**Airline Ticketing System Problem Descriptions:**

An Airline Ticketing System allows the customer to order tickets and to look for a suitable flight. In order to look up a ticket, the Customer needs to enter the name of the traveller, the chosen flight, and finally booking the airline tickets. When looking up a flight, system provides a list of available flights between two airports at a given date. There is also an option of multicity, where the customer chooses to fly through multiple destinations with halting. The system must allow the ability to look up a flight without having to order a ticket. When the order information to buy a ticket is entered, this information is automatically used to look up the flight. A third service (the help service) is available for the customer while ordering a ticket to provide a help page specific to ordering tickets. The help service can be invoked independently by the Customer, which will provide him with a “main” help page.

**Functional Requirements**

***FR1: Flight identification and order tickets***

***FR1.1: Home Page***

The customer can access the user home page of the Airline Ticketing System website, after he logs into the system. Here, he can look up information regarding flights, packages, help facility etc. The Airline Reservation System also comes with the customer registration details page, where the customer can enter his details and get registered. He can also create a username and password. If the customer has forgotten his password then an email will be sent to his registered email id or he can also choose setting up a new password through message from the registered number. Moreover, he will also be able to modify the registration information in case of a change in his e-mail address or any other information. If the customer is not sure about how to proceed then he uses help facility, HelpFacility use case is carried out.

*FR1.2: Find Flight*

The customer already has navigated to the main options screen. The customer finds the flight using a GUI, graphical user interface (same as yatra , make my trip etc.) where, he can choose the options for the domestic as well as international flights booking. He has also an option to choose the trip either round trip or one way trip. Customer can also choose to fly through multiple destinations with halting. The customer enters the details of source airport, destination airport, date, time to get the best possible way to get the flights. If the customer is selecting a round trip then the system will force an arrival date to be entered. Customer enters all the information and clicks the "Search" button. The search option consists of the connecting flights, direct flight, low cost flights etc such that the customer can get the best possible way to choose the flights. After searching, the System displays a list of all the flights that matches the customer’s input, each item in the list has an associated price. If the customer is not sure about how to proceed then he uses help facility, HelpFacility use case is carried out.

*FR1.3: Purchase Tickets*

Customer selects the "Purchase Ticket" link from the list of options. The system displays a screen with an input field for a reservation number. The customer enters a reservation number and clicks the "Submit" button. System displays the details of the reservation and the customer selects the "Purchase Ticket" option. System displays a screen with input fields for: a credit card number, cardholder name, credit card expiration date. Customer enters the details for the credit card number, the cardholder name , the credit card expiration date and he clicks the "Submit" button. System displays the success message. If the customer is not sure about how to proceed then he uses help facility, HelpFacility use case is carried out.

*FR1.4: Reservation cancellation*

A reservation has already been made and customer has successfully navigated to the main options screen. Customer Selects the "Cancel Reservation" option. System displays a screen with an input field for a reservation number and Customer enters a reservation number and he clicks the "Submit" button. System displays the details of the reservation. Customer Selects the "Process Cancellation" option and then system displays the main options screen again. If the customer is not sure about how to proceed then he uses help facility, HelpFacility use case is carried out.

***FR2: Multiple flights booking***

The customer chooses to fly through multiple destinations with halting. The customer selects the flights. If he chooses this option then he is asked to enter details of all the selected flights. Help facility is provided by the system to guide, HelpFacility use case is carried out..

***FR3: Help facility***

If the customer needs help while ordering a ticket, he can use the help facility of the system to get the help for ordering the ticket. The website also provides instructions to the customers on how to book airline tickets along with the different packages. The Customer can also call the company if he has any concerns or questions related to the bookings he has made online.



