# 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

**Profile sub-system**

**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