

Lab 1

A flight booking system shall be developed.

We give here a rough description of the system, containing a few requirements.

It is your task to detect and document many more requirements writing appropriate use cases.

In order not to complicate things too much, we only deal with one airline and only flights that this airline is operating itself. The system shall be usable by the customer through a web-interface, or by the customer service personal (that might be on the phone with customers). Otherwise, to put it short, the customer shall be able to book/purchase flights via the system.

Actors

- Customer
- Travel Agency
- Customer Service
- Payment

Actor	Goal
Customer	Search for flights
Customer	Book a flight
Customer	Make a payment
Customer	Manage your booking
Travel Agency	Help customers with the booking process
Travel Agency	Offer the customer the best connected flights
Travel Agency	Offer travel related services
Travel agency	Make bookings
Customer Service	Provide customer support
Customer Service	Resolve problems
Customer Service	Help customers
Payment	Provide payment options
Payment	Approve payment
Payment	Decline payment
Payment	Process payment

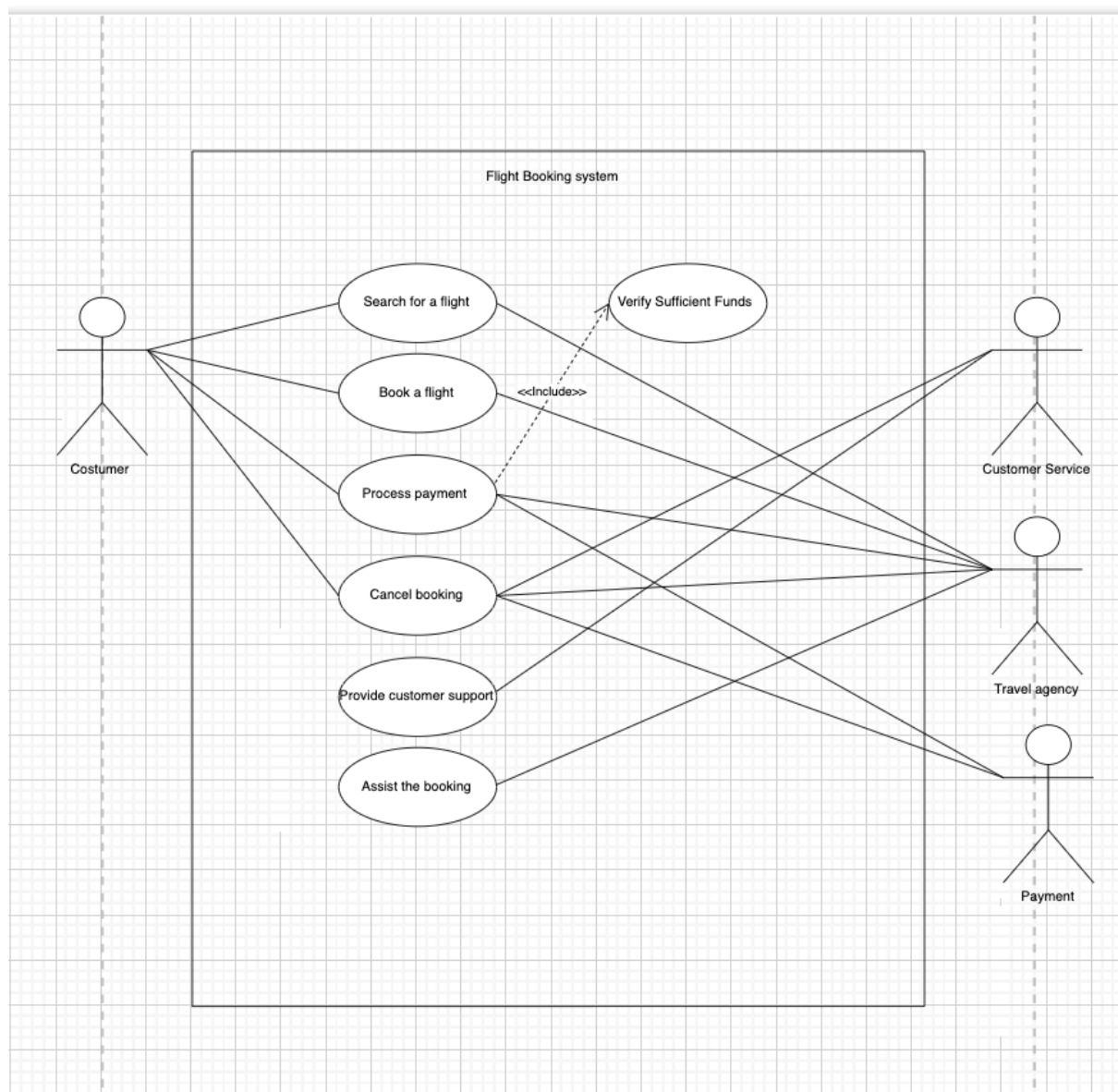
Identify Use Cases

- Searching for flights
- Book a flight
- Process Payment
- Cancel Booking
- Provide Customer Support
- Assist The Booking

Classify Actors for each Use Case

1. Search for flights
 - Actor: Customer (Primary), Travel agency (Supporting)
2. Book a flight
 - Actor: Customer (Primary), Travel agency (Supporting)
3. Process Payment
 - Actor: Payment (Primary), Customer (Supporting), Travel agency (Supporting)
4. Cancel Booking
 - Actor: Customer (Primary), Travel agency (Supporting), Customer service (Supporting), Payment (Supporting)
5. Provide Customer Support
 - Actor: Customer service (Primary), Customer (Supporting)
6. Assist The Booking
 - Actor: Travel agency (Primary), Customer (Supporting)

Use-Case Diagram



Use Cases In Brief Format:

- Search for flights:
The customer searches for available flights through the system or through a travel agency who will be using the system.
- Book a flight :
When the customer finds the suitable flight they will proceed to the booking where they will need to fill in their personal information such as email, number, first name, last name, passport number ect.
- Process payment:
Here the customer will fill in their card information or pay the travel agency to pay for the flight.
- Cancel booking:
In case the customer won't be able to travel, the customer will have the opportunity to cancel their booking, it could do that by going to a travel agency, or by calling the customer service or the customer could also cancel the booking through the system, and the bank (Payment system) will refund the customer.
- Provide Customer Support:
If the customer has a problem or a question it can contact the customer support through the support chat, email or phone number, then the customer support will be able to help the customer.
- Assist the booking:
The travel agency will be able to assist the customer throughout the booking.

Use-Case Name	Book a flights
Scope	Flight booking system
Level	User-goal
Primary Actor	Customer
Stakeholders And Interests	<ul style="list-style-type: none"> • Customer - Wants to select a flight according to their conditions, fill in the required information and proceed to the payment and • Travel agency - Provide help to the customer to find a suitable flight
Preconditions	<ul style="list-style-type: none"> • A customer is connected to the wifi or is in contact with the travel agency • Customer is logged in to system • The customer has enough money for the flight
Success Guarantee	When the customer has successfully completed their booking to their desired destination they should receive a confirmation that includes their flight details, passenger information ect. The customer should also receive their payment receipt.
Main Success Scenario	<ol style="list-style-type: none"> 1. The customer enters the flight booking system or reaches out to a travel agency. 2. The customer enters their desired destination including departure/arrival dates. 3. The customer selects a flight. 4. The customer fills in the mandatory information that the booking system is asking for. 5. If the customer desires to add additional services it can add it, such as extra weight, sets ect. 6. The customer proceeds to the payment and chooses their preferred payment method. 7. The customer receives their booking confirmation with their payment receipt.
Special Requirements	<ul style="list-style-type: none"> • A device connected to WIFI • Travel agency (if desired)
Technology And Data Variations List	<p>The system must handle:</p> <ul style="list-style-type: none"> • Payment method • Email notification • Mobile and web interfaces • Data storage
Frequency Of Occurrence	High frequency
Miscellaneous	-

