

UC Name	<i>UC - 01 Include Flight Frequency Data</i>
Summary	This requirement ensures that the reports offer comprehensive analysis by considering the frequency of flight occurrences, allowing for a deeper understanding of booking patterns and trends over time.
Dependency	It doesn't depend on any other use case.
Actors	Primary Actor: Data Analyst
Preconditions	<ul style="list-style-type: none"> • Availability of Flight Frequency Data: Flight frequency data must be accessible from relevant sources. • Access Permissions: Users initiating the use case must have necessary permissions to access and integrate data. • Data Compatibility: The system must be compatible with the format and structure of the flight frequency data. • System Stability: The system must be stable and operational. • Technical Resources: Adequate technical resources must be available for data integration. • Documentation and Requirements Clarification: Clear documentation and understanding of requirements are necessary.
Description of the Main Sequence	<ul style="list-style-type: none"> • Step 1: Obtain access to flight frequency data from relevant sources. • Step 2: Validate compatibility of the data format and structure with the system. • Step 3: Configure necessary permissions and settings for data integration. • Step 4: Implement data integration procedures into the system. • Step 5: Conduct testing to ensure accuracy and functionality of

	<p>integrated data.</p> <ul style="list-style-type: none"> • Step 6: Provide documentation as needed for users accessing flight frequency data within the system. • Step 7: Monitor ongoing data updates and system performance to maintain data accuracy and reliability.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • Step 1: If flight frequency data from primary sources is unavailable, initiate communication with alternative data providers. • Step 2: Negotiate data access agreements and obtain necessary permissions from alternative sources. • Step 3: Adapt data integration procedures to accommodate different data formats or structures from alternative sources. • Step 4: Implement fallback mechanisms or error handling procedures in case of data inconsistencies or integration challenges. • Step 5: Validate the quality and reliability of data obtained from alternative sources through thorough testing and validation processes. • Step 6: Update documentation and inform relevant stakeholders about the use of alternative data sources. • Step 7: Monitor the performance and accuracy of data obtained from alternative sources to ensure ongoing reliability and effectiveness.
Non functional requirements	<ul style="list-style-type: none"> • Performance: Ensure fast data processing and display. • Scalability: System should handle multiple users without performance degradation. • Availability: Maintain 99.9% uptime, with minimal scheduled maintenance during off-peak hours. • Reliability: Ensure accurate data retrieval and display with built-in redundancy and failover mechanisms. • Security: Adhere to industry-standard security practices, including encryption, access controls, and regular audits.

<i>Postconditions</i>	The system successfully integrates accurate and accessible flight frequency data, ensuring stability, updated documentation, user training if necessary, and ongoing monitoring for reliability.
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<i>UC Name</i>	<i>UC - 02 Incorporate Client Reviews</i>
<i>Summary</i>	This requirement ensures that client feedback is considered in evaluating the performance of the flight booking process.
<i>Dependency</i>	It doesn't depend on any other use case.
<i>Actors</i>	<i>Primary Actor:</i> Clients (Users) <i>Secondary Actor:</i> Customer Support Representatives
<i>Preconditions</i>	<ul style="list-style-type: none"> • <i>Feedback Mechanism:</i> The system must have a mechanism in place for clients to submit reviews or feedback about their experience. • <i>Client Interaction:</i> Clients must have interacted with the system or its services to provide meaningful reviews or feedback. • <i>Access Permissions:</i> Users involved in the incorporation of client reviews must have appropriate permissions to access and analyze the feedback data. • <i>Feedback Collection Infrastructure:</i> The system should have infrastructure in place to collect, store, and manage client reviews efficiently.

<i>Description of the Main Sequence</i>	<ul style="list-style-type: none"> • <i>Step 1:</i> Clients submit reviews or feedback through the designated feedback mechanism provided by the system. • <i>Step 2:</i> Designated personnel review and analyze the received feedback to identify common themes, trends, or areas for improvement. • <i>Step 3:</i> Based on the analysis, prioritization, and decision-making process, relevant changes or enhancements are identified for incorporation into the system.
<i>Description of the Alternative Sequence</i>	<ul style="list-style-type: none"> • <i>Step 1:</i> In case the feedback mechanism provided by the system is not accessible or malfunctioning, clients may resort to alternative communication channels such as email, phone calls, or in-person meetings to provide their feedback. • <i>Step 2:</i> Designated personnel manually gather feedback received through alternative channels and document them for analysis. • <i>Step 3:</i> The analysis of feedback gathered through alternative channels may differ in process or priority compared to feedback received through the system's designated mechanism. • <i>Step 4:</i> Based on the analysis, relevant changes or enhancements are identified for incorporation into the system, considering both feedback received through the system and alternative channels.
<i>Non functional requirements</i>	<ul style="list-style-type: none"> • <i>Scalability:</i> System should handle multiple users without performance degradation. • <i>Availability:</i> Maintain 99.9% uptime, with minimal scheduled maintenance during off-peak hours. • <i>Reliability:</i> Ensure accurate data retrieval and display with built-in redundancy and failover mechanisms.

<i>Postconditions</i>	The successful retrieval, selection, and utilization of client feedback to enact system improvements.
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<i>UC Name</i>	<i>UC - 03 Generate Monthly Statistical Reports</i>
<i>Summary</i>	This use case entails the system's ability to produce monthly statistical reports regarding the maintenance of the flight booking process. These reports encompass the entire booking process, from initiation to completion, and provide valuable insights derived from client reviews and flight frequency data. Managers utilize these reports to assess performance and make informed decisions for process improvement.
<i>Dependency</i>	It depends on UC-01 and UC-02 .
<i>Actors</i>	<i>Primary Actor:</i> Manager
<i>Preconditions</i>	<ul style="list-style-type: none"> • The system is operational and accessible to the Manager. • Sufficient data related to the flight booking process, including client reviews and flight frequency data, is available for analysis. • The Manager has access to the statistical reports and intends to utilize the data, including flight frequency information, for analysis and decision-making purposes • There are no ongoing system maintenance activities or technical issues that hinder report generation. • The designated time period for generating monthly statistical reports has commenced (e.g., beginning of a new month).
<i>Description of the Main Sequence</i>	<ul style="list-style-type: none"> • <i>Step 1:</i> The Manager accesses the system and selects the option to

	<p>generate a monthly statistical report.</p> <ul style="list-style-type: none"> • Step 2: The system collects data on the flight booking process, including client reviews and flight frequency. • Step 3: Using the collected data, the system generates a comprehensive report. • Step 4: The Manager reviews and finalizes the report. • Step 5: The system compiles and presents the report in a suitable format.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • Step 1: The Manager accesses the system and navigates to the statistical reporting module. • Step 2: The Manager selects the option to generate a monthly statistical report. • Step 3: The system encounters an error while collecting data on the flight booking process. • Step 4: The system prompts the Manager with an error message indicating the issue. • Step 5: The Manager attempts to troubleshoot the error by reinitiating the data collection process. • Step 6: The system successfully collects the necessary data and proceeds with generating the report. • Step 7: The Manager reviews and finalizes the report as usual. • Step 8: The system compiles and presents the report in a suitable format.
Non functional requirements	<ul style="list-style-type: none"> • Performance: Fast response time, scalable for growth. • Reliability: High uptime, quick recovery from failures. • Security: Secure authentication, encrypted data. • Maintainability: Modular design, comprehensive documentation.

<i>Postconditions</i>	The monthly statistical report for the flight booking process has been generated and is available for review by the Manager.
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<i>UC Name</i>	<i>UC - 05 Present Reports to Supervisor</i>
<i>Summary</i>	The Manager is required to present detailed statistical reports, including relevant statistics, to their supervisor for further review and analysis, facilitating informed decision-making and oversight of the flight booking process.
<i>Dependency</i>	It depends on UC-03 .
<i>Actors</i>	<i>Primary Actor:</i> Manager <i>Secondary Actor:</i> Supervisor
<i>Preconditions</i>	<ul style="list-style-type: none"> • The Manager has successfully generated the required statistical reports, incorporating relevant data such as client reviews and flight frequency information. • The Supervisor is available and accessible to receive the presented reports from the Manager. • The reporting mechanism or interface used by the Manager to present the reports to the Supervisor is operational and functional. • The Manager has allocated sufficient time and resources to prepare and present the reports to the Supervisor.
<i>Description of the Main Sequence</i>	<ul style="list-style-type: none"> • <i>Step 1:</i> The Manager accesses the generated statistical reports,

	<p>ensuring they contain all relevant data, including client reviews and flight frequency information.</p> <ul style="list-style-type: none"> • Step 2: The Manager schedules a meeting or prepares to present the reports to their Supervisor. • Step 3: During the meeting or presentation, the Manager discusses the insights and findings from the reports, highlighting key statistics and trends. • Step 4: The Supervisor reviews the presented reports, asking questions or seeking clarification on specific aspects as needed. • Step 5: The Manager addresses any inquiries from the Supervisor and provides additional context or explanations where necessary. • Step 6: The Supervisor evaluates the reports and may provide feedback or further instructions based on the insights gained. • Step 7: The meeting or presentation concludes, and both the Manager and Supervisor may agree on any follow-up actions or next steps based on the report findings.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • Step 1: The Manager sends the reports electronically to the Supervisor. • Step 2: The Supervisor receives and reviews the reports. • Step 3: The Supervisor may send follow-up questions or feedback to the Manager. • Step 4: The Manager responds to inquiries or feedback from the Supervisor. • Step 5: The Supervisor evaluates the reports and may provide further instructions or actions. • Step 6: The Manager and Supervisor may schedule a follow-up discussion if needed.
Non functional requirements	<p>Performance: Ensure prompt delivery and minimal loading times for accessing reports.</p>

<i>Postconditions</i>	Ensure that the Supervisor has received, reviewed, and potentially provided feedback on the reports, facilitating informed decision-making and potential follow-up actions by the Manager.
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