1. Identify actors, at least four. Identify goals for each actor.

- Customer: Has the goal of booking a reservation
- Staff, customer service: Has the goal of helping the customer
- Tax agency: To get their tax back
- Payment service: To help customer pay for their flight
- Booking system: To register the reservation made by the customer.
- Bank: Transfer money back to the customer if a reservation is cancelled.

2. identify use cases, at least four

- Search to book flights
- Cancel reservations
- Login
- Update flight reservation

3. For each above use case, classify the actors into the roles primary, supporting, offstage. Possibly revise your actors and/or use cases (note that the same actor could have different roles in the context of different use cases).

Use case 1: Search to book flights

- Primary actor: Customer
- Supportive actor: Customer service if the customer calls them.
- Supportive actor: booking system

Use Case 2: Login

- Primary actor: The customer
- Supportive actor: Customer service
- Supportive actor: Booking system.

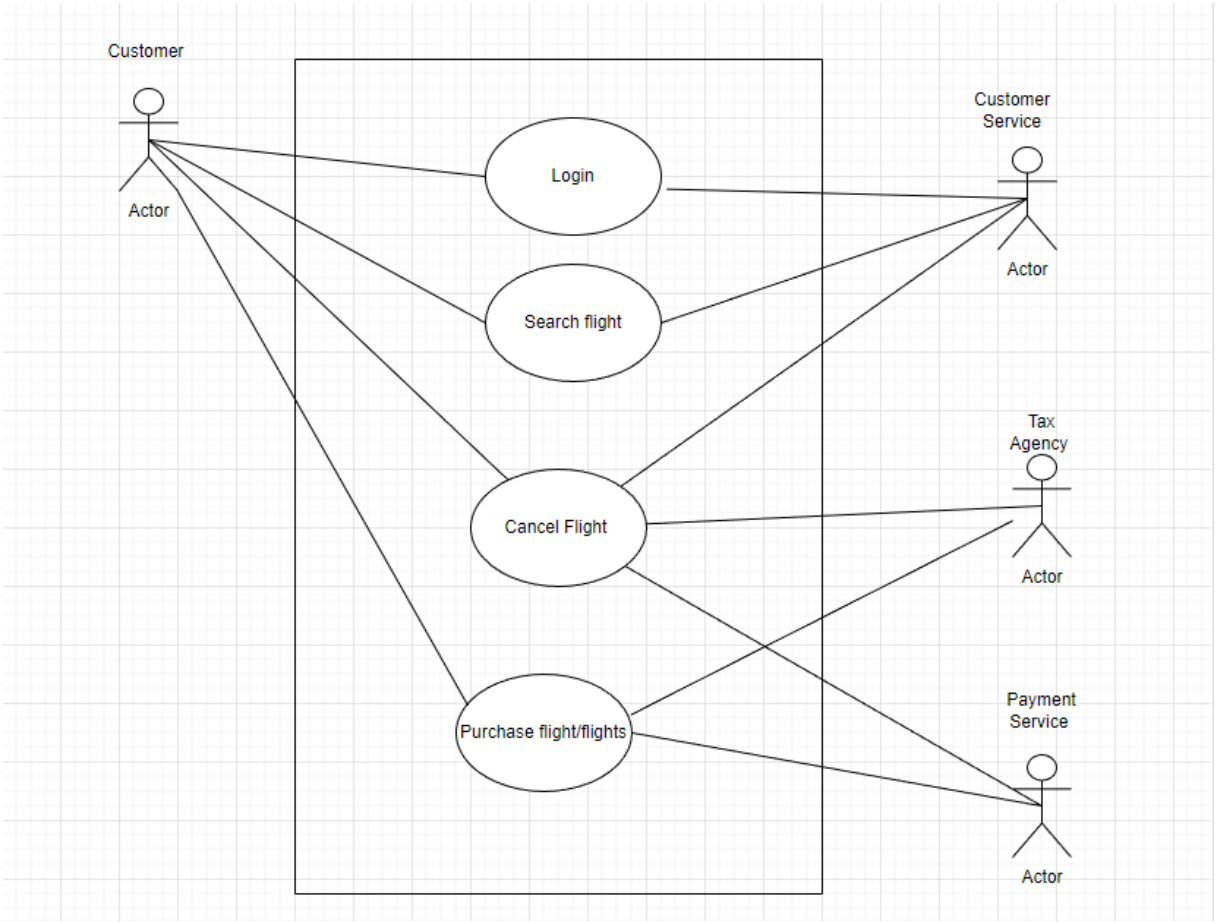
Use Case 3: Cancel reservation

- Primary actor: customer
- Supportive actor: Customer service
- Offstage actor: Tax agency
- Offstage actor: payment service

Use case 4: Update flight reservation

- Primary actor – customer service
- Supportive actor - customer

4. Create a use case context diagram



5. Write the use cases from step 2 in brief or casual format.

Use case 1: Search to book flights

Main success scenario:

A customer is browsing on the website to search for available flights to book, in the system the customer writes the details of the flight. After collecting the details/data from the customer, the system present flights that match the entered information.

Alternative scenario:

- If no matches are made with the entered information, inform the customer that there is no flight available.
- The customer calls the customer service to book flight.

Use Case 2: Login

Main success scenario:

While browsing the customer wants to login to the system, after clicking the login button, the system asks for the customers email and password. After entering the information needed, the system checks and validates the information, after that, the customer is logged in the system.

Alternative:

- If the personal information is not valid, the system should inform the customer to either rewrite the personal information again or to contact the customer service to help the customer reset the password.

Use Case 3: Cancel reservation

Main success scenario:

To successfully cancel a flight, the customer needs to login into the system, find the reservation they want to cancel. After that the customer should request the system to cancel their flight reservation. The system gets a request from the customer, after that the system accepts the request and updates the system. Also, the system contacts the payment service that a customer has cancelled the reservation and need their money back. Finally, the system should send a recite containing the cancellation of their flight.

Alternative:

- If the system crashes or does not work, customer should contact the customer service and payment service

Use case 4: Update flight reservation

Det finns inga källor i aktuellt dokument.

Main success scenario:

Customer calls to customer service and request to update/ change personal information. Staff logs in to system to identify them self. Search for customers reservation. Update and store new information. Inform customer about updated reservation.

6. Pick a use case (from step 2) and develop it into a fully dressed one, following the format Alistair Cockburn (see lecture slides). It shall contain at least three scenarios.

Use case name: Login

Scope: the system under design

Level: subfunction

Primary actor: customer

Stakeholders and interests:

1. Customer service: Helps the customer to change their personal information.
2. The Booking system: Helps customer to login into the system.

Preconditions: Arriving at the airport, it is important to have a valid ID or passport so you can identify yourself. Having a bankcard or bills with you is also important to by snacks or pay if you have extra luggage.

Main success scenario: While browsing the customer wants to login to the system, after clicking the login button, the system asks for the customers email and password. After entering the information needed, the system checks and validates the information, after that, the customer is logged in the system.

Extensions: If the personal information is not valid, the system should inform the customer to either rewrite the personal information again or to contact the customer service to help the customer reset the password.

Special requirements: Phones, tablets, computer, and internet connection.

Technology and data variations list: Using an app is easy to login because the app has your personal information saved.

Frequency of occurrence: continuous

7.