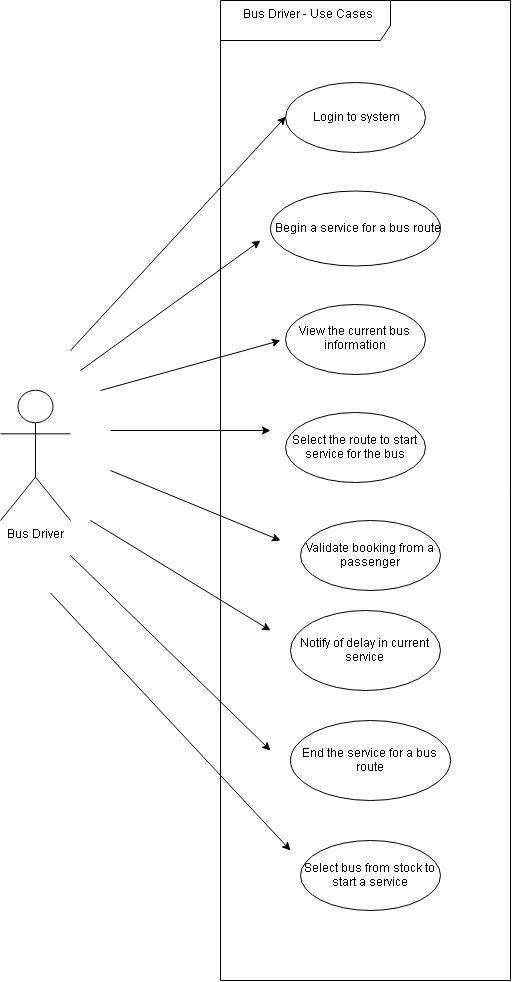
**PRCS252 – Travel Management System Software:**

**Use Case Analysis**

Driver:

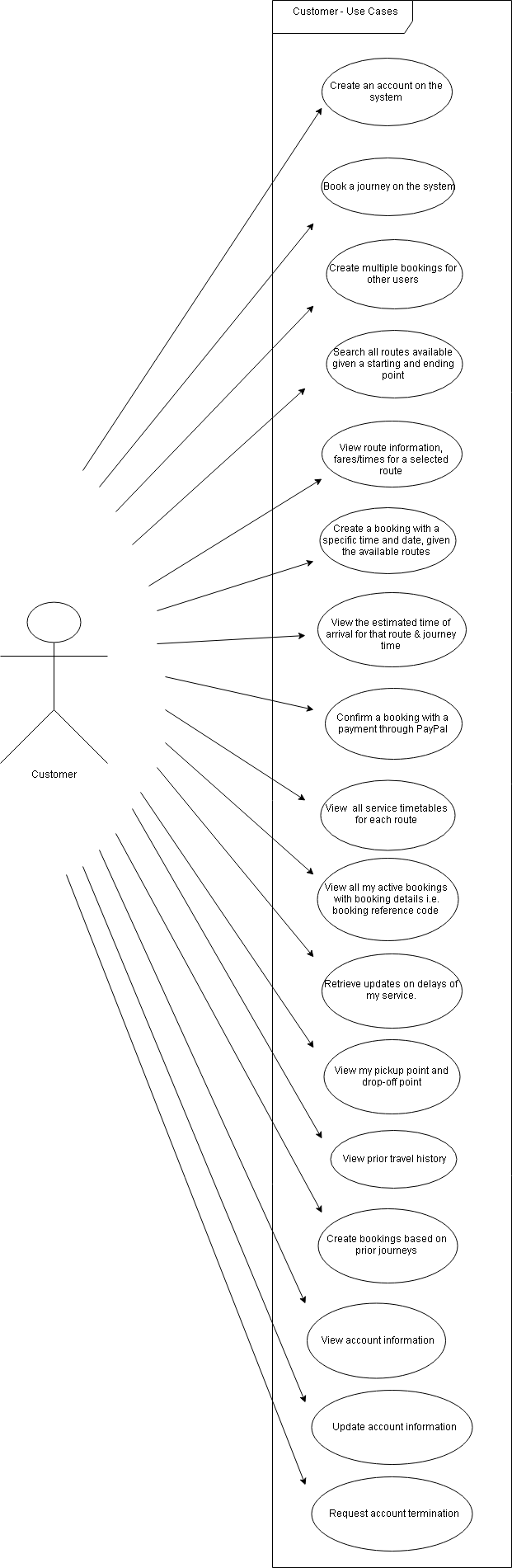
1. As a driver, I want to be able to notify of delays in a bus service, so that users of the service will be able to estimate when a bus will arrive.
2. As a driver, I want to be able to notify that the journey has been started, so that the journey duration can be tracked.
3. As a driver, I want to be able to notify that the journey has been stopped, so that the journey duration can be tracked.
4. **As a driver, I want to be able to view current stock, so that the number of buses available to drive in the depot is known?**
5. As a driver, I want to be able to view the set route, so that the bus can arrive at the destination.
6. As a driver, I want to be able to login to the system and be able to access the bus service based on the bus license/service id.
7. As a driver, I want to be able to accept a booking reference number from a passenger and validate their journey.
8. As a driver, I want to be able to view bus service information: bus capacity, remaining seats, bookings made for the journeys and locations to pick up booked passengers.



**Figure 1:** Use Case Diagram for drivers (using the desktop application)

Customer:

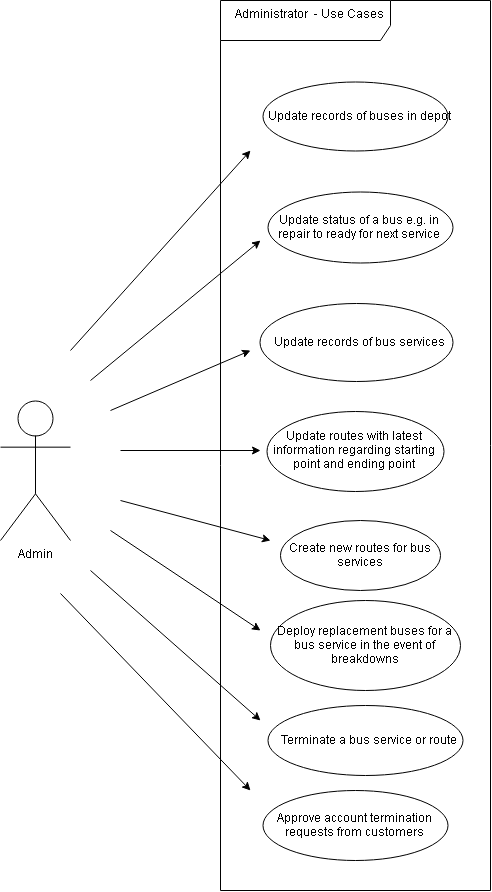
1. As a customer, I want to be able to create an account, so that I can book a place on a bus.
2. As a customer, I want to be able to create bookings, so that I can catch the bus to my desired destination.
3. As a customer, I want to be able to make multiple bookings, so that I can travel with others.
4. As a customer, I want to be able to search routes given my starting point and destination.
5. As a customer, searching for routes, I want to see fares and associated times for a journey.
6. As a customer, I want to be able to know my starting stop, so I can know where to catch the bus.
7. As a customer, I want to be able to know my ending stop, so I can know where to get off the bus.
8. As a customer, I want to be able to select the day and time in which I want travel, so that available services during those times will be available for me to book.
9. As a customer, I want to be able to know the estimated time of the journey, so I know when the bus will get to my destination.
10. As a customer, I want to be able to pay via PayPal, so I can confirm my travel.
11. As a customer, I want to be able to view the timetable of routes, so I know when the bus will start its journey. \*
12. As a customer, I should know when there is a delay for the service I have booked on to via updates to my mobile application.
13. As a customer, I want to be able to view my prior travel history, so I can easily track where I have been and make new journey’s based on prior ones.
14. As a customer, I want to be able to view my account details.
15. As a customer, I want to be able to get route information.
16. As a customer, I want to be able to request the termination of my account.
17. As a customer, I want to be able to view all my currently booked tickets and be able to display my booking reference code to the driver upon bus entry.



**Figure 2:** Use Case Diagram for customers (using the mobile application)

Admin:

1. As an admin, I want to be able to maintain records of what buses are in the depot, so that there is always up to date information available.
2. As an admin, I want to be able to change the status of a bus i.e. from in repair to ready for service.
3. As an admin, I want to be able to maintain records of the journeys of the buses, so that there is always up to date information on the journeys provided.
4. As an admin, I want to be able to maintain records of the start point of the journeys, so that there is information on where a journey will begin from.
5. As an admin, I want to be able to maintain records of the end points of the journeys, so that there is information on where a journey will terminate.
6. As an admin, I want to be able to create new records, so that new items can be added to the system.
7. As an admin, I want to be able to deploy new buses in the event a bus breakdown.
8. As an admin, I want to be able to approve account termination requests, so that accounts can be removed.



**Figure 3:** Use Case Diagram for administrators (using the web application)