1. **System Overview**
   * **Purpose**: What the system aims to do (e.g., allow users to reserve bus tickets online).
   * **Target Audience**: Passengers, bus operators, administrators.
2. **Functional Requirements**
   * **User Registration**: Creating accounts, login, and password recovery.
   * **Bus Search**: Finding buses based on departure time, destination, and available seats.
   * **Reservation**: Selecting buses, choosing seats, confirming details, and paying for tickets.
   * **Ticket Generation**: Creating and sending digital tickets (QR codes, PDFs).
   * **Payment Integration**: Supporting payment gateways for transaction processing.
   * **Cancellation and Refunds**: Users can cancel tickets and request refunds.
   * **Booking History**: Display previous reservations and statuses.
3. **Non-Functional Requirements**
   * **Performance**: Speed and responsiveness of the reservation system.
   * **Scalability**: Ability to handle a large number of simultaneous users.
   * **Availability**: System uptime and backup strategies.
   * **Security**: Protection of user data, especially for payment and personal details.
   * **Compliance**: Adherence to laws regarding user data (GDPR, PCI-DSS, etc.).
4. **User Roles and Permissions**
   * **Admin**: Full access to manage buses, reservations, users, and payments.
   * **Customer**: Limited access to searching and booking.
   * **Operator**: Manage bus schedules and availability.
5. **Data Model**
   * **Bus Information**: Bus schedules, routes, seat availability.
   * **User Profiles**: Information such as names, contact info, payment methods.
   * **Reservation Data**: Stored details about bookings, cancellations, and refunds.
6. **Integration Points**
   * **Payment Gateway**: Integration with payment processors (e.g., Stripe, PayPal).
   * **SMS/Email Service**: Sending confirmation and reminder messages.
   * **Third-Party APIs**: External services like weather APIs or bus schedule providers.
7. **Interface Design**
   * **Web Interface**: The design and flow of the booking site or app.
   * **Mobile Interface**: Optimized design for mobile devices.
   * **Admin Dashboard**: Tools for bus operators to manage schedules, reservations, and reports.
8. **Testing and Validation**
   * **Unit Tests**: For each component of the system.
   * **Integration Tests**: To check if all systems are working together.
   * **User Acceptance Testing (UAT)**: Ensuring the system meets user needs.
9. **Deployment and Maintenance**
   * **Deployment Process**: Steps for deploying the system to production.
   * **Maintenance and Updates**: Regular updates for system performance and security.

This SRS document would be used to align developers, stakeholders, and customers on the expectations and requirements for building and running the bus reservation system.

If you're looking for a sample or specific templates, let me know and I can provide that as well!

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