Cabin Crew Use Case Descriptions

Show Timetable

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

Log in Securely

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

Validate Ticket

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

Search for Journey

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

Get Journey Summary

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

Search for Customer

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

Flag Customer

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

Receive Notification

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

Send Notification

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| --- | --- |
| 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 | 1. Select Affected entity 2. Add note to entity 3. Notify relevant users |