

Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Date	24 June 2025
TeamID	LTVIP2025TMID30215
Project Name	A CRM Application for Public Transport Management System
MaximumMarks	

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Passenger Booking Management	Book trip, select route, choose travel date/time, assign seat
FR-2	Bus & Route Management	Add/edit bus info, define route details, assign stops
FR-3	Admin Dashboard	View all bookings, route status, manage schedules
FR-4	User Registration/Login	Register using form, Gmail, LinkedIn
FR-5	Confirmation Notifications	Send email/SMS confirmation upon booking or schedule change
FR-6	Reports and Analytics	Generate reports: daily/monthly trips, revenue, most used routes
FR-7	Double Booking Avoidance	Use validation rules/flows to prevent multiple bookings for same seat
FR-8	Driver and Vehicle Assignment	Assign driver to route, ensure compliance and availability
FR-9	Schedule and Timing Management	Set timings for routes, manage delays, update in real-time

Non-functional Requirements:

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	Simple interface for passengers and admins;

NFR No.	Non-Functional Requirement	Description
		accessible on desktop/mobile
NFR-2	Security	Role-based access (Admin, Driver, Passenger); email/SMS verification
NFR-3	Reliability	Accurate booking and seat allocation with real-time updates
NFR-4	Performance	Handle concurrent booking requests from multiple passengers
NFR-5	Availability	Use Salesforce Cloud to maintain close to 100% system uptime
NFR-6	Scalability	Capable of supporting multiple depots, buses, and expanding to more cities/routes