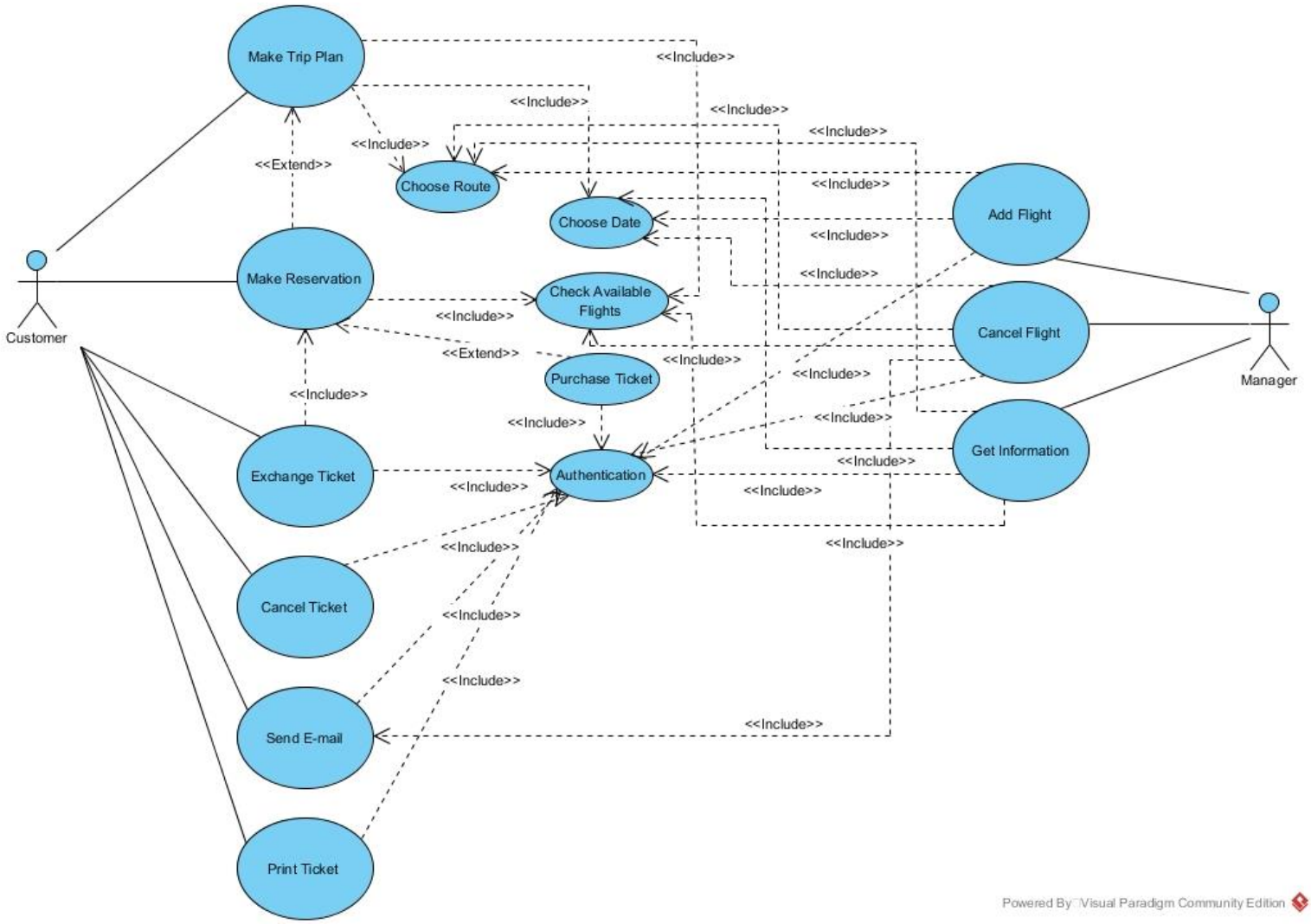
T-Air Trip Planning System



Make Trip Plan

1. Participating Actors
    - Costumer
2. Basic Flow
    - System shows a form for trip plan
    - Customer fills the form with trip information (Routes, Dates) which he/she want to search.
    - By clicking on "Submit", the system searches available flights and shows it customer.
    - Customer selects flights and system automatically calculates total fee.
    - After this point optionally, customer can make reservation.
3. Alternative Flows
    a) Customer fills incorrect data
        - System show error and return back.
    b) Customer clicks "Back" button
        - System returns back the "Trip Plan Page" but all inputs have already filled.
    c) Customer clicks "Cancel" button
        - System returns back the "Trip Plan Page" but all inputs are blank.
4. Time Dependencies
    a) The frequency of execution: ~1000-1500 times a day
    b) The anticipated stagnation: N/A
    c) The typical execution time: ~1 min
    d) The maximum execution time: unlimited
5. Values obtained by the actors after use case finishing
    - A message indicating the success or failure of the operation
    - Total fee

Make Reservation

1. Participating Actors
    - Costumer
2. Basic Flow
    - The system displays a form allowing for making reservation.
    - Customer chooses route and date. Then, system shows available flights. Customer chooses flight also.
    - Customer clicks "Submit" button. Authentication system works and control whether logged in.
    - At this point optionally, Customer can make payment.
    - The system verifies the completeness and accuracy of the data.
    - The system saves the data in the reservations register.
    - The system informs the operations carried out by displaying an adequate message.
    - The system redirects to "Ticket Management Page"
3. Alternative Flows
    a) The system finds incomplete or incorrect data

- The system again displays a form with selected fields in which errors were found

b) Customer has not been logged in yet
- System redirects to "Login Page".

c) Customer clicks "Back" button
- System returns back the "Make Reservation Page" but all inputs have already filled.

d) Customer clicks "Cancel" button
- System returns back the "Make Reservation Page" but all inputs are blank.

4. Time Dependencies
   a) The frequency of execution: ~500-750 times a day
   b) The anticipated stagnation: N/A
   c) The typical execution time: ~2 min
   d) The maximum execution time: unlimited
5. Values obtained by the actors after use case finishing
   - A message indicating the success or failure of the operation

Exchange Ticket

1. Participating Actors
   - Costumer
2. Basic Flow
   - The system authenticates customer and redirects to "Ticket Management Page".
   - Customer picks a flight out of all tickets.
   - By clicking "Exchange" button, system redirects to "Make Reservation Page".
   - After the end of reservation, old ticket will be canceled.
   - The system informs the operations carried out by displaying an adequate message.
3. Alternative Flows
   a) Customer clicks "Cancel" button during reservation.
      - The system returns back "Ticket Management Page".
   b) Customer tries to exchange ticket before 36 hours of flight.
      - This situation is not acceptable, so system will not go ahead with "Reservation Page".
      - The system informs customer by displaying an adequate message
4. Time Dependencies
   a) The frequency of execution: ~10-20 times a day
   b) The anticipated stagnation: N/A
   c) The typical execution time: ~2 min
   d) The maximum execution time: unlimited
5. Values obtained by the actors after use case finishing
   - A message indicating the success or failure of the operation

Cancel Ticket

1. Participating Actors
   - Costumer

2. Basic Flow
    - The system authenticates customer and redirects to "Ticket Management Page".
    - Customer picks a flight out of all tickets.
    - By clicking "Cancel" button, system displays "Approval Message".
    - The system informs customer about canceling ticket by displaying an adequate message.
3. Alternative Flows
    a) Customer does not approve "Approval Message".
        - The system redirects to "Ticket Management Page".
    b) Customer tries to cancel ticket before 36 hours of flight.
        - This situation is not acceptable, so system will not displays "Approval Message".
        - The system informs customer by displaying an adequate message.
4. Time Dependencies
    a) The frequency of execution: ~10-20 times a day
    b) The anticipated stagnation: N/A
    c) The typical execution time: ~1 min
    d) The maximum execution time: unlimited
5. Values obtained by the actors after use case finishing
    - A message indicating the success or failure of the operation

Send E-mail

1. Participating Actors
    - Costumer
2. Basic Flow
    - The system authenticates customer and redirects to "Ticket Management Page".
    - Customer picks a flight out of all tickets.
    - By clicking "Send E-mail" button, system sends an e-mail that includes ticket.
    - The system informs customer by displaying an adequate message.
3. Time Dependencies
    a) The frequency of execution: ~900-1000 times a day
    b) The anticipated stagnation: N/A
    c) The typical execution time: ~1 min
    d) The maximum execution time: unlimited
4. Values obtained by the actors after use case finishing
    - A message indicating the success or failure of the operation.
    - An e-mail that includes ticket.

Print Ticket

1. Participating Actors
    - Costumer
2. Basic Flow
    - The system authenticates customer and redirects to "Ticket Management Page".
    - Customer picks a flight out of all tickets.

- By clicking "Print Ticket" button, system prints selected ticket.
- The system informs customer by displaying an adequate message.

3. Time Dependencies
   a) The frequency of execution: ~300-400 times a day
   b) The anticipated stagnation: N/A
   c) The typical execution time: ~1 min
   d) The maximum execution time: unlimited
4. Values obtained by the actors after use case finishing
   - A message indicating the success or failure of the operation

Add Flight

1. Participating Actors
   - Manager
2. Basic Flow
   - The system authenticates manager and redirects to "Management Page".
   - Manager clicks "Add Flight" button.
   - The system displays a form allowing for adding flight.
   - Manager chooses date and route of new flight.
   - By clicking "Add" button, flight will be added.
   - System will returns back "Management Page" and show a message about operation.
3. Alternative Flows
   a) Manager fills incorrect data
      - System show error and return back.
   b) Manager clicks "Cancel" button
      - System returns back the "Management Page".
4. Time Dependencies
   a) The frequency of execution: ~2-3 times a week
   b) The anticipated stagnation: N/A
   c) The typical execution time: ~1 min
   d) The maximum execution time: unlimited
5. Values obtained by the actors after use case finishing
   - A message indicating the success or failure of the operation.

Cancel Flight

1. Participating Actors
   - Manager
2. Basic Flow
   - The system authenticates manager and redirects to "Management Page".
   - Manager clicks "Cancel Flight" button.
   - The system displays a form allowing for canceling flight.
   - Manager chooses date and route of the flight will be deleted, then system shows all flights.
   - Manager selects a flight to cancel.
   - By clicking "Cancel" button, flight will be canceled.

- System sends an e-mail to passengers about cancelation.
- System will returns back "Management Page" and show a message about operation.

3. Alternative Flows
   a) Manager fills incorrect data
      - System show error and return back.
   b) Manager clicks "Cancel" button
      - System returns back the "Management Page".
   c) Manager clicks "Back" button
      - System returns back the "Cancelation Page" but all inputs have already filled.
4. Time Dependencies
   a) The frequency of execution: ~2-3 times in 3 months
   b) The anticipated stagnation: N/A
   c) The typical execution time: ~1 min
   d) The maximum execution time: unlimited
5. Values obtained by the actors after use case finishing
   - A message indicating the success or failure of the operation.
   - Customers will receive an e-mail.

Get Information

6. Participating Actors
   - Manager
7. Basic Flow
   - The system authenticates manager and redirects to "Management Page".
   - Manager clicks "Get Information" button.
   - The system displays a form allowing for selecting flights. (Multi-selection acceptable)
   - Manager chooses date and route of the flights, then system shows all flights.
   - Manager selects flights to get information.
   - By clicking "Report" button, report will be created.
   - System will returns back "Management Page" and show a message about operation.
8. Alternative Flows
   a) Manager fills incorrect data
      - System show error and return back.
   b) Manager clicks "Cancel" button
      - System returns back the "Management Page".
   c) Manager clicks "Back" button
      - System returns back the "Information Page" but all inputs have already filled.
9. Time Dependencies
   a) The frequency of execution: ~1-2 times a week
   b) The anticipated stagnation: N/A
   c) The typical execution time: ~1 min
   d) The maximum execution time: unlimited
10. Values obtained by the actors after use case finishing
    - A message indicating the success or failure of the operation.