Husband and Wife) TBD with Ibrahim.
* **Customer Activities:** Display customer activities including bookings, miles redemptions, searches, etc.
* **Cham Miles Details:** Show earnings, redemptions, tier information, benefits, and the option to display the Cham Miles card and purchase miles.
* **Booking History:** List previous and upcoming flights.
* **Travel Preferences:** Include meal preferences, seating preferences, frequent flyer program details, etc.
* **Customer Support:** Offer various support options such as live chat, email, knowledge base, feedback, and reviews.
* **Internationalization:** Support multiple languages.
* **Payment Information:** Define payment information handling.
* **Data Synchronization:** Ensure profile data is consistently synchronized.

## 4. Flight Booking and Reservation

* **Seamless Transition:** Allow users to easily navigate from their profile to the search engine at any time.

## 5. Analytics and Reporting

* **User Behavior Monitoring:** Track user behavior, booking patterns, and website performance for ongoing improvement and personalization by implement a well-designed log system includes the event type and time and user.

# Acceptance Criteria

1. Registration and Login Efficiency: Users can register and log in to their accounts using their email, Cham Miles ID (for Login Only) and Mobile Number with a process that takes no longer than a few minutes, featuring an intuitive and straightforward user interface.
2. Data Accuracy and Security: All customer data entered into the system must be accurately reflected in the user profile and securely stored, with encryption for data at rest and in transit. Compliance with GDPR (General Data Protection Regulation), and other relevant data protection regulations is mandatory.
3. Profile Management Flexibility: Customers can easily update or modify their personal information, travel documents, and preferences with immediate effect on future bookings and interactions.
4. Integration with Cham Miles: The system seamlessly integrates with the Cham Miles frequent flyer program, ensuring that user actions such as bookings and miles redemptions are accurately tracked and reflected in both the Customer Profile Management and the frequent flyer account.
5. Customer Support Accessibility: Users should have easy access to customer support options, including live chat and email support, with clear and visible links or buttons within their profile management interface.
6. Performance Standards: The system should perform consistently under varying loads, with page load times not exceeding 3 seconds and response times for user actions kept under 1 second.
7. Usability and Accessibility: the website must be accessible and navigable for all users, including those with disabilities (Optional)