PROJECT SCOPE STATEMENT
(Group Infinity – IT&M)
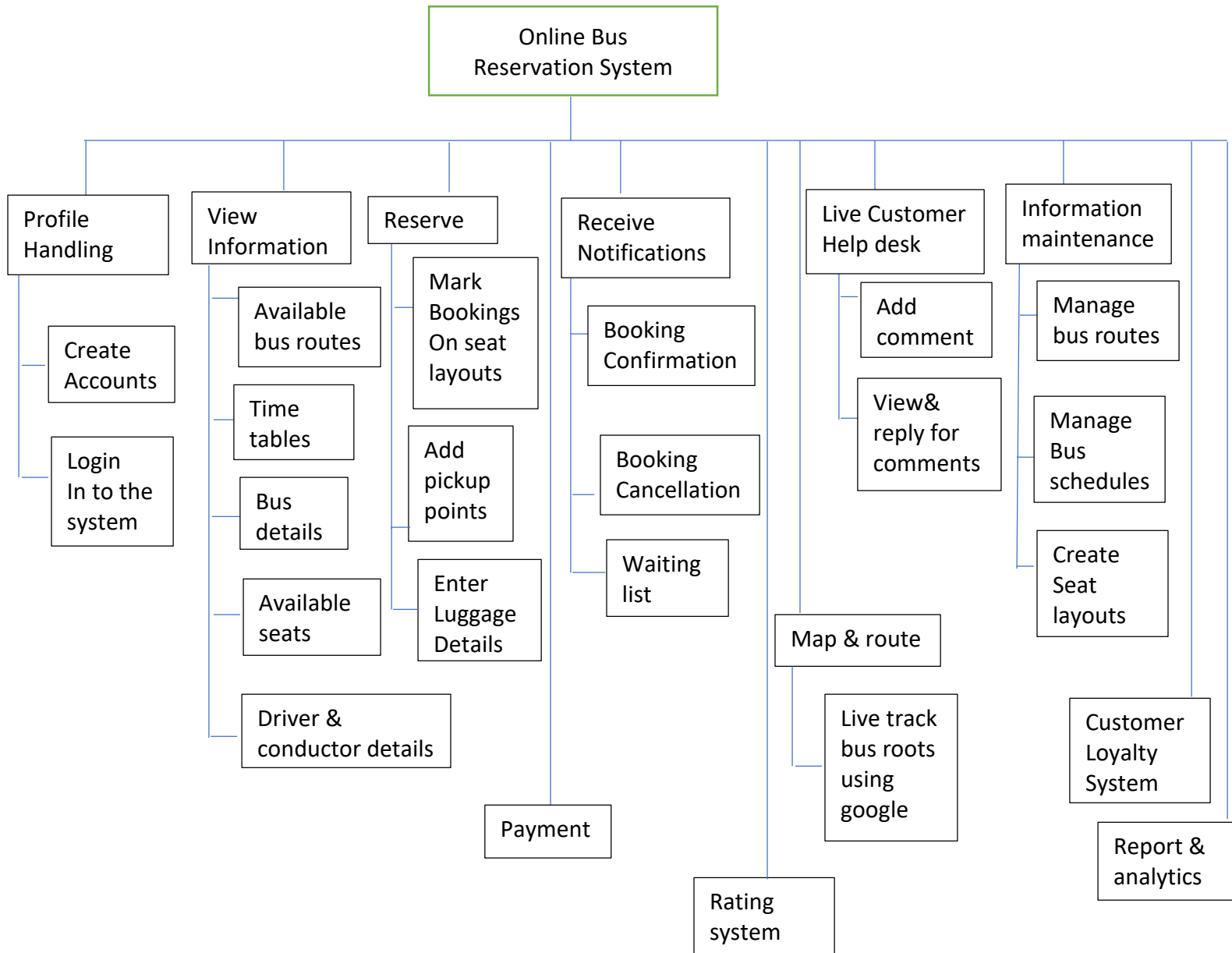
PROJECT NAME	DATE SUBMITTED
ONLINE BUS RESERVATION SYSTEM	09/07/2020

PROJECT AIM
Provide an online platform for both employee and passenger to process the reservation of long journey bus tickets effectively and efficiently.

Step 1. Project Deliverables

DELIVERABLE NO.	DESCRIPTION
1	Profile Handling
2	View Information
3	Reserve
4	Payment
5	Receive Notifications
6	Map & route
7	Live help desk
8	Information maintenance
9	Report & analytics
10	Customer loyalty system
11	Rating system

Step 2. List of Project Tasks
Work breakdown structure (WBS)

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                          │   Online Bus        │
                          │ Reservation System  │
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Online Bus Reservation System

- **Profile Handling**
  - Create Accounts
  - Login In to the system

- **View Information**
  - Available bus routes
  - Time tables
  - Bus details
  - Available seats
  - Driver & conductor details

- **Reserve**
  - Mark Bookings On seat layouts
  - Add pickup points
  - Enter Luggage Details
  - Payment

- **Receive Notifications**
  - Booking Confirmation
  - Booking Cancellation
  - Waiting list
  - Rating system

- **Live Customer Help desk**
  - Add comment
  - View& reply for comments
  - Map & route
  - Live track bus roots using google

- **Information maintenance**
  - Manage bus routes
  - Manage Bus schedules
  - Create Seat layouts
  - Customer Loyalty System
  - Report & analytics

DELIVERABLE NO. AND NAME	RELEVANT TASKS
1. Profile Handling	I. Enable accounts for passenger, bus owner, conductor and admin panel. II. Can register to the system.
2. View Information	I. Can find bus routes, time tables and available busses. II. Can see available seats. III. Can view bus details and driver , conductor details.
3. Reserve	I. According to the availability, can mark bookings on seat layout. II. Add pick up point. III. Add destination IV. Enter luggage details.
4. Payment	I. Use online payment method.
5. Receive Notifications	I. Booking conform notification receive to passengers II. Booking cancel notification receive both passengers and conductor and automatically update the seat layout according to the cancelations. III. Maintaining a waiting list for passengers who are unable to make bookings as already all seats have been booked, if there is any cancelation system automatically send to notification to passenger who are in the waiting list. IV. When the passenger is close to the destination send the notification to the passenger and conductor.
6 Map & route	I. Passenger can see live route tracking of booked bus. II. Admin panel see all busses, which entered to the system III. Bus owner can see relevant busses live map and get updates
7. Live Help Desk	I. Passenger can add comments. II. Conductor also can add relevant details. III. Admin panel can view & reply all comments.

8.Information maintenance	I. Admin can add , delete and update bus routs and bus schedule. II. Can add , delete , update bus modules. III. Design the seat layouts.
9.Report & Analytics	I. Generate daily report for bus owner. II. Generate travel history report for passenger. III. Generate payments reports, graphs.
10.Customer loyalty system	I. Give discounts for loyalty customers on their reservations. II. Allow to carry extra amount of luggage to loyalty customers
11.Rating system	I. Allow customers to leave their ratings on the bus

Step 5. Project Constraints

PROJECT START DATE	08/07/2020
LAUNCH DATE	
PROJECT END DATE	