# Requirement Identification and Questionnaire Document

Simply add a question we need to ask Hoa. Once you have obtained the answer, update this document.

**Reservation System**

**Q:Permissions for different users? Admin, Travel Agent, Customer, Different permissions for different staff. Which staff interact with the system?**

A:System Admin

Customer

Travel agency

Manager for each sub-system

Staff

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**Q:Frequent flyer**

A:Route has set number of points

Points can be used to book

**Q:Codeshare**

Route shared with another airline. Not really important

**Q:Concessions? Infants, children, adults. If what are the rates.**

Yes. Manager accesses and sets rates

**Q:What should happen with No-fly, watch and non-passport holders?**

A:Watch – watch list manager alert

No fly – Cannot book

Non-passport holder – can book but will receive alert

**Q:Should a potential customer be able to obtain a quote from the system without being logged in?**

A:

**Q:What range should flights be in from selected date (7 Days)?**

A:

**Q:What happens when no seats in selected class are available?**

A:

**Q:How does card validation work?**

A:

**Q:Is there a discount for travel agency that books large number of seats?**

A:

**Profile sub-system**

**Q:Different types of customers? (VIP etc)**

A: - Standard Customer

* ???

**Service sub-system**

**Reporting Sub-system**

**Q:What types of reports and format(to file?)?**

A:Text file or to screen

Mock up reports to suggest to Hoa (client). There are already suggestions in the brief.

**Q:Who can access them and request them?**

Manager