Version 1.0

Revision History

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| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
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# Introduction

The purpose of this document is to collect, analyze, and define high-level needs and features of the Online Ticket Booking System. It focuses on the capabilities needed by the stakeholders and the target users, and **why** these needs exist. The details of how the system fulfills these needs are detailed in the use-case and supplementary specifications.

## Purpose

The **Vision** document gives a useful insight to the project’s thought process.

## Scope

The scope of this document is to provide the data needed in order to understand what the application is supposed to do and to describe a series of solutions that will be later implemented.

## Definitions, Acronyms, and Abbreviations

**Advance purchase requirement** – Ticket must be purchased a minimum number of days/hours before the bus departs.

**Electronic ticket** – Paperless electronic document used for ticketing passengers, commonly referred to as “E-ticket”.

**Group** – Multiple Customers travelling together on a Booking.

**Cancellation penalty** – A fee charged to customers that cancel booking reservations. Fees typically vary based on the agency or carrier.

See more in **Glossary**

## References

## Overview

Following, the Vision document describes in more detail the scope of the application, the target audience, specifying the existing problems people might encounter, proposing solutions to deal with these problems, describing why the application is useful and how it would be better than other products from the same category already existing on the market.

# Positioning

## Problem Statement

|  |  |
| --- | --- |
| The problem of | waiting in line for a ticket and the need of calling to make a reservation |
| affects | the people who need to go from one place to another and don’t have other means of travelling, but also the bus agencies, |
| the impact of which is | people wasting their time, and companies loosing clients due to bad organization |
| a successful solution would be | Creating a web platform where people have the possibility to book a ticket at all the existing bus agencies, choose the method of payment, and receive an electronic ticket. |

## Product Position Statement

|  |  |
| --- | --- |
| For | travelers |
| Who | need to book a ticket to a certain destination |
| The “Online Booking Ticket System” | is a web application |
| Which | wants to make it easier for people to make a reservation and to reduce the time they need to wait in order to buy it |
| Unlike | most of the existing applications which only have the possibility of seeing the bus program, the user not being able to book or buy the ticket online |
| Our product | wants to provide an easy-to-use solution for people to book a ticket anywhere in the country |

# Stakeholder and User Descriptions

This section provides a profile of the stakeholders and users involved in the project, and the key problems that they perceive to be addressed by the proposed solution.

## Stakeholder Summary

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| Bus Agencies | Bus agencies have an interest in supporting such a system because it will simplify and organize their employees work | Ensures that the system will be maintainable  Provides the means for travelling  Provides details about the bus program  Announces any changes and updates |

## User Summary

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Description** | **Responsibilities** | **Stakeholder** |
| Customer | Person seeking for means to travel | Rate agencies |  |
| Administrator | Person which has the ability to edit bus and employee status, create bus schedules | Application maintenance |  |
| Employee | Person which is given access to reservation management activities, view reservation data, print tickets | Sell tickets  Create, edit and cancel  reservation and/or activated  tickets (i.e. payment has been made) | Bus Agencies |

## User Environment

“My Bus Secretary” is an online booking ticket system, which means that anyone will be able to use it, the only requirement being the internet connection.

# Product Requirements

* Internet connectivity
* Any device which has a browser
* Users need to create an account before booking a ticket
* Travel companies will have a custom account allowing them to see all the clients and their bookings