

## THE CUSTOMER ASPECT

**Description:** The customer needs to be able to find buses for a specified route and date, and make a reservation for the seat they like.

**Actors:** Customer, Admin

### Basic Flow of Events

- 1.Customer decide to buy which way of ticket.
- 2.Customer make a selection.
- 3.Customer select specified route.
- 4.Customer select date.
- 5.Customer choose bus type.
- 6.Customer select seat consideringly gender.
- 7.Customer book ticket.
- 8.Customer give personal information to admin.
- 9.Customer make payment.
- 10.Admin save the consumer information.
- 11.Customer is validated.
- 12.Ticket is displayed by the admin.
- 13.Customer want to cancel ticket.
- 14.Admin perform cancellation of ticket.
- 15.Money is returned.

### Alternative Flows

- 1a.Customer choose to call center for buying ticket.
- 1b.Customer choose to connect to internet for buying ticket.
- 1c.Customer choose to go to suboffice for buying ticket.
- 9a.Credit cards is using for payment by customer.
- 9b.Cash is using for payment by customer.
- 11a.Customer is not validated.
  - 11a1.Booking is refused.
- 12a.Customer want to display ticket by way of printing.
- 12b.Customer want to display ticket by way of e-mail.
- 12c.Customer want to display ticket by way of message.