SOFTWARE REQUIREMENTS SPECIFICATION DOCUMENT

FOR ONLINE TRAVEL AND HOTEL ROOM BOOKING SYSTEM

SOFTWARE REQUIREMENTS SPECIFICATIONS DOCUMENT

make **my** trip

TABLE OF CONTENTS

1.INTRODUCTION

MakeMyTrip is a worldwide online travel company, established at 2000.the company provides online travel services including flight tickets, domestic and international holiday packages, hotel reservations, rail and bus tickets.

1.1 PURPOSE

The purpose of this document is to portray information about the application's requirements, both functional and nonfunctional, to the reader. And to analyze and provide a in depth sight of the MakeMyTrip software, which is a widely used multitasking application software.

This document provides a description and detailed overview of the application's features its capabilities, its goals and its functional and non-functional requirements.

1.2 SCOPE

The document is intended to serve several groups of audiences:

- ❖ First, the SRS will be used by the application designers**.** Designers will use the information recorded here as the basis for creating the application's design. In our case, we already have an application for which an SRS is developed.
- ❖ Second, the client for the project is expected to review this document. The SRS will serve to establish a basis for agreement between the client and development team about the functionality to be provided by the application.

❖ Third, the application maintainers will review the document to clarity their understanding of what the application does.

This application will provide a complete preview and capabilities of the software and description of its environment. MakeMyTrip is a software which serves as a single source for all activities regarding a trip or a travel. In one way or the other, this has played a key role in development of tourism. Users can plan their travel from the day of starting their journey by booking the mode of transport, booking rooms for stay, booking cabs to visit places and sightseeing.

1.3 OVERVIEW

This application is primely developed to make pre-booking of hotels transportation facilities on account of planning a trip. It provides a variety of options to make use of and the user can book a hotel, book tickets in a bus or train and even in flights, book cabs for ease of transport, plan for trips and also offers a great deal of holiday packages. MakeMyTrip serves as a trip advisor by emphasizing the places of attraction to tourists in their current location. And makes our trips safe and comfortable.

2.OVERALL DESCRIPTION

2.1 PRODUCT PERSPECTIVE

This online reservation and hotel booking system enables the users to make online transactions in case of confirmation of booked seats in case of transport or rooms in case of hotel booking and can be cancelled any time with certain amount of refund. MakeMyTrip also provides a wide collection of holiday

packages which can be choose based on our interest and availability and online transactions can be made or cancelled at any time once confirmed with refund.

2.1 PRODUCT FUNCTIONALITY

Access to the application for the administrator and user is provided with an individual login. The system demands personal details such as email-id mobile number, and a unique password for individual login. Administrator can only perform all kind of operations. The user will be able to make choice according to their need specifying the date and time of travel according to the availability, make online transactions after confirmation, cancel at any time, and demand refund.

2.2 USER CHARACTERISTICS

The three types of users in this system or application are customer, administrator and the owners or agents of the organization who provide services through the application and the system user.

❖ The customer or the users of the application can only choose their orders according to their own needs. In case of booking tickets in either of the transport modes such as flight, train and bus, the user will be able to input the from and to place, date of travel, and choose any one of the agencies according to their preference. In order to get relevant and appropriate searches, the customer can specify and filter the search list for their own convenience. In case of booking hotels, on specifying the place, check-in and check-out dates, no of rooms and guests, the user will be provided a list of hotels from which they can choose the best from their point of view. And MakeMyTrip also provides holiday packages where the user can build their own package or choose one from those prescribed from the application.

❖ The administrator is the one who manages the accounts of the users. They can have interaction only with the software (web page) where they can have a number of modifications. The admin is the one who decides the content of the web page and has access to modify or control the options. The admin serves as the bridge between the customer and the agencies by just forwarding or intimating the agency with respect to the customer's selection.

❖ The agency or the company owners cannot use the mobile application but can use the web portal to present their information such as description, contact number, facilities offered etc.

❖ A system user is a person who interacts with a system, typically through an interface, to extract some functional benefit and data for further manipulation.

2.3 CONSTRAINTS

The application is web based. Hence it is mandatory to have our system connected to the internet as it retrieves the data from the database through the internet.

The application has the potentiality of managing more than hundred users at a time. All users cannot be expected to have a complete practice on placing their requisites and and pushing their orders. Hence the system should be easy to use, provide error messages on encountering invalid input from the user and also should provide guidelines for the user when needed.

Security is an important constraint in the processing of the application. The users can place their choices but should not be able to modify the database provided in the web portal at any cost and the agencies too. The user information

should also be secure and maintainable. It should not leak to any other external environment.

Appropriate options based on the customer's wish should be made available to them to make perfect choice based on their preference either automatically or based on their selection to filter.

2.4 ASSUMPTIONS AND DEPENDENCIES

The application is built with a general assumption that the customers using it have some basic knowledge understanding of Internet, the software used and their PC.

The application is used with an assumption that it will be used on mobile phones that have enough performance apart from systems. If the mobile doesn't have sufficient hardware resources available for the application, then there may some case where the application does not work as prescribed.

The application apart from having a web portal also has an app built "MakeMyTrip Explore" in the play store assuring app discounts, offers and super deals. The app is built with an assumption of ease of use and seeking more customers with offers and discounts on installing the app.

On assumption that all customers prefer to have best source with low fares and expenses, the system automatically sorts out and displays accordingly.

3.REQUIREMENTS ANALYSIS

3.1 FUNCTIONAL REQUIREMENTS

- Registration
- Log In

- Reservation
  - Flight
  - Bus
- Homestays
  - Cabs
  - Hotel
  - Holiday packages
- More
- Gift card
- Trips

REGISTRATION

The customer has to enter his/her details into the registration page for creating an account through which he/she can login whenever reservation has to be done. These details will be collected and stored by the system into the member database and can be edited at any time.

The details to be entered appropriately by the user includes:

➢ Name
➢ Email
➢ Password
➢ Address
➢ Date of birth

The system sends a verification code to the customer's mail id and on successful verification creates an account to proceed further. The customer can log in using their account whenever he/she books hotels or reserve tickets.

FLIGHT OPTION

The features provided in this option are

- ➢ Place
- ➢ From and to (places)
- ➢ Date of departure and return
- ➢ No of passengers (adult, children, infants,)
- ➢ Class (economy, premium economy, business)

On filling the details, the customer has to click search as a result of which a list of various airlines is displayed with their own descriptions of fare details. The user can filter the list based on price, airlines, no of stops etc.

BUS OPTION

The features or requisites of this option are:

- ➢ From and to -place
- ➢ Date

On filling the details, the customer has to click search as a result of which a list of various travels with their own descriptions of fare details. The users can filter the list based on price, bus type etc.

HOMESTAYS

The attributes provided for the user to fill in are:

- ➢ Destination
- ➢ Check-in
- ➢ Check-out
- ➢ Guests(number)

The customer having filled their requisites can place their preferences and filter the list displayed on what type they like such as cottage, apartment, villa, beach

hut, bungalow, camp, farm house etc. The system also provides filters such as location, price, star category, user rating and more filters.

CABS (outstation) OPTION

The following attributes are required from the user:

- ➢ From place (Origin)
- ➢ To place (Destination)
- ➢ Departure date
- ➢ Return date
- ➢ Pickup time

On filling the details, the customer has to click search as a result of which a list of various cabs with their own descriptions of fare details are displayed. The user can filter the list based on price, type of car(size)etc.

HOTELS OPTION

The features that the customer has to fill in for details are:

- ➢ City/hotel/area
- ➢ Check-in
- ➢ Check-out
- ➢ Room/guests

The customer having filled their requisites should select search button as a result of which a list of appropriate hotels will be displayed. The users can narrow down the choices by using filters such as location, price, star category, user rating and more filters.

HOLIDAY OPTION

- ➤ From place
- ➤ To place (handpicked holidays for you)

On filling the details, the customer has to click search as a result of which a list of various packages with their own descriptions and estimated amount. The user can filter the list based on budget, duration, hotel choice, travel option, themes, suitable for, places etc.

MORE

- ➤ Maybes
- ➤ International flights
- ➤ International hotels
- ➤ International holidays
- ➤ Other attributes
- ➤ Deals
- ➤ Blog
- ➤ Refer and earn
- ➤ GIFT CARD
  - But e-gift card
  - But gift Card
  - Group gifting

TRIPS

- ➤ My account
- ➤ Print e-ticket
- ➤ Cancel booking
- ➤ Re-schedule booking
- ➤ Check refund status
- ➤ Make a payment

3.2 NON-FUNCTIONAL REQUIREMENTS

➤ **SECURITY**

The system must ensure that all the transferable data as for examples customers credit or debit card number, CVV Code, e-payment should be done in secured connection.

➤ **CAPABILITY**

The system must be able to handle multiple transactions a time.

➤ **FLEXIBILITY**

The system must provide customers 24*7 hours online booking service.

➤ **PORTABILITY**

The system should support almost all the browsers (Internet Explorer, Safari, Chrome, and Firefox).

➤ **TESTABILITY**

The software should be able to be tested assure and check its performance and specifications prescribed by the clients
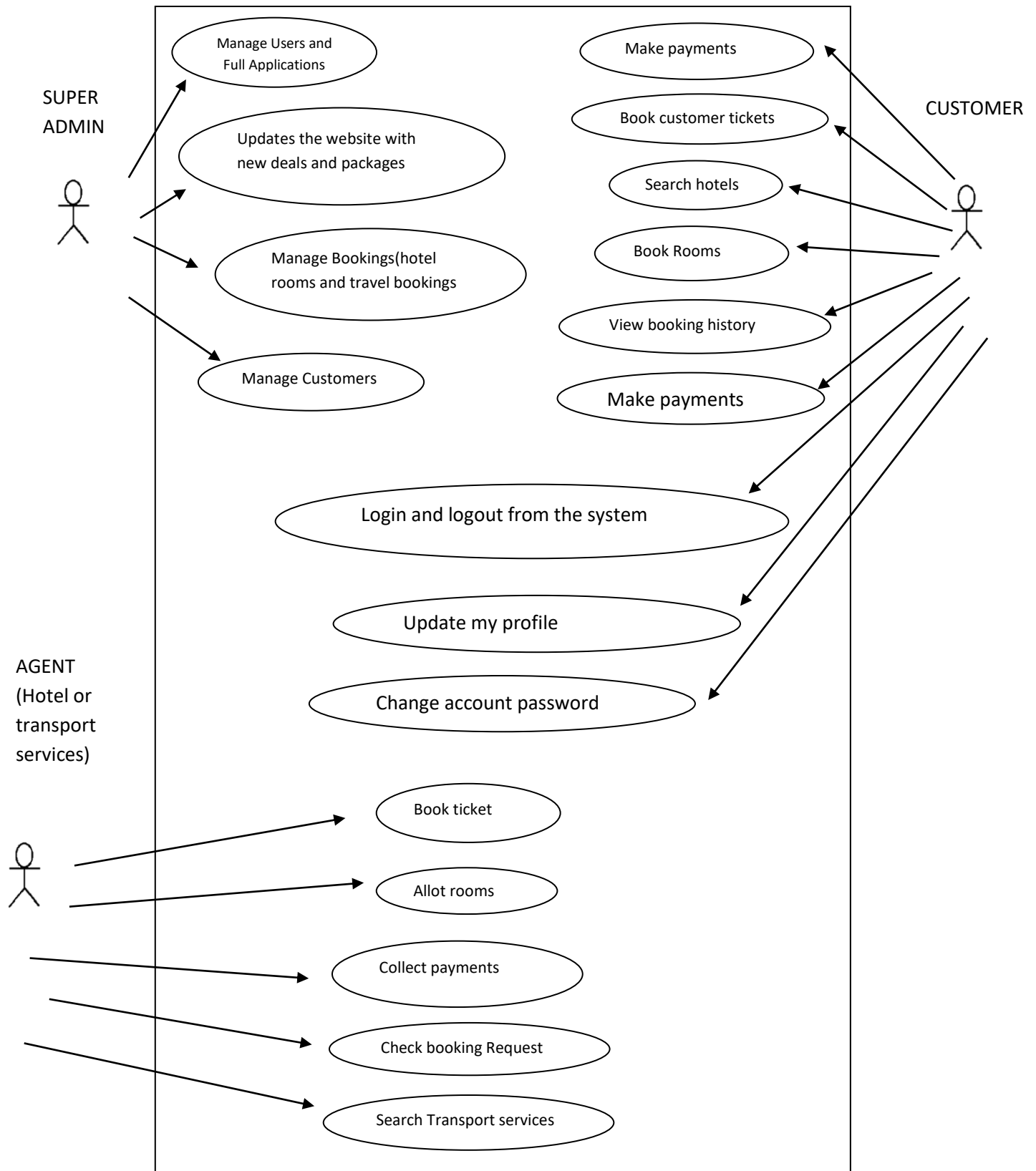
➤ **MAINTAINABILITY AND EXTENSIBILITY**

The software system should be maintainable and updated whenever required. Customers need to cancel the booking before 24 hrs. otherwise their credit card will be charged for one day.

➤ **APPROACHABILITY**

The software should have a 24x7 customer care service or facility (either online or by call) when they are in need for help with their bookings where they can get their queries cleared instantly.

5. USE CASE ANALYSIS

SUPER ADMIN

- Manage Users and Full Applications
- Updates the website with new deals and packages
- Manage Bookings(hotel rooms and travel bookings
- Manage Customers

CUSTOMER

- Make payments
- Book customer tickets
- Search hotels
- Book Rooms
- View booking history
- Make payments
- Login and logout from the system
- Update my profile
- Change account password

AGENT (Hotel or transport services)

- Book ticket
- Allot rooms
- Collect payments
- Check booking Request
- Search Transport services

*************************END OF THE DOCUMENT*************************