# National University of Computer and Emerging Sciences



Database Project Proposal

# Central Reservation System: SkyFact

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1. *Introduction*

A central reservation system, also called an airline or computer reservation system, serves as storage for flight-related information like schedules, fares and rules for each booking class, passenger name records (PNRs), e-tickets, etc. It’s also involved in managing booking requests and ticket issuing.

In a broader sense, a CRS is a key technology of any travel organization that sells its inventory online, namely, hotels and airlines. It allows managers to control reservations across all distribution platforms.

Our CRS is a flight reservation and booking website, SkyFact!

1. *Functionalities*

## Sign up

Customers will be able to create an account and proceed with their registration

## Log in

Admin and customers will be able to login with valid credentials and manage the respective tasks

## Account Status Update

Customers can update their account password, phone number etc. They can also sign up for SkyFact monthly membership plan for additional benefits

## Rating

Customers will be able to rate their experience with the flight, airline, and SkyFact

## Flight Search

Customers can search through flights to and back from their destination

## Filter System

Filtering flights based on number of stops, price, and airline

## Ticketing

A comprehensive ticketing system will be in place to deal with the entire procedure, including payment in multiple currencies, verification of payment, and potential refund if needed

## Check-in and Boarding

Customers can check-in online and make processing at airport easier and quicker. Seat selection is also available

## Extras

Customers can select extras for their flight such as wheelchair assistance, extra baggage allowance, dietary requirements etc.

## Discounts

A section of the homepage will show available discounts to the customer

## Email and Notification System

Customers will receive timely updates for their flights and account, and additional discount if they sign up for the SkyFact monthly membership

* 1. Support/Help

Customers can contact SkyFact for any assistance