

User	Use cases
Customer	<ul style="list-style-type: none"> - Search for flights sorted by destination or price range. - Book flights with criteria such as class, seating arrangements, etc. - Manage flight reservation details after booking, as well as organisation of any desired in-flight purchases
Staff Member	<ul style="list-style-type: none"> - Access flight records and database to see up-to-date information of all flights current or planned. - Manipulate the database to manually book in customers and edit their details for them.

Use Case	Search for flights sorted by destination or price range	
Triggering Event	User wants to search for airlines based on the criteria of their destination, as well as their price range	
Actors	Customer	
Preconditions	- Database/Website must be operational and up to date	
Postconditions	- Customer must be able to come away with relevant up to date information on flights so that they may make an informed decision on any flights they may want to book	
Flow of activities		
	Actor	System
	<div>1. Customer chooses whether to sort based on price or destination</div> <div>2. Customer clicks on a flight.</div>	<div>1. System displays flights based on customer criteria from database</div> <div>2.<div>a. System shows list of available flights with ETAs, locations of starting and arriving airports, and initial prices</div><div>b. Clicking on a flight from this screen will show more detailed pricing information, i.e. pricing</div></div>

		determined by number of passengers the customer intends to bring, as well as intended flight class
Exceptions	1. If the flight is full, disallow users to book the flight and simply show the flight's information when clicked.	

Use Case	Book flights with criteria such as class, seating arrangements, etc.	
Triggering Event	Customer has chosen what flight they want to book and wants to input their booking details and payment methods	
Actors	Customer	
Preconditions	<ul style="list-style-type: none">- Database and website are operational- Payment servers (PayPal, Visa, etc) are operational	
Postconditions	<ul style="list-style-type: none">- System has customer's flight booked in the database, available to access by staff members to verify customer's booking on the day of plane's arrival, as well as being able to be accessed by the customer to view/edit booking detail	
Flow of activities		
	Actor	System
	<ul style="list-style-type: none">1. Customer has chosen a flight to book based on passenger number and flight class.2. Customer clicks on seat selection3. Customer inputs customer information4. Customer chooses payment method5. Customer confirms their flight booking	<ul style="list-style-type: none">1. System displays a review of the customer's chosen flight, including aforementioned details.2. From here the customer can select their seats based on class and how many passengers they have.3. System prompts users to input their full name, postcode, phone number and email.4. System shows payment options (PayPal/Card) and allows the user to input their information or

	<div> <div></div> <div> <p>otherwise redirect to the relevant site (e.g PayPal)</p> <p>5. Flight reservation is saved in the database, able to be accessed by staff members/the customer to update or view their information. A reservation ticket number is given to allow the user/staff member to find the reservation in the database</p> </div> </div>
Exceptions	<p>2. If seat selection is unavailable for the chosen flight, inform the user and show a blank screen.</p> <p>3. Employ input validation for each field. Also make sure that all necessary fields are filled out</p> <p>4. If payment sites are unavailable, inform the user and ask them to try again later or ask the payment sites for more information</p>

Use Case	Manage flight reservation details after booking, as well as organisation of any desired in-flight purchases	
Triggering Event	Customer has booked a flight and wants to access details related to the booking, as well as possibly edit information related to the flight.	
Actors	Customer	
Preconditions	<ul style="list-style-type: none">- Database and website are operational- Payment servers (PayPal, Visa, etc) are operational (for refunds)	
Postconditions	<ul style="list-style-type: none">- Any changes made to the booking are subsequently updated in the database	
Flow of activities		
	Actor	System
	<ul style="list-style-type: none">1. Customer inputs ticket number to access their reservation information2. Customer views their booking	<ul style="list-style-type: none">1. System searches database for ticket number and gets booking information based on the ticket ID2. Booking summary is displayed.

	<p>information</p> <ol style="list-style-type: none"> 3. Customer wants to edit their booking information 4. Customer wants to refund their purchase 	<p>This includes ticket number, number of passengers, class, start and end destinations (airports), flight number and payment method.</p> <ol style="list-style-type: none"> 3. System gives several options to change booking information, such as seat arrangements (if available), on-flight food and drink orders to pre-buy, number of passengers, etc. Users can edit any of these using the same systems/UI present in the booking stage. 4. System determines which payment method was used for the booking. E.g. if PayPal was used, it would redirect to the PayPal website where it could be handled from there. Refund systems on our website would be employed for credit card-based transactions, where users could enter their details and have the purchase refunded
Exceptions	<ol style="list-style-type: none"> 1. If ticket number is incorrect, inform the user the ticket could not be found and to make sure if they entered the number correctly 3. Give a similar unavailability screen if seat selection is unavailable after booking is done. 4. Again, if servers are down for e.g. Paypal, inform users to try again later or contact PayPal directly. 	

Use Case	Access flight records and database to see up-to-date information of all flights current or planned.
Triggering Event	Staff member wants to access the database for flights in order to view information about the flight and its passengers.

Actors	Staff Member					
Preconditions	- Database and website are operational					
Postconditions	- Staff Member will be able to glean whatever information they wished to see					
Flow of activities	<table><tr><th>Actor</th><th>System</th></tr><tr><td><ol style="list-style-type: none">Staff Member wants to search for a flightStaff Member clicks on desired flight</td><td><ol style="list-style-type: none">Staff are given a much wider search than customers, with a wide array of search criteria. This includes any class attributes of a flight. Search bars/drop-down menus are given for each criteria where appropriate.A screen showing all class attributes is returned to the staff member.</td></tr></table>		Actor	System	<ol style="list-style-type: none">Staff Member wants to search for a flightStaff Member clicks on desired flight	<ol style="list-style-type: none">Staff are given a much wider search than customers, with a wide array of search criteria. This includes any class attributes of a flight. Search bars/drop-down menus are given for each criteria where appropriate.A screen showing all class attributes is returned to the staff member.
Actor	System					
<ol style="list-style-type: none">Staff Member wants to search for a flightStaff Member clicks on desired flight	<ol style="list-style-type: none">Staff are given a much wider search than customers, with a wide array of search criteria. This includes any class attributes of a flight. Search bars/drop-down menus are given for each criteria where appropriate.A screen showing all class attributes is returned to the staff member.					
Exceptions	N/A					
Notes	<p>**IMPORTANT NOTES**</p> <ul style="list-style-type: none">- The UI of the staff member database system can be more barebones than the customer's interface. It can even be command-line based if need be. As long as the information is shown.- As this project deals with the booking of the flights rather than the creation and details of the flights themselves, focus should be aimed away from editing flight information such as flight numbers, destinations, etc, and should focus more on editing customer information.					

Use Case	Manipulate the database to manually book in customers and edit their details for them.
Triggering Event	Staff member wants to access the database and set/create data for a customer or other purposes
Actors	Customer/Staff Member
Preconditions	- Database is operational
Postconditions	- Any new records/changes made are subsequently updated in the database

Flow of activities		
	Actor	System
	1. Customer wants to change their details upfront OR staff member simply wants to change details	1. The same search function is used as before, except there are now separate options to edit any data the staff member wants.
Exceptions	1. Input validation for the new data	