Cabin Crew Use Case Descriptions

Show Timetable

Actor Action	System Response
1. Actor Clicks View Timetable(or similar)	2. Gets current Date 3. Display Timetable for Current week

Log in Securely

Actor Action	System Response
1. Actor Enters Username and Password	2. Check users Details against database 3. Display feedback message 4. Display Home screen

Validate Ticket

Actor Action	System Response
1. Actor Enters ticket ID	2. Locate Ticket in database 3. Get validation property 4. Display Valid/invalid feedback

Search for Journey

Actor Action	System Response
1. Actor Enters Journey Property	2. Search all journeys with same property 3. Display a list/table of corresponding journey

Get Journey Summary

Actor Action	System Response
1. Actor Searches for Journey 2. Select Journey from list	3. Get journey details 4. Display Journey Details

Search for Customer

Actor Action	System Response
1. Actor enters Customer ID	2. Get customers with matching ID 3. Display relevant customer details

Flag Customer

Actor Action	System Response
1. Actor enters Customer ID / Ticket ID 4. Actor Select Flag reason 5. Actor presses Save	2. Get customer Account 3. Display Customers 6. Customer Account updated in database

Receive Notification

Actor Action	System Response
2. Dismiss Notification	1. Display Notification

Send Notification

Actor Action	System Response
1. Press send Notification message 2. Select notification Type 3. Enter Journey/Track/affected entity 4. Enter Notification Message 5. Press Send Button	6. Select Affected entity 7. Add note to entity 8. Notify relevant users