### ****PRD – MakeMyTrip Application****

#### ****Contents****

* **Overview** ................................................................................. 1
* **Hero Scenario** ......................................................................... 1
* **Personas** .................................................................................. 1
* **Key User Stories** ........................................................................ 1
* **Metrics** .................................................................................... 1

### ****Overview****

A comprehensive travel booking and management app that provides users with a streamlined platform for booking flights, hotels, and holiday packages, while offering features for tracking bookings, managing itineraries, and accessing customer support. The app serves various user roles: customers, travel partners, and administrators to ensure smooth booking and travel experiences.

### ****Hero Scenario****

* **Any user can search and book flights, hotels, or holiday packages** from the list of available options.
* **Travel service providers (airlines and hotels)** receive booking information and update availability and booking status in real-time.
* **Customer support** assists users with booking issues, cancellations, and itinerary changes.
* **Users** can track their bookings, view itinerary details, and manage bookings directly through the app.

### ****Personas****

1. **User (Traveler)** – A customer searching for and booking flights, hotels, or holiday packages.
2. **Travel Partner (Airline/Hotel Staff)** – Staff managing bookings and availability, ensuring smooth travel experiences for users.
3. **Admin (Platform Operator)** – Responsible for overseeing app operations, managing partners, monitoring bookings, and handling support escalations.

### ****Key User Stories****

1. **As a user**, I should be able to search and book flights, hotels, or packages based on my preferences.
2. **As a user**, I should be able to view and manage my bookings in one place, including changes, cancellations, and itinerary updates.
3. **As a user**, I should be able to track the status of my bookings in real-time, especially for flights and hotel check-ins.
4. **As a travel partner (airline or hotel staff)**, I should be able to view and manage bookings, update availability, and handle any booking issues.
5. **As an admin**, I should be able to monitor booking activities and review performance metrics for each travel partner.
6. **As an admin**, I should be able to onboard new travel partners (hotels, airlines) and review service quality ratings to ensure high standards.

### ****Metrics****

* **Number of Active Users, Travel Partners, and Bookings**:
  + Tracks engagement and usage of the platform by customers and partners.
* **Total Bookings Completed**:
  + Measures total successful bookings to track platform growth and reliability.
* **Average Booking Completion Time**:
  + Tracks the average time taken from search to booking confirmation, showing ease of use.
* **Average Customer Ratings for Travel Partners**:
  + Measures user satisfaction for flights and hotels, helping maintain quality standards.
* **Customer Support Metrics**:
  + Tracks average response time, resolution rates, and user feedback on support quality.