

## Solution Requirements:

### Solution Requirements (Functional & Non-functional)

**Date:** 24 June 2025

**Team ID:** LTVIP2025TMID30597

**Project Name:** Airlines Management System using Salesforce

**Maximum Marks:** 4 Marks

### Functional Requirements

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Flight Management	Create and manage flight records Schedule departure and arrival
FR-2	Passenger Information	Add/edit/delete passenger details Link passengers to bookings
FR-3	Booking Management	Create new bookings Seat allocation and availability check Modify or cancel bookings
FR-4	Check-in & Baggage Handling	Passenger check-in process Assign and track baggage
FR-5	Notifications & Communication	Email/SMS notifications Alerts for booking confirmation & delays
FR-6	Reports & Dashboards	Generate reports for flights, passengers, revenue Create dashboards for airline operations
FR-7	User Roles and Access Control	Define roles: Admin, Agent Set access via Profiles & Roles

**Non-functional Requirements**

Following are the non-functional requirements of the proposed solution.

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	User-friendly interface via Salesforce Lightning
NFR-2	Security	Role-based access, field-level security, profile control
NFR-3	Reliability	High data consistency through Salesforce CRM platform
NFR-4	Performance	Efficient SOQL queries and optimized Flows for faster performance
NFR-5	Availability	99.9% uptime via Salesforce Cloud infrastructure
NFR-6	Scalability	Scales automatically with Salesforce multi-tenant architecture