Here's a concise and complete Product Requirements Document (PRD) for **Booking a Flight Ticket** functionality.

**Product Requirements Document (PRD)** **Title:** Flight Ticket Booking Flow  
 **Author:** [Your Name]  
 **Date:** [Today’s Date]  
 **Status:** Draft

### **1. Objective**

Enable users to search, compare, and book flight tickets through a simple and intuitive interface across mobile and web platforms. The goal is to minimize booking friction and increase conversion rates.

### **2. Scope**

#### **In Scope**

* One-way, round-trip, and multi-city bookings
* Domestic and international flights
* Search, filter, sort functionality
* Price and availability display
* Passenger details input
* Seat selection (optional)
* Payment and booking confirmation
* E-ticket generation

#### **Out of Scope (Phase 1)**

* Loyalty/reward program integration
* Post-booking changes (rescheduling/cancellation)
* Travel insurance upsell
* Chatbot support

### **3. Personas**

* **Business Traveler**: Books last-minute flights with specific timing and seat preferences.
* **Leisure Traveler**: Looks for best prices and flexible return dates.
* **Frequent Flyer**: Books regularly, expects fast checkout and seat/meal preferences.

### **4. User Flow**

1. **Homepage** →
2. **Flight Search (from/to, dates, passenger count)** →
3. **Flight Results (with sort/filter)** →
4. **Select Flight** →
5. **Add Passenger Info** →
6. **Optional: Seat Selection** →
7. **Payment** →
8. **Confirmation Page + E-Ticket**

### **5. Requirements**

#### **Functional Requirements**

| **ID** | **Description** |
| --- | --- |
| FR1 | User can search flights with origin, destination, date, trip type, passengers |
| FR2 | System shows real-time flight results with pricing |
| FR3 | Users can filter by airline, stops, time, and price |
| FR4 | Users can view fare breakdown and terms |
| FR5 | Users can enter passenger info and save for future |
| FR6 | Users can pay via credit/debit card, UPI, or wallet |
| FR7 | Booking confirmation page and downloadable e-ticket |

#### **Non-Functional Requirements**

| **ID** | **Description** |
| --- | --- |
| NFR1 | Search results should load within 3 seconds |
| NFR2 | System should handle up to 10,000 concurrent users |
| NFR3 | PCI DSS-compliant payment integration |
| NFR4 | 99.9% uptime for booking service |

### **6. Success Metrics**

* Booking conversion rate > 3%
* Average flight search time < 3 seconds
* Payment success rate > 95%
* Customer support tickets related to booking flow < 2% of total bookings

### **7. Open Questions**

* Do we want to support guest checkout in v1?
* Which GDS providers are we integrating with (Amadeus, Sabre)?
* What fraud prevention measures will be implemented?

Let me know if you want this PRD broken into epics/stories or exported to Markdown/YAML.