Notes from the first meeting with the travel agency

Attendees: manager of travel agency, bus scheduler

Manager's **overall goal**: "We want a software system that helps making scheduling our different bus tours easier and more efficient. Saving planning time and reducing planning errors is essential."

Particulars:

- Basically there are two different tours. Sightseeing and Overland.
- Sightseeing tours are circle tours which can start at different starting points.
- Sightseeing tours have up to 3 stops on the circle tour
- Overland tours are tours from A to B.
- Either tour type can be arranged as a private tour or public tour.
- There are customers that often book with us, so the customer data needs to be saved in the system.
- New customers need to be added when they book their first tour.
- To book a tour a customer needs to logged in.
- A private tour is created exclusively for one customer. A bus and driver needs to be available to this tour. Bus needs to be big enough.
- Tours can only be created by the scheduler.
- A tour is created by the scheduler. The scheduler needs to input the specific tour data (e.g. private/public, time, stops, seats) and the system checks if a bus and driver is available and creates the tour if possible.
- Public tours can be booked by different customers as long as there are still seats available.
- The seats available for a tour are dependent on the bus scheduled for this tour. Each bus has a different number of seats
- A customer can book any number of seats, but the tour still needs to have enough available seats for the booking to be successful.
- There are 2 kinds of busses:
    - Sightseeing busses have special media to inform the passengers about the different sights.
    - Overland busses are more comfortable.
- When a driver gets scheduled for a tour he needs to be informed immediately.
- Since busses are used a lot, it is important to schedule repairs and services for them. The scheduler or bus driver can schedule repairs for a specific time (the bus needs to be available in this time).
- During the time the bus is in the shop for repair or service it is unavailable for a tour.
- Customers can change their booked number of seats as long as enough seats are still available to accommodate them.
- There needs to be a way to easily identify a tour.
- Every staff member needs to login before using the system and can then only see the necessary information for his area of work.
- Each time booking or creating a tour does not work there needs to be a sensible error message for the user.
- The schedulers are responsible for putting all necessary data into the system, e.g. bus data, driver data….

- Example scenarios:
    - createPublicTour needs the start and destination location, a start time, number of seats
    - if no bus is available at this time with the specific number of seats a tour cannot be created – the scheduler needs to be informed
    - if a bus but no driver is available the tour cannot be created – the scheduler needs to be informed
    - if both are available the tour is created – scheduler and diver need to be informed
- Assumptions
    - You do not need to consider break times
    - A bus can be scheduled from A to B and right after that from A to B again (to keep it simple, even though unrealistic)
- If you have specific questions you can ask me, as I am the customer and will tell you what I want if I want it a specific way. For your design make sure everything mentioned above is possible. If it is not specified you can chose a way but I might tell you that I want it differently later on (as long as everything is fulfilled I will not deduct points however).