HIGHER TECHNICAL INSTITUTE

COMPUTER STUDIES COURSE

DIPLOMA PROJECT

CUSTOMER SUPPORT SYSTEM FOR THE TRAVEL AGENTS USER MANUAL

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HIGHER TECHNICAL INSTITUTE

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USER MANUAL

CUSTOMER SUPPORT SYSTEM FOR THE TRAVEL AGENTS

CS/151

Designed By
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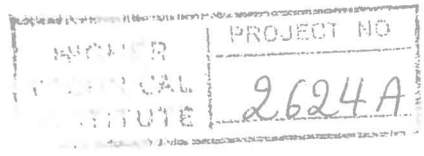

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1. INTRODUCING THE SYSTEM

1.1 THIS IS THE TRAVEL AGENT OFFICE SYSTEM

The travel agent database package is a designed program to keep the personal information about the passengers and also about their flight schedules. It will help the user to do his work in an easy and efficient way. The system can also support reports which can be printed at any time in order to see information about the bookings.

Furthermore, for the security of the system passwords and users Id's should be entered for each user having access to the system. Also for the security of the data a Backup facility along with Restore and Reindex has also been added to the system.

1.2 HOW TO USE THE SYSTEM

The Travel agent database package is very easy to be used. All you have to do is to open your personal computer and do the right choices. You can use the help screen and all other menus that exists so your job can be done in fast and easy way.

For every option there is a general description at the bottom of the screen helping you to understand what the option is used for.

Also for every option a number is added at the left side and you can choose the appropriate option just by typing the number.

Also in order to interact with the Affinity emulator an option has been added to the system which enables you to load the emulator from memory.

1.3 HOW TO USE THE MANUAL

The User Manual of the Travel Agent Database System is very easy to be used since for every operation there is the appropriate explanations and figures. Is divided into sections the each one provides help for each part of the system. Due to this partition you can easily and quickly find what you are looking for.

Also for better understanding of what you have to do for each option the appropriate figures added to the manual can help you understand better what you 'll see in each operation.