Question 1:

1. Is this process to be done multiple times for booking multiple tickets at a time?

2. What if there are more than one trains for a destination and the user wants to travel through a particular train?

3. Once the ticket is issued and printed, and the user wants to cancel it, how can it be done?

4. If the card is invalid or wrongly inserted, what will be the further procedure?

5. If invalid personal identifier(password) is entered more than x times, is there any provision of blocking payments through it?

6. What if one's ticket is lost? Is there any backup?

7. Is there any facility for blind people?

8. If the customer wants to exit halfway, can they?

9. Can the customer select tickets with a different starting station?

10. Can customers choose which seat they want to book? Like paytm or redbus?

11. If direct train is not possible for several destinations can the system suggest alternate options like first go to des1 and then reach to the final destination ?

12. If someone chooses a different destination and confirms their payment,Can they change their destination without doing the whole procedure?

13. Can the user select their preferred payment mode?

14. If a user travels on a regular basis, can he have a permanent profile on the system? Will he be liable to any kind of concession?

15. How will the refund be initiated?

16. Can we check the availability of seats?

17. Is Speech recognition technology supported by the system?

Question 2:

1. Login: Users can login through their institute email address, which will lead to the home page where latest books/magazines/articles shall be displayed. All other options/functions can be accessed through the home page. Hierarchy can be set to give more privileges to Professors/PhD students than Masters students than Bachelors students.

2. Search book: The users get an option to search the book by name or authors name or publication or ISBN number.

3. Booking: If a book is in the database of the library but not currently available, one can schedule a booking for a date next to the return of the book.

4. Reviews: The users can review a book or can write comments which will help others(juniors/students) to choose appropriate books.

5. Book log: A date wise data of books that were issued by the user. Once the current book is returned, the status of that book in the log will be changed to returned.

6. Late return: A notification mail will be sent to the user on the Xth date of issue on which he/she should be returning. If still not returned, late return fine will be reflected in the profile of the user.

7. Non members can only search/ browse through all books and have to register in order to borrow one

Nonfunctional requirements:

1. Compatibility: The web app should work on all famous browsers and on phones and tablets too.

2. The web app should be accessed through intranet of the institute only and with institute email id.

3. The server should be capable of handling a sufficiently large number of users at a time.

4. In case of system crash for any reason, data must not be lost in any case, there must be a backup

5. In case of entry with wrong password multiple times, the user will be notified that someone's trying to access his account and login will be freezed for that user for several minutes.