**Project Synopsis**

***Airline Reservation System***

**Motivation:** The airline industry faces constant challenges in managing bookings, customer relationships, and operational efficiency. With the rise of online travel, there is a growing need for a streamlined system that simplifies the booking process for passengers and optimizes airline operations. An effective Airline Reservation System can enhance customer satisfaction, increase revenue, and reduce operational costs.

**Scope:** The scope of the Airline Reservation System encompasses the following areas:

* **Passenger Booking:** Allowing users to search for and book flights online.
* **Flight Management:** Enabling airlines to manage schedules, inventory, and pricing.
* **Customer Relationship Management:** Facilitating communication and support for passengers.
* **Payment Processing:** Integrating secure payment methods for transactions.
* **Reporting and Analytics:** Providing insights to improve operational efficiency and marketing strategies.

**Objectives:**

 To provide a user-friendly platform for passengers to book flights easily.

 To automate and streamline the management of flight schedules and inventory for airlines.

 To enhance customer service through effective communication and support features.

 To ensure secure payment processing for online transactions.

 To generate reports and analytics for better decision-making.

**Features:**

 **Flight Search Engine:** Allows users to search for flights by destination, date, and other filters.

 **Booking Management:** Enables users to book, modify, or cancel reservations easily.

 **User Profiles:** Passengers can create accounts to save preferences and manage bookings.

 **Payment Gateway Integration:** Supports multiple payment methods, ensuring secure transactions.

 **Real-Time Availability:** Updates seat availability in real time to prevent overbooking.

 **Customer Support Tools:** Provides FAQs, live chat, and contact options for assistance.

 **Mobile Compatibility:** Ensures the system is accessible on various devices, including smartphones and tablets.

 **Analytics Dashboard:** Offers insights into sales, passenger behavior, and operational efficiency.

**Existing System:** Current airline reservation systems often rely on outdated technology and manual processes, leading to:

* Lengthy booking times due to inefficient interfaces.
* Limited customer support options, resulting in frustration during inquiries.
* Difficulty in managing inventory, leading to overbooking or underutilization.
* Lack of comprehensive data analysis tools for airlines to optimize operations.

**Proposed System**: The proposed Airline Reservation System addresses the shortcomings of existing systems by:

* Implementing a modern, user-friendly interface that simplifies the booking process.
* Offering real-time availability and automated inventory management to prevent overbooking.
* Integrating advanced customer support features, including chatbots and direct contact options.
* Ensuring secure payment processing with multiple payment gateways.
* Providing robust analytics tools for airlines to monitor performance and make data-driven decisions.

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