

1. Actors

- a. Customer
- b. Bank
- c. Service Personal
- d. Tax Agency

1.1 Goals for Each Actor

- a. Customer books a flight.
- b. Bank confirms if the payment got through successfully
- c. Service personal books flight for customers who need some help with the boking system
- d. Tax Agency calculates tax for every purchase

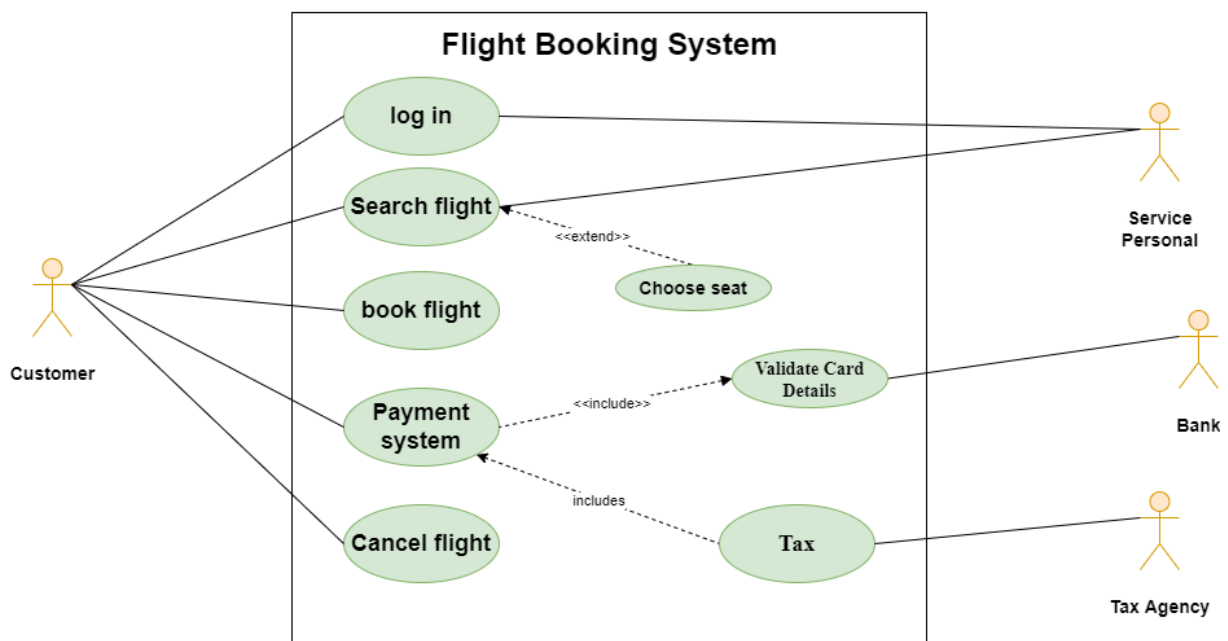
2. Use Cases

log in, search flight, book flight, cancel flight

3. Classify actors

- a. Primary actor → Customer
- b. Supporting actor → Service personal and Bank
- c. Offstage actor → Tax Agency

4. Use case diagram



5.

- a. Log in: Customer must log in to check flights
- b. Search flight: Customer fills in information like date and destination as well as estimated flight time and transits.
- c. Book flight: Customer selects the available flight and choose classes for example first class, business class ...etc.
- d. Cancel flight: Customer cancels a booked flight and continues with the refund request if the customer has booked the ticket with cancellation protection.

6.

Use Case Section	Comment
Use Case Name	book flight
Scope	Flight Booking System
Level	User goal
Primary Actor	Customer
Stakeholders and Interests	<ul style="list-style-type: none"> Customer cares about this use case because customer wants to book a flight without any problems. Service personal wants to make sure that the booking goes smoothly so that no customer gets problem with boking
Preconditions	You have to an account to able to search and you must find a free or available seat to book a flight
Success Guarantee	<ul style="list-style-type: none"> Flight ticket is saved. Tax is correctly calculated.
Main Success Scenario	<ol style="list-style-type: none"> Customer visits the booking flight system website or get attached with service personal Customer searches flight on specific date well there it was available flight with good price Customer continues with booking and order extra luggage, seat reservation and a meal Customer gets total amount from the system and pays by using offered payment system Customer gets confirmation of the booking flight
Extensions	<ol style="list-style-type: none"> There are no available flights on the given date then customer changes the date and keep searching Customer can't find suitable date and closes the system <ol style="list-style-type: none"> Payment authorization failed
Special Requirements	<ul style="list-style-type: none"> The system must be in as many languages as possible The system must be available in a webpage, for android and IOS users.
Technology and data Variations List	<ul style="list-style-type: none"> Log in details Mobile data/Wi-Fi
Frequency of Occurrence	Could be nearly continuous
Miscellaneous	<ul style="list-style-type: none"> What are the tax law variations? Must a service personal take their cash drawer when they log out?

	<ul style="list-style-type: none"> What adaption is needed if flying operated with other airlines?
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2. Booking flightssystem

