

SOFTWARE REQUIREMENTS SPECIFICATION

The program is done with the C++ programming language in code blocks 13.12

ALGORITHM

Step1: Start

Step 2: The welcome message is displayed

Step 3: The system wants to know whether the user is a **customer** or an **admin**

Step 4: If the user is a customer, the program wants to know whether he/she wants to go for **booking** or **cancellation** or for **registering** **complain** and sends the program flow to the desired function (booking()/cancellation()/complain).

If the user is an **admin**, the system wants a password. If password matches, program flow goes to step 10.

If any of the option does not match, the flow returns to the home menu.

Step 5: In the booking function, it first wants to know about the desired **destination** and then displays all the scheme of that place. Then if the user is satisfied it will continue with the booking (Step 5). Else he/she may check for other destinations as well.

Step 6: The user inputs his/her specifications and accordingly the **prices** are calculated and displayed.

Step 7: If the user finds it feasible he/she may continue else may **exit** by pressing 0.

Step 8: Once the user decides to continue, now he/she needs to enter personal details before the booking gets confirmed, the customer status turns 1 and a **customer ID** and a bill is generated. This customer ID is used in any further correspondence.

Step 9: In case of cancellation, the ID is asked and a checking is done whether there is any booking against that ID. If not an appropriate message is flashed

else the booking is cancelled and the status is again changed to 0.

Step 10: In case of registering complain, the customer ID is asked. If it does not exist an appropriate message is flashed else the complaint is registered against the corresponding address.

[The flow of the program after completing step 8/ step 9/step 10 goes to the main menu.]

Step 11: If the customer is an admin, a password is asked. If the password matches then the flow of the program goes to the admin() function.

Step 12: For the admin a list of options for operation is displayed and according to the choice the flow of the program proceeds.

The admin can display the details of the customers based on any specified criteria. It searches for the criteria, if it matches it displays other details of the customer.

The admin can search for any customer based on his name or customer ID. It runs through all the IDs or name and search for the desired one and displays the details of the same.

The admin has also the provision to view the complaints. In this case a search is done against each registered ID whether there is ant complaint. If any is found then it is displayed.

He/she has the only authority to terminate the program in which case a warning is displayed that all the stored data will be lost.

Step 13: All the above steps(2-12) runs on loop until it is terminated by the admin.

Step 14: Stop

HEADER FILES USED: <iostream> , <cstring> , <stdio> , <stdlib.h>

BRIEF DESCRIPTION OF THE FUNCTIONS USED:--

NAME	TYPE	WORK
main	int	<ol style="list-style-type: none">1. Differentiate between customer and admin2. Choose the options of booking,cancellation and complain3. Ask a password to enter into admin section
booking	void	<ol style="list-style-type: none">1. Suggest options for destinations after selecting booking2. Display vat,service tax,base cost before confirmation.3. Ask the details of the customer and provide a customer ID
cancellation	void	Ask for the customer ID that was provided during booking for cancellation
complain	void	Ask for the customer ID that was provided during booking for registering complaint
Goa	void	<ol style="list-style-type: none">1.Give the distance details, available vehicles and available hotels2.Give the details of available accommodation facilities
Ujjain	void	<ol style="list-style-type: none">1.Give the distance details, available vehicles and available hotels2.Give the details of available accommodation facilities
Ooty	void	<ol style="list-style-type: none">1.Give the distance details, available vehicles and available hotels2.Give the details of available accommodation facilities
Delhi	void	<ol style="list-style-type: none">1.Give the distance details, available vehicles and available hotels2.Give the details of available accommodation facilities
Jabalpur	void	<ol style="list-style-type: none">1.Give the distance details, available vehicles and available hotels2.Give the details of available accommodation facilities
admin	void	To view the details of all customers and also the registered complaints

Variables used in this program :-

There are many variables we have used in this program. They are of different type such as char type, int type, double type or long type. These are either global or local. They are used for various purpose as described in the table below.

NAME	TYPE	VISIBILITY	PURPOSE
baseCost	double	global	Used for original expenditure of tour
vat	double	global	Used for value added tax
stax	double	global	Used for Service charged tax
GoaPriceofvehicle	double	global	To denote transporting price for Goa
GoaPriceofacco	double	global	To denote accomodation price for Goa
OotyPriceofvehicle	double	global	To denote transporting price for Ooty
OotyPriceofacco	double	global	To denote accomodation price for Ooty
UjjainPriceofvehicle	double	global	To denote transporting price for Ujjain
UjjainPriceofacco	double	global	To denote accomodation price for Ujjain
DelhiPriceofvehicle	double	global	To denote ransporting price for Delhi
DelhiPriceofacco	double	global	To denote accomodation price for Delhi
JabalpurPriceofvehicle	double	global	To denote transporting price for Jabalpur
JabalpurPriceofacco	double	global	To denote accomodation price for Jabalpur
ch	char	local	Used for asking booking,cancellation or registering complaint
ca	char	local	Used for asking whether admin or customer
m	char	local	Used for asking to return to main menu
name	char	global	Used to store the name of customer
phone	long	global	Used to store the phone numbers of the customers
address	char	global	Used to store customers' address
dest	int	global	Used to asking for destination (1-5)
date	int	global	Used to asking for the date of journey of the customers
vehicle	int	global	Used to asking for the types of vehicle
acco	int	global	Used to asking for the types of accommodation
ppl	int	global	Asking for no. of people accompanied with
days	int	global	Asking for duration of journey
status	int	global	Indicates the status of customer whether his/her tour is booked or cancelled
bill	double	global	Used for Displaying the identity, transporting,accommodation, expenditure details of a customer

ID	long	global	Used to give the unique identity of a customer
complain	char	global	Ask the feedback to be given by customers
com	char	global	To check whether any complain is exist or not
cont	char	local	Used to continue booking
choice	int	global	Used to choose destinations
conti	char	local	Choice for final booking
can	char	local	Cancellation of ticket
ret	int	local	Return to main menu if ID does not match
choc	int	local	Stores the choices of action the admin makes
adch	char	local	Choices for admin function

Limitations:

- Once the program terminates all the data will be lost. Nothing is stored.
- There is no provision for the change of password.
- We don't have the system of online payment.
- Graphics is not included in this program.