The requirements related problems of Air Ticket reservation System are as follows: -

Requirements Development Problem: -

- Maintaining the customer information in case of any unplanned log out from the system.
  If a user gets logged out of the system due to some net connectivity issues then there are chances that his details might not have been saved in the system. So, we have to design the system in such a way that the user can begin filling their details from where he/she has left.
- Maintaining consistency among different access modes, e.g.- by phone, by web etc.
  If the user has logged in through laptop and has proceeded some steps. Then next time he has interacted with the system using the mobile app, then the system should sync his/her data across various devices.
- Protecting customers' privacy concerns.
  This is a major requirement development problem that should be taken care with priority. The user's details should not get leaked. If it happens then the users will stop using the system resulting in failure of the software project.
- Handling multiple login and transactions of various users at a single point in time.
  The system should have a very high bandwidth which will allow multiple users to login and do their transactions at the same time. This is a very essential feature that needs to be addressed for handling the rush of customers in a small period of time.
- Handling different login ID's of same users.
  The user's details should be linked with their government identity proof. And if the user has by chance forgotten his password then the user should be shown some alternate flow through which he/she could recover the account.

Requirements Management Problem: -

- Customer enters false information while filling labels.
  The prime objective of the system administrator is to check whether the information entered by the user are correct or not. If the user details are found to be false then the user should be sent a warning message that the details are incorrect and will be given an option to fil them again. If again the user fills the incorrect details, then the account will be revoked.
- Minimize the number of vacant seats on a flight and maximize flight capacity utilization.
  The system should not allocate different flights to different users travelling during the same time period and having their same beginning and destination points.

- Collecting the huge amount of data generated from the users and storing it in an easily retrievable way.
  Proper database management tools should be implemented in the system which would store all the details of the user history and travel records. This will help in giving suggestions or discount to the user in the future.

- Management of ticket re-scheduling
  If the flight is getting delayed due to some technical difficulties then it should be addressed by the system in real time and the users should be given an option to either free upgrade to another flight or should be allocated another travel timing according to the circumstances.