

USECASES

Project Name : Bus Transport – Cancellation

Roll No: IMT2023035

1. Name: Cancel Bus Ticket

Actor: Service Consumer (Passenger)

Action: Cancels a previously booked bus ticket before the journey time, triggering refund processing as per cancellation and refund policy.

2. Name: Notify Passengers of Bus Cancellation

Actor: Service Provider

Action: Sends automated notifications to all passengers affected by the bus cancellation.

3. Name: Process Refunds for Cancelled Buses

Actor: Service Provider

Action: Initiates refund transactions for passengers of the cancelled bus based on policy.

4. Name: Generate Bus Cancellation Report

Actor: Service Provider

Action: Creates detailed reports showing cancelled trips, reasons, affected routes, and refunds issued.