**Database Systems Lab**

**Section : H**

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**Project Title**: Metro Management System (metroconnect.com)

**Introduction**: This website will let the customers reserve seats in trains and will also provide some additional features listed below.

**Functionalities: These functionalities are tentative and some may be dropped or some may be added later on.**

1. Sign Up: For the user/customer

2. Log in: For the users, admins and employees

3. Profile editing: For the user/customer, allows them to change password, name etc.

4. Complaints/Feedback: Customers will be able to register complaints and the admin will respond to them

5. Metro Card: A customer can either pay using cash or by the provided virtual metro card. The metro card can be recharged online.

6. Complete Catalog: Customers can view a complete catalog of the routes and trains along with the price

7. Reservations: Customers can make reservations or cancel reservations.

8. Redeem Option: If a customer misses a train he/she can defer his/her reservation or get cash back.

9. View Bio-Data: Customers and employees can view their reservations, salary etc.

10. Admin: The admin has the authority to modify the tables. He can set different access rights for the customers and employees and he is also responsible to respond to customer complaints.

11. Social Media Integration: Enables the user to share their experiences on social media platforms (i.e. Facebook), simply by clicking a link on the website, attracting more customers.

12. Bookkeeping: Allows the admin to see the tickets sold or reservations made so far to know the trends in sales, profit etc.

13. Loyalty Program: if a customer travels more frequently, then he becomes a premium customer who will have to pay less for future travels.

14: Email Notifications: Users can get email notifications for actions like reservation confirmations, password resets, or responses to complaints.