

Lab-3 Use Case Modeling and Product Backlog Part 2

Group-27 Flight Booking System

Product backlog:

Develop the Product Backlog

- The product backlog must be written in the form of user stories (both front and back of the card)

Front of Card	Back of Card
<p>As a viewer/non-registered user, I want to create an account on the website, So that I can access personalized features and book flights.</p> <p>Priority: High</p>	<p>Acceptance Criteria:</p> <ul style="list-style-type: none">- Users can successfully register by providing necessary details like name, email, and password.- Validation should be in place for all input fields.- Correct email OTP should be entered to verify the email. <p>Alternative Scenarios:</p> <ol style="list-style-type: none">1. Invalid Email: User enters an invalid email format and receives an error message.2. Password Mismatch: User's password and confirmation password do not match.3. Duplicate Account: User attempts to register with an email that is already in use.4. Weak Password: User enters a password that does not meet security requirements (e.g., length, special characters).

As a registered user,
I want to log in to my account,
So that I can manage my bookings and view
my profile.

Priority: High

Acceptance Criteria:

- Users can log in with a valid email and password.
- Incorrect credentials show an error message.
- User's account will be locked after 5 failed attempts.

Alternative Scenarios:

1. Incorrect Password: User enters an incorrect password and is prompted to try again.
2. Unregistered Email: User attempts to log in with an email that is not registered.
3. Account Locked: User's account is temporarily locked after multiple failed login attempts.
4. Forgot Password: User clicks on "Forgot Password" and is directed to reset their password.

As a viewer/non-registered user,
I want to search for available flights based on
my criteria (origin, destination, dates),
So that I can find flights that meet my travel
needs.

Priority: High

Acceptance Criteria:

- Users can input search criteria and receive a list of flights matching those criteria.

Alternative Scenarios:

1. No Flights Available: Search returns no results due to no available flights for the selected criteria.
 2. Incorrect Search Parameters: User inputs conflicting search criteria (e.g., departure date earlier than today).
 3. Delayed Results: API call for real-time data takes longer than expected, resulting in delayed results.
 4. Network Issues: User faces network issues, causing search to fail or timeout.
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As a viewer/non-registered user,
I want to filter flight results by airline, price
range, and number of stops
So that I can narrow down the options to meet
my preferences.

Priority: Low

Acceptance Criteria:

- Users can apply filters to the flight results and see updated results according to their selection.

Alternative Scenarios:

1. No Results after Filtering: Filters are too specific, resulting in no matching flights.
2. Invalid Filter Input: User inputs invalid filter criteria (e.g., negative price range).
3. Reset Filters: User resets filters to default and views all available flights.

As a viewer/non-registered user,
I want to sort flight results by price, duration,
and departure time,
So that I can easily find the best option for
me.

Priority: Low

Acceptance Criteria:

- Users can sort the list of flights by different parameters like price, duration, and time.

Alternative Scenarios:

1. Invalid Sort Criteria: User selects an invalid or unsupported sort criteria.
2. No Flights to Sort: The search results return no flights.

As a registered user,
I want to receive flight recommendations
based on my search history,
So that I can quickly find flights that suit my
preferences.

Priority: Low

Acceptance Criteria:

- Personalized recommendations appear based on the user's past searches or bookings.

Alternative Scenarios:

1. No Previous Search History: User has no previous search history.
2. Low Availability of Recommended Flights: Flights are not available for the destination as per previous search history of the user.

<p>As a registered user, I want to book a flight after selecting one from the search results, So that I can secure my travel plans.</p> <p>Priority: High</p>	<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> - Users can select a flight, provide necessary details, and confirm the booking. <p>Alternative Scenarios:</p> <ol style="list-style-type: none"> 1. Seat Unavailable: Selected seat is no longer available by the time of booking. 2. Session Timeout: User takes too long to complete booking, and the session expires. 3. Flight Canceled: The flight is canceled by the airline after/during/during the booking.
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<p>As a registered user, I want to select my preferred seat on the flight, So that I can choose where I sit.</p> <p>Priority: Medium</p>	<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> - Users can view available seats and select their preferred option. <p>Alternative Scenarios:</p> <ol style="list-style-type: none"> 1. Seat Unavailable: Selected seat is no longer available by the time of booking. 2. Session Timeout: User takes too long to complete booking, and the session expires.
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<p>As a registered user, I want to add services like extra baggage or meals to my booking, So that I can customize my travel experience.</p> <p>Priority: Low</p>	<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> - Users can add additional services to their booking during the checkout process. <p>Alternative Scenarios:</p> <ol style="list-style-type: none"> 1. Unavailable Add-ons: The system notifies the user if an add-on is unavailable for their selected flight. 2. Exceeded Add-on Limit: The system alerts the user if they exceed the allowed limit for an add-on (e.g., baggage weight). 3. Add-on Pricing Change: The system
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	displays updated pricing if there's a price change before confirming the add-on.
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<p>As a registered user, I want to apply available promotions or offers to my booking, So that I can get a discount or other benefits.</p> <p>Priority :Low</p>	<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> - Users can enter a promo code or select an offer to apply to their booking. <p>Alternative Scenarios:</p> <ol style="list-style-type: none"> 1. Invalid Promo Code: Promo Code is not valid for the selected booking criteria.
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<p>As a registered user, I want to make a secure payment for my booking, So that I can confirm my flight reservation.</p> <p>Priority: High</p>	<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> - Users can complete payment securely and receive a confirmation of their booking. <p>Alternative Scenarios:</p> <ol style="list-style-type: none"> 1. Payment Failure: User's payment fails due to card issues or insufficient funds. 2. Confirmation Failure: No confirmation of booking is generated.
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<p>As a registered user, I want to view and download my payment receipt, So that I have a record of my transaction.</p> <p>Priority: High</p>	<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> - Users can access their payment receipt anytime after completing a booking. <p>Alternative Scenarios:</p> <ol style="list-style-type: none"> 1. Receipt Generation Failure: Payment receipt not found but payment done. 2. Data Mismatch: The payment receipt generated displays incorrect or mismatched information.
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<p>As a registered user, I want to modify my booking, So that I can change my travel plans and additional services if needed.</p> <p>Priority: Medium</p>	<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> - Users can change booking details within a specific period. - Secure payment should be possible for additional services if they have a price. <p>Alternative Scenarios:</p> <ol style="list-style-type: none"> 1. Modification Not Allowed: User attempts to modify/cancel a booking that cannot be changed (e.g., within 24 hours of departure). 2. Price Change: Modifying the booking results in a change in fare, and the user must pay the difference. 3. Flight Unavailable: The new flight or seat is no longer available
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<p>As a registered user, I want to cancel my booking, So that I can cancel my booking in case of change in my travel plans.</p> <p>Priority: Medium</p>	<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> - Users can cancel a reservation within a specific period. - Appropriate refund process is initiated after cancellation. <p>Alternative Scenarios:</p> <ol style="list-style-type: none"> 1. Non-refundable Booking: User is notified that the booking is non-refundable or only partially refundable. 2. Cancellation Deadline Passed: User attempts to cancel after the deadline, and cancellation is not allowed. 3. Partial Refund: User is informed that only a partial refund is available
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<p>As a registered user, I want to view and update my profile information, So that my details are accurate and up-to-date.</p> <p>Priority: Medium</p>	<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> - Users can edit their profile details such as name, email, and preferences. - <p>Alternative Scenarios:</p> <ol style="list-style-type: none"> 1. Invalid Input: User enters an invalid
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	<p>phone number format and receives an error.</p> <ol style="list-style-type: none"> 2. Partial Update: User saves changes after updating only some profile fields. 3. Session Expiry: User's session expires during profile update, and they are logged out.
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<p>As a loyalty program customer, I want to view and use my loyalty points, So that I can redeem them for discounts or rewards.</p> <p>Priority: Low</p>	<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> - Users can view their current points balance and redeem points during booking. <p>Alternative Scenarios:</p> <ol style="list-style-type: none"> 1. No Points Available: User has no loyalty points to view. 2. Points Miscalculation: User notices incorrect points balance due to system error. 3. Delayed Update: Loyalty points balance update is delayed after a recent booking.
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<p>As a registered user, I want to contact customer service for assistance, So that I can get help with my bookings or account.</p> <p>Priority: Medium</p>	<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> - Users can reach out to customer service via chat, email, or phone. <p>Alternative Scenarios:</p> <ol style="list-style-type: none"> 1. Unavailable Support: Customer service is unavailable or offline, and the user cannot reach support. 2. Unresponsive Support: User contacts customer service but receives no response.
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<p>As an admin, I want to add or modify flight details, So that the flight information is accurate and up-to-date.</p>	<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> - Admins can add new flights, edit existing ones, or remove outdated flights.
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<p>Priority: High</p>	<p>Alternative Scenarios:</p> <ol style="list-style-type: none"> 1. Data Input Error: Admin enters incorrect flight data, resulting in errors in search results. 2. Duplicate Flight Entry: Admin accidentally adds a duplicate flight entry. 3. Update Failure: System error prevents flight details from being updated.
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<p>As an admin, I want to manage user accounts (view, block, delete), So that I can maintain the integrity and security of the platform.</p> <p>Priority: Medium</p>	<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> - Admins can view user accounts, block, or delete users if necessary. <p>Alternative Scenarios:</p> <ol style="list-style-type: none"> 1. Unauthorized Access: Admin attempts to manage an account without sufficient privileges. 2. Account Deletion Error: System error prevents the deletion of a user account. 3. Block User Error: Attempt to block a user fails, and they continue to access the platform.
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<p>As an admin, I want to add or modify promotion schemes, So that users can avail themselves of up-to-date offers.</p> <p>Priority: Low</p>	<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> - Admins can create new promotions or edit existing ones and apply them to specific flights or users. <p>Alternative Scenarios:</p> <ol style="list-style-type: none"> 1. Promotion Not Applied: Promotion is created but not applied correctly during bookings. 2. Promotion Expired: Admin tries to modify an expired promotion. 3. Conflict with Other Promotions: The new promotion conflicts with existing ones, leading to errors.
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<p>As an admin, I want to add or modify airline promotion schemes, So that I can generate revenue by promoting the airlines.</p> <p>Priority: Low</p>	<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> - Admins can create new promotions or edit existing ones and apply them to specific airlines. <p>Alternative Scenarios:</p> <ol style="list-style-type: none"> 1. Promoted flights not shown: Promotion is created but does not show in the search results. 2. Promotion Expired: Admin tries to modify an expired promotion scheme. 3. Conflict with Other Promotions: The new promotion conflicts with existing ones, leading to errors.
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<p>As an admin, I want to respond to customer queries, So that I can provide timely assistance and resolve issues.</p> <p>Priority: Medium</p>	<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> - Admins can view and respond to customer inquiries within the platform. <p>Alternative Scenarios:</p> <ol style="list-style-type: none"> 1. Query Not Found: Admin attempts to respond to a query that has already been resolved or closed. 2. Response Failure: System error prevents the admin from sending a response. 3. Delayed Response: Admin's response is delayed due to technical issues, leading to user dissatisfaction.
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