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| Use – Case | Customize Ticket Details |
| Primary Actor | Passenger |
| Pre-Condition |  |
| Post - Condition | Proceed to specifying passenger details |
| Flow of Events | 1. The system prompts the user to select travel details. 2. The passenger enters travel details.  * Origin and Destination Airports * Date of Travel  1. The system lists a time table of all available flights for the specified travel details. 2. The passenger selects a flight. 3. The system displays flight details, route, and available seats on that flight. 4. The passenger reserves a seat on that flight.  * Seat Rows (including aisle and window) * Seat Class (First, Business, and Economy) |
| Alternative Flow | Condition: All Flights are quite full or no available flights on a specified date. |
| 2.1. There is no flight available.  2.2. The system apologizes to the passenger.  2.3. Go back to step 1. |