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| Use Case: TicketSales |
| ID: 1 |
| Brief Description: Ticket sales are sold through the Travel Agent and are sold to the customers |
| Primary Actors: Travel Advisor |
| Secondary Actors: |
| Preconditions:   1. System is operational 2. Check ticket price should be performed by the travel advisor |
| Main flow:   1. The use case “TicketSales” starts when the travel advisor is beginning to sell the flight tickets to the customers 2. Travel advisor selects the desired performance from the system 3. The customer looks up the information related to various airlines and checks the availability of seats on flights.    1. The system provides a list of items that matches the search keywords 4. The travel advisor checks that there are any available tickets   3.1 The system provides more information about the selected item   1. Travel advisor enters ticket selling date and the ticket price for the desired performance. 2. If tickets are available the travel advisor chooses to add item to cart    1. The system adds item to the card 3. The system checks for all required data entry 4. The system connects to the database 5. The system writes data into the database 6. The system shows a confirmation message after successful ticket sale |
| Postconditions:   1. Every ticket sold is registered in an Air Ticket Sales report 2. The application verifies the authenticity of the username and password and then displays information related to various flights to the customer 3. A new sale is recorded by the Travel Agent 4. The appropriate commission amount should be recorded |
| Alternative flow:   1. NoSalesMade 2. NoBlanksAssigned 3. BlanksFinished |

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| ID: 1.0.1 | Alternative flow: NoSalesMade |
| Brief description: | |
| Primary actor: travel advisor | |
| Secondary actor: None | |
| Pre-conditions: attempt of booking flights for customers, but failed | |
| Flow of events:  The system will show an empty folder of sales made | |
| Postconditions: None | |

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| ID: 1.0.2 | Alternative flow: NoBlanksAssigned |
| Brief description: when there is no blank assigned to the travel advisor | |
| Primary actor: travel advisor | |
| Secondary actor: office manager | |
| Pre-conditions: attempt of assigning blanks to the travel advisor by the office manager but has not been received | |
| Flow of events:  The system will show the blanks assigned to the travel advisor is empty | |
| Postconditions: None | |

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| ID: 1.0.3 | Alternative flow: BlanksFinished |
| Brief description: There are no blanks left to sell | |
| Primary actor: travel advisor | |
| Secondary actor: office manager | |
| Pre-conditions: attempt of assigning blanks to the travel advisor by the office manager but has not been received | |
| Flow of events:  The system will show the blanks assigned to the travel advisor is finished | |
| Postconditions: None | |

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| Use Case: CancelTicket |
| ID: 1.1 |
| Brief Description: This use case describes when the travel advisor cancels the customers’ ticket. |
| Primary Actors: Travel advisor |
| Secondary Actors: None |
| Preconditions:   1. The system is operational 2. The advisor should have sold the ticket |
| Main flow:   1. The use case “CancelTicket” starts when the customer decides to cancel their ticket 2. The travel advisor provides the customers’ details    1. The system looks up the customers’ details 3. If the ticket was purchased within 1 year    1. The system accepts the cancellation    2. ELSE    3. The system does not approve of the cancellation 4. The system checks for all required data entry. 5. The system connects to the database. 6. The system writes data into the database. 7. The system shows a confirmation message after successful cancellation |
| Postconditions:   1. A record is made detailing the ticket returned 2. Details are recorded about the amount that is getting refunded to the customer |
| Alternative flow:   1. Over1Year |

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| ID: 1.2.1 | Alternative flow: Over1Year |
| Brief description: when a customer wants to cancel after ticket one year after it is purchased | |
| Primary actor: Time | |
| Secondary actor: None | |
| Pre-conditions: there has been an attempt of cancelling the ticket | |
| Flow of events:   1. The system will not accept the cancellation done by the travel advisor and the screen will then show that there has been an error with the cancellation “Your cancellation has not been not successful” | |
| Postconditions: None | |

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| Use Case: TakePayment |
| ID: 1.2 |
| Brief Description: This use case describes when the travel advisor takes the payment for wanted flight tickets for the customers |
| Primary Actors: TravelAdvisor |
| Secondary Actors: None |
| Preconditions:   1. System is operational 2. Travel advisor should be logged in |
| Main flow:   1. The use case “TakePayment” starts when Travel advisor proceeds to checkout    1. The system asks for payment details 2. Travel advisor takes customer card details    1. Else    2. Travel advisor takes cash payments    3. The system records the payment details 3. System asks for status of customer    1. If customer is valued, set discount    2. Else    3. proceed to check out with no discount when customer is regular. 4. Payment must be processed, and confirmation must be provided 5. The system checks for all required data entry. 6. The system connects to the database. 7. The system writes data into the database. 8. The system shows a confirmation message after successful ticket sale |
| Postconditions:   1. The application verifies the authenticity of the username and password and then displays information related to various flights to the customer 2. A new sale is recorded by the Travel Agent. |
| Alternative flow:   1. FailPayment 2. TicketUnavailable 3. InvalidDetails |

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| ID: 1.2.1 | Alternative flow: FailPayment |
| Brief description: the payment has not been accepted | |
| Primary actor: travel advisor | |
| Secondary actor: None | |
| Pre-conditions:   1. the card details of the customer have not been accepted. 2. The details of the customers have not been accepted when paying by cash | |
| Flow of events:   1. The system will cancel the payment done by the travel advisor and the screen will then show that there has been an error with the payment “Your payment was not successful” | |
| Postconditions: None | |

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| ID: 1.2.2 | Alternative flow: TicketUnavailable |
| Brief description: the wanted tickets requested by the customers are not available / out of stock | |
| Primary actor: Travel advisor | |
| Secondary actor: None | |
| Pre-conditions: The travel advisor attempted to add wanted to add ticket to cart, but tickets are unavailable | |
| Flow of events:   1. The system will show a message “Tickets are unavailable” 2. The system will show alternative tickets like the first-choice tickets. | |
| Postconditions: None | |

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| ID: 1.2.3 | Alternative flow: InvalidDetails |
| Brief description: the details of the customers has not been accepted | |
| Primary actor: travel advisor | |
| Secondary actor: None | |
| Pre-conditions:   1. There has been an attempt of entering the customers’ details, but it was incorrect | |
| Flow of events:   1. The system will cancel the payment done by the travel advisor and the screen will then show that there has been an error with the patient details “Your payment was not successful” | |
| Postconditions: None | |

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| Use Case: AccessSalesReports |
| ID: 1.3 |
| Brief Description: This is the use case where sales report is accessed |
| Primary Actors: Travel advisor/ Office manager |
| Secondary Actors: None |
| Preconditions:   1. Sales must be made by the travel advisor 2. Ticket sold by advisor must be registered in an Air Ticket Sales 3. Sales report must be created |
| Main flow:   1. The use case “AccessSalesReport” starts when the travel advisor or office manager are choosing the functionality 2. The travel advisor and office manager will be asked to enter in their details   2.1 The system will log them in   1. The system will ask whether they want to access interlines or domestic sales report    1. The travel advisor and the office manager will then choose which sales report they want to access 2. The system checks for all required data entry. 3. The system connects to the database. 4. The system writes data into the database. 5. The office manager and travel advisor have access to the report |
| Postconditions:   1. Report can be accessed by airline |
| Alternative flow:   1. SalesReportNotCreated |
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| ID: 1.3.1 | Alternative flow: SalesReportNotCreated |
| Brief description: No sales report is created | |
| Primary actor: Travel advisor / office manager | |
| Secondary actor: None | |
| Pre-conditions: After sales made, there has been no attempt of creating a sales report | |
| Flow of events:  When attempting to access sales report it will show a message saying, “Sales report does not exist.” | |
| Postconditions: None | |

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| Use Case: ChangeCurrencyExchangeRate |
| ID: 1.3 |
| Brief Description: This is the use case where the office manager changes the currency exchange rate |
| Primary Actors: Office manager |
| Secondary Actors: None |
| Preconditions:   1. System is operational 2. Office manager needs to be logged in |
| Main flow:   1. The use case “ChangeCurrecnyExchangeRate” starts when the office manager is choosing the functionality 2. The office manager will be asked to fill in details about the exchange rates 3. The system checks for all required data entry. 4. The system connects to the database. 5. The system writes data into the database. 6. The system shows a confirmation message that the exchange rate has been changed successfully. |
| Postconditions:   1. Currency exchange rate is updated |
| Alternative flow:   1. InvalidDetails |
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| ID: 1.2.1 | Alternative flow: InvalidDetails |
| Brief description: the details about the currency exchange rate is invalid | |
| Primary actor: travel advisor | |
| Secondary actor: None | |
| Pre-conditions:   1. There has been an attempt of changing the details of the currency exchange rate | |
| Flow of events:   1. The system will cancel the payment done by the travel advisor and the screen will then show that there has been an error with the patient details “Your payment was not successful” | |
| Postconditions: None | |