

HIGHER TECHNICAL INSTITUTE

COMPUTER STUDIES COURSE

DIPLOMA PROJECT

**CUSTOMER SUPPORT SYSTEM FOR THE
TRAVEL AGENTS**

CS/151

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INTRODUCTION

The main objective of the project is to provide a Data Processing Information System that will operate on a local terminal in order to store the information of passengers of a travel agent office locally instead on a mainframe. By this the travel agent can have a better control about his bookings and furthermore when the travel agent wants to make a booking of a passenger that already exist in the database from a previous trip the travel agent can save time because he don't have to enter again his personal information so the booking can be made immediately and as a result better customer service is achieved.

The Database System must be very powerful and open and to store the personal details of the passengers for different airlines. This system can be connected to the world-wide on-line Database System in the U.S.A. which is used by all airlines and a data exchange between these two systems must be implemented.

The reason of the project is to keep the information of the passengers on a local system instead of a mainframe for statistical purposes. This because when a booking is made on a mainframe, the personal information of the passenger or PNR(Personal Name Record) (see **Appendix A**) - after all the flights are made and the passenger has return to his final destination - is destroyed. So by having the

passengers information stored on a local terminal at any time the user can see the personal information of a passenger or PNR and statistical report can be made about the bookings of a certain date or about the countries that are more preferable by the passengers or any other kind of report the user is request.

Furthermore because the project will work on a local level system it is more easily to be used because the user will operate the system in a non-expert mode instead in an expert mode(used in mainframe) so the way the user will enter the information can be easily understood and handle.

In addition another reason of the project is for economical purposes. Money can be saved because the system operates on a local level system, in contrast with a system that operates on a mainframe. The reason is that by using a system stored on a mainframe the commands has to travel through the network or through a modem - depends where the mainframe is builded - so more money is needed for the communication.

Finally for the same reason above time can be saved as well.

The proposed system will work in interaction with the mainframe to keep a local database about the passengers information. The function of how this interaction is made has as follows: when a passenger goes

to the travel agent office and wants to make a booking the user will enter his name on the local system and immediately the system will show his/her personal details if he/she already has travel before otherwise the user has to enter his personal details along with the flight schedule which will then be stored on a local database. Then those details will be converted in an expert mode command and will be send and stored to the mainframe.

This system will be used by any travel agent office under the licence of the **CY(Cyprus Airways) Information Technology department**. For that reason we have choose a travel agent office called **Becky's travel agency ltd** to study the existing system used and furthermore to study more how the processing is done and also to get general information about how travel agent offices works in order to help us develop the new system.

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APPENDICES

- A. PNR sample**
- B. Context Diagram Of Existing System**
- C. Interviews Description**
- D. Context Diagram And Diagram 0 Of The New System**
- E. Data Dictionary [Data Structures, Data Element, Process, Input,
Output]**
- F. Data Structure Diagram**
- G. Data Access Diagram**
- H. Structure Charts**