## **Project Design Phase-II**

## Solution Requirements (Functional & Non-functional)

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| Date | 24 June 2025 |
| Team ID | LTVIP2025TMID30989 |
| Project Name | Airlines Management System |
| Maximum Marks | 4 Marks |

## Functional Requirements

Following are the functional requirements of the proposed solution.

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| **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.

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| **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 |