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**Purchasing a Plane Ticket Online - Use Case Narrative**

Description – This Use Case is concerned with the process of purchasing a plane ticket online. In this Use Case the main stakeholders are the customer (i.e. the traveler; the ticket purchaser) and the airline company (the plane ticket seller and provider). In such role-hierarchy; the customer will be charged for purchasing the ticket, whereas the seller (i.e. the airline company) will make a profit. In order for this Use Case to be successful, the following prerequisites should be met: (i) the airline company should accommodate the customer’s travel needs (e.g. match the travel date that the customer desires with a convenient flight; (ii) and the customer should have sufficient financial resources to pay for the airline ticket fare, in addition to being equipped with the relevant travel paperwork (e.g. work or tourist or student visa, and a valid passport).

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| **Scenario** | Whenever one desires to travel by air, one has to purchase an online ticket in order to materialize such objective and become eligible for air travel. In order to accomplish this process, one carries out the following steps (in chronological order): (i) access the webpage of the preferred airline; (ii) view available bookings; (iii) shortlist the available bookings in accordance to the desired travel dates; (iv) pick travel dates; (v) insert personal information; (vi) pay for ticket using online payment methods; (vii) save and print a copy of the airline itinerary. | |
| **Triggering event** | The customer has a desire to travel by air, in order to either conclude a business deal, or attend an important conference and/or meeting, or for touristic purposes, and so on. | |
| **Actors** | 1) The customer, the individual who will purchase the ticket. 2) The airline company, i.e. the provider of the airline ticket. | |
| **Related use cases** | Online ticket check-in, changing flight dates, upgrading the airline ticket to business class, redeeming air miles points, selecting passenger seats. | |
| **Stakeholders** | 1. The buyer, i.e. the customer/traveler who will purchase the plane ticket. 2. The seller; the airline company, which will sell the airline ticket. 3. Any individual who is going to use the purchased airline ticket/tickets. | |
| **Pre-condition** | 1) The traveler/customer is well-aware of his/her desired travel date. 2) The airline company is able to provide a travel date that is convenient for the traveler. 3) The traveler/customer possesses sufficient financial resources to pay for the airline ticket. 4) The traveler/customer is able to access the world wide web (i.e. has access to an internet connection). 5) The traveler/customer’s credit card (or any other payment method he/she might choose) is valid. 6) The customer is equipped with the required paperwork for travel -i.e. travel visa and passport-. | |
| **Post-condition** | 1) If the objective of the Use Case has been achieved, then the customer has been able to purchase the desired airline ticket, and the airline company has been compensated financially for providing their services (i.e. providing the customer with an airline ticket, which accommodates his/her needs). 2) If the objective of the Use Case has not been fulfilled -i.e. unsuccessful implementation of the transaction-; then the customer has not been able to purchase an airline ticket, nor has the airline been able to sell one. Thus, the airline has not benefited financially nor has the customer’s travel-oriented desires been met or accommodated. | |
| **Flow of events** | **Actor** | **System** |
| 1. Customer has a desire to travel for business, or educational, or family-related, or touristic purposes. 2. Customer accesses the webpage of his/her preferred airline company. 3. Customer select the flight date and class (economy, business, and so on), which accommodates his/her needs. 4. If a travel itinerary is not available on the desired travel date, then the customer chooses an alternative date, or refers to the webpage of an alternative airline company. 5. Customer provides his personal information (i.e. first/last name, I.D. number and type, and address). 6. Customer pays for the airline ticket fare (if the customer cannot afford the price however, then he/she will refer to an alternative airline company) 7. Customer saves a copy of and prints airline ticket. 8. Customer finalizes ancillary transactions (e.g. choosing aircraft seat, paying for carry-on luggage). | 1. The airline webpage compiles -and then presents- a list of travel options based on the input the customer provides (e.g. preferred travel dates, and travel class).  2. Post-customer’s selection, the airline webpage indicates to the user the amount of money to be charged.  3. The webpage prompts the customer to pay for his/her online itinerary.  4. After the purchasing transaction is compete, the customer is provided with his/her online ticket. |
| **Exception** | 1. The customer erroneously purchases a ticket with a travel date that he/she does not desire nor find convenient, in such case the customer should contact one of the airline’s customer service representatives -by phone or email- and request that the transaction would be voided and terminated.  2. The customer payment method (e.g. credit card, gift card, and so on) is not valid. In such case, the customer should use an alternative method of payment (e.g. alternative credit card, wire transfer) | |