

Airlines: Book your Flight using Salesforce

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Abstract : Online Airline Reservation System is a Web based application for a user. This application facilitates registering, updating, and utilization of miles for a frequent Flier of its flights. The frequent flier should be able to login and key in all the details of his travel in their airlines. The application is accessible for the frequent fliers from the existing website of the airlines. Airline reservation System is a computerized system used to store and retrieve information and conduct transactions related to air travel. The paper is aimed at exposing the relevance and importance of Airline Reservation Systems. It is projected towards enhancing the relationship between customers and airline agencies through the use of ARSs, and thereby making it convenient for the customers to book the flights as when they require such that they can utilize this software to make reservations.

Keywords: Salesforce, CRM, relations, data modelling, queues, SQL, apex, triggers, Batch class

I. INTRODUCTION

It is clear that all sustainability will have to go through. In science and technology, the desire to improve is a constant source of improvement. This is reflected in the whole integration and the aviation industry is not free. Airline Reservation Systems (ARS) used to be a stand-alone system. Each airline had its own plan, cut off from other airlines or ticket agents, and used only a limited number of flight attendants [9]. Tourism agents in the 1970s pushed for access to airline systems. Today, airline information is connected, stored, and retrieved by the Computer Reservations Systems (CRS) network, accessible to most airlines and tour operators. The Global Distribution System (GDS) enables a large aviation information network, not only to integrate the purchase and sale of tickets with airlines, but also to make the programs accessible to consumers directly. GDS sites and Web sites allow consumers to purchase tickets directly, select seats, and eat books [8]. The current system does not provide secure registration and profile management for all users properly. This manual system gives us very little data saving security and some data can be lost due to mismanagement. The system provides limited memory usage to users. The development of this new system consists of the following functions, which attempt to make the whole process work by looking at the data integration method. This application stores personal information, address, and contact details. User friendliness is provided in the app with various controls provided by the rich user user experience. This system makes overall project management much easier and more flexible. Various classes have been used to store information for all users and catalogs. Authentication is provided through this app only registered users can access. Report generation features are provided to generate different types of reports. This program provides more memory for users to store data. This program provides data access control for users.

II. OBJECTIVES:

The aim of the project is to design and implement software that assists Airline System personnel to issue booking tickets for various Air airlines and maintain records of various passengers and provide instant services to passengers. Includes:

1. Maintain consistency between different modes of access, eg, the web, the information table and all different body parts.
2. Reduce the duplicate work performed by the system administrator and booking clerk.
3. Maintaining customer information in an emergency.
4. Increase awareness among travellers with regular special offers and discounts.
5. Reduce the number of vacant seats on an aircraft and increase energy efficiency.
6. Maintaining the ability to adopt a flexible pricing policy. [7]

III. WORKING MECHANISM OF FLIGHT BOOKING:

Users can easily purchase an e-ticket by going to the ticketing website, searching and selecting your location, enter details such as name, route, luggage and date details and finally pay with bank cards, bank transfers or through online payment companies. The e-ticket is then emailed or mailed to the customer's phone. While former travel agents and airlines assist customers in purchasing tickets, today with an improved online system, it is becoming easier and easier to book flights on your own. After the customer has made a purchase, an electronic record and ticket details are kept in the flight database. The database is integrated with the passenger service system, which is linked to airports, airlines, and travel agencies to share real-time information. [3]

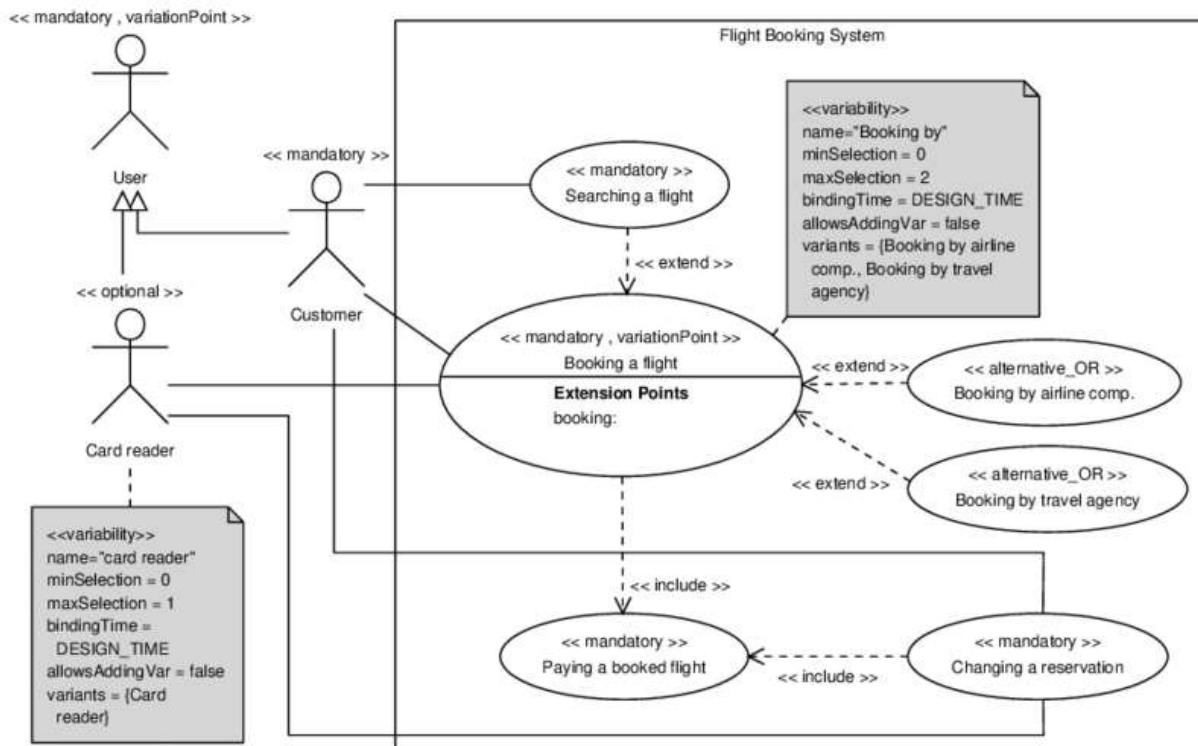


Fig 1.1 Mechanism of Flight booking

IV. ADVANTAGES OF AIRLINE RESERVATION SYSTEM:

The reason why more and more people are buying their airline tickets online is because of the many benefits and good plans to book flights online. Contrary to the traditional way of buying tickets through travel agents' offices, online booking today offers access to hundreds of airlines, their prices and other services at the click of a button. This can be very important for customers to get the best deal and the easiest connection. [1] The online flight booking system gives you more control over customers regarding their holiday planning and helps them make informed decisions. The flight search system is so simple, that anyone with a computer and internet can easily want to communicate, compare prices and buy any communication they wish to do. Not only this, but this method is very fast, simple, trouble-free and simple. Many airlines these days also offer other services such as air transfers, accommodation facilities, car rental and airport parking. Customers can take advantage of regular discounts, promotions and other offers from airlines by subscribing to their email or simply by looking at their website. Clients are also not fully aware of various company policies such as cancellation, freight rules and more. and can easily use those services [6]. Booking online flights not only provides easy and quick services to customers from the convenience of computers from anywhere in the world, but often also offers services at reasonable prices. Many airlines also offer online access services after which the customer can easily print a ride home and save a lot of time and effort at the airport. [5]



Fig 1.2 Website Overview

V. TECHNOLOGY:

Salesforce is a cloud computing service as a software company (SaaS) focused on customer relationship management (CRM). Salesforce services allow businesses to use cloud technology to better communicate with potential customers, partners and potential customers. Software has become the number one customer success and helps businesses track customer activity, customer marketing and many other services. [8]

The software we used has two components. The first is the user part and the administrator part. The user part is used as the front end and the controller is the back end. The controller is used by the flight attendants. It will allow customers access to the database and allow new customers to sign up for online access. The system allows a passenger to search for flights available between two tourist cities, namely "Travel City" and "City Arrival" on specific departure and arrival dates. The system shows all the details of the flight such as flight no, name, price and flight length etc. [2] After a search the system displays a list of available flights and allows customers to select a specific aircraft. After that the system checks the availability of seats on the plane. When seats are available, the system allows the passenger to reserve a seat. Otherwise it asks the user to select another flight. Flight reservation system requires a customer to enter information such as name, address, city, country, and credit card number and contact number. It then checks the performance of the card and books the flight and updates the flight database and user data. The system also allows the customer to cancel his booking, if there is a problem. The main purpose of this software is to minimize manual errors involved in the flight booking process and to make it easier for customers to book flights as they need to use this software to make bookings, change bookings or cancel certain bookings. [3]

VI. RESEARCH METHODOLOGY

This study is based on secondary data, analysis of relevant data for current aircraft customer relations and document review. As the data is read from the second available data as the conclusions are based on this data. Reliability equals directly with this data. We used validation in 03 areas of the system such as:

1. The first point is where the user enters his account & pin no. This is the most important part of our system because the information that will be downloaded to install his account and not pin. Viewing account details or performing any account activity. & User Display is private and should be shown only after proper confirmation. Therefore, for security reasons, we have given the user only one chance to insert his pin properly. If it does not do so, the system issues a warning with the appropriate message and exits. The user must also swipe his card.
2. The second point where this is used is the menu where the user selects from the list of options to process his or her requests. Since this is a menu-driven program, we expect the user to install the appropriate option. But if, for some reason, the user is unable to install it properly, we light up a message asking the user to install the appropriate option.
3. The third point in which we take care of the user's input is the area where the user wants to withdraw money from his account. Ideally, the user should not enter the deduction amount in excess of his or her total amount and if he makes a mistake, the system illuminates the user's message and notifies him accordingly. [7]

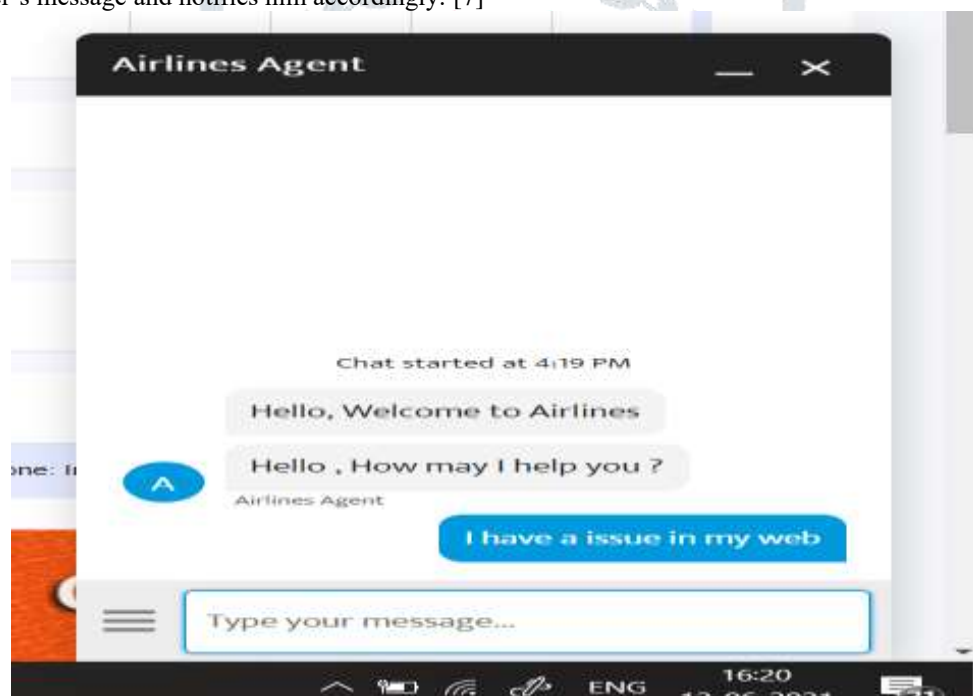


Fig: 1.4 Chat Bot

VII. RESULTS AND DISCUSSION

We can hereby conclude that:

- The system has successfully performed the tasks involved in manual processes prior to vendor assistance.
- Cost and profit analysis shows that the system was very successful in saving bank costs and making equally large profits
- The system is secure and scalable. The design of the system is designed to maintain friendliness and practicality.[4]

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