# Requirement Identification and Questionnaire Document

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

Additional functionality will receive extra marks. Marked on usability.

**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 – SUPER USER. THIS USER CAN CHANGE ANYTHING!

Customer

Travel agency

Manager for each sub-system – only changes within their own domain

* Flight manager and Booking manager
* Profile manager
* Services manager
* Report manager

Staff

**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: No. Must create a profile.

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

A: not required. Extra marks will be awarded for

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

A: Customer is alerted that no seats are available for the selected class.

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

A: Doesn’t concern us

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

A: Not required.

**Q: What tasks should the system admin manage relating to the system?**

A: everything

**Q: What happens when a customer cancels a booking? Charges?**

A: Cancellation charge applies.

**Flight history required.**

**Points system** – only need to add points for trip. Discounts using points is additional functionality.

Regular staff can modify booking. Customer cannot.

**Profile sub-system**

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

A: - Standard Customer and Travel Agency

**Service sub-system**

Customer can modify services.

**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.

* Report ideas
  + Who ordered what on which flight?

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

Manager

Travel agent and customer distinction in reporting.

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Q: How are payment transactions performed during booking?

Q: Does the system hold how much is charged on a customer’s credit card?