**USE CASE DESCRIPTIONS FOR TRAVEL TREK TOUR WEBSITE**

**UC-01: Browse Tours**

|  |  |
| --- | --- |
| **Identifier** | **UC-01** |
| **Name** | **Browse Tours** |
| **Purpose** | **User browses available tours on the platform.** |
| **Priority** | **High** |
| **Actors** | **User** |
| **Pre-conditions** | **User is logged in and has access to the platform.** |
| **Post-conditions** | **User is able to view a list of tours and .** |
| **Dependencies** | **Real-Time Weather, Wishlist** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. User selects the option to browse tours.** | **1.1 System displays available tours with details.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**System unable to display tours due to network issues.**

**UC-02: Book a Tour**

|  |  |
| --- | --- |
| **Identifier** | **UC-02** |
| **Name** | **Book a Tour** |
| **Purpose** | **User books a tour.** |
| **Priority** | **High** |
| **Actors** | **User** |
| **Pre-conditions** | **User has browsed and selected a tour.** |
| **Post-conditions** | **The tour is booked and confirmed after payment.** |
| **Dependencies** | **None** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. User selects a tour and proceeds to booking.** | **1.1 System processes the booking and confirms the reservation.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**Payment fails or tour availability changes.**

**UC-03: Cancel a Tour Booking**

|  |  |
| --- | --- |
| **Identifier** | **UC-03** |
| **Name** | **Cancel a Tour Booking** |
| **Purpose** | **User cancels a booked tour.** |
| **Priority** | **Medium** |
| **Actors** | **User** |
| **Pre-conditions** | **User has an existing booking.** |
| **Post-conditions** | **The booking is canceled, and feedback collected.** |
| **Dependencies** | **None** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. User selects the option to cancel a booking.** | **1.1 System cancels the booking. 1.2 System prompts for feedback.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**System unable to cancel due to a backend error.**

**UC-04: Wishlist a Tour**

|  |  |
| --- | --- |
| **Identifier** | **UC-04** |
| **Name** | **Wishlist a Tour** |
| **Purpose** | **User adds a tour to their wishlist.** |
| **Priority** | **Medium** |
| **Actors** | **User** |
| **Pre-conditions** | **User is browsing tours.** |
| **Post-conditions** | **The tour is added to the wishlist.** |
| **Dependencies** | **Browse Tours** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. User selects the option to add a tour to wishlist.** | **1.1 System adds the tour to the wishlist.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**System unable to add tour to wishlist due to technical issue.**

**UC-05: Book a Car Rental**

|  |  |
| --- | --- |
| **Identifier** | **UC-05** |
| **Name** | **Book a Car Rental** |
| **Purpose** | **User books a car rental.** |
| **Priority** | **Medium** |
| **Actors** | **User** |
| **Pre-conditions** | **User has selected a tour and car is available for rent purpose.** |
| **Post-conditions** | **The car rental is confirmed after payment.** |
| **Dependencies** | **None** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. User selects option to book a car rental.** | **1.1 System processes and confirms booking.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**System fails to confirm due to availability.**

**UC-06: Cancel a Car Rental**

|  |  |
| --- | --- |
| **Identifier** | **UC-06** |
| **Name** | **Cancel a Car Rental** |
| **Purpose** | **User cancels a car rental booking.** |
| **Priority** | **Medium** |
| **Actors** | **User** |
| **Pre-conditions** | **User has a confirmed rental booking.** |
| **Post-conditions** | **The rental is canceled, and feedback collected.** |
| **Dependencies** | **None** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. User selects to cancel the car rental.** | **1.1 System cancels the booking. 1.2 System prompts for feedback.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**System unable to cancel due to backend error.**

**UC-07: Create a User Profile**

|  |  |
| --- | --- |
| **Identifier** | **UC-07** |
| **Name** | **Create a User Profile** |
| **Purpose** | **User creates a profile on the platform.** |
| **Priority** | **High** |
| **Actors** | **User** |
| **Pre-conditions** | **User is new to the platform.** |
| **Post-conditions** | **The profile is created and saved.** |
| **Dependencies** | **None** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. User selects the option to create profile.** | **1.1 System saves and confirms the profile creation.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**Profile creation fails due to invalid inputs or server error.**

**UC-08: Edit User Profile**

|  |  |
| --- | --- |
| **Identifier** | **UC-08** |
| **Name** | **Edit User Profile** |
| **Purpose** | **User edits existing profile details.** |
| **Priority** | **Medium** |
| **Actors** | **User** |
| **Pre-conditions** | **User has an existing profile.** |
| **Post-conditions** | **The profile is updated.** |
| **Dependencies** | **None** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. User selects the option to edit profile.** | **1.1 System updates the profile with new information.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**System fails to update profile due to invalid inputs/backend error.**

**UC-09: View Booking History**

|  |  |
| --- | --- |
| **Identifier** | **UC-09** |
| **Name** | **View Booking History** |
| **Purpose** | **User or Admin views past booking history.** |
| **Priority** | **Medium** |
| **Actors** | **User, Admin** |
| **Pre-conditions** | **User or admin has access to booking data.** |
| **Post-conditions** | **The past bookings are displayed.** |
| **Dependencies** | **None** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. User/Admin selects option to view history.** | **1.1 System displays past bookings.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**Booking history not available due to technical issue.**

**UC-10: Manage Wishlist**

|  |  |
| --- | --- |
| **Identifier** | **UC-10** |
| **Name** | **Manage Wishlist** |
| **Purpose** | **User manages their wishlist.** |
| **Priority** | **Medium** |
| **Actors** | **User** |
| **Pre-conditions** | **User has an existing wishlist.** |
| **Post-conditions** | **The wishlist is updated.** |
| **Dependencies** | **Wishlist a Tour** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. User selects option to manage wishlist.** | **1.1 System updates the wishlist.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**System fails to update wishlist due to technical issue.**

**UC-11: Join a Group Chat**

|  |  |
| --- | --- |
| **Identifier** | **UC-11** |
| **Name** | **Join a Group Chat** |
| **Purpose** | **User joins a group chat for a tour.** |
| **Priority** | **Medium** |
| **Actors** | **User** |
| **Pre-conditions** | **User has a booking for a tour.** |
| **Post-conditions** | **The user joins the group chat.** |
| **Dependencies** | **None** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. User selects option to join chat.** | **1.1 System adds the user to the chat.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**System fails to join due to technical issue.**

**UC-12: Send a Message in a Chatroom**

|  |  |
| --- | --- |
| **Identifier** | **UC-12** |
| **Name** | **Send a Message in a Chatroom** |
| **Purpose** | **User sends a message in a chatroom.** |
| **Priority** | **Low** |
| **Actors** | **User** |
| **Pre-conditions** | **User is a member of the chatroom.** |
| **Post-conditions** | **The message is sent and displayed.** |
| **Dependencies** | **Join a Group Chat** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. User types and sends a message.** | **1.1 System posts the message in the chatroom.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**System fails to send the message due to technical issue.**

**UC-13: Leave a Chatroom or Group**

|  |  |
| --- | --- |
| **Identifier** | **UC-13** |
| **Name** | **Leave a Chatroom or Group** |
| **Purpose** | **User leaves a chatroom or group.** |
| **Priority** | **Low** |
| **Actors** | **User** |
| **Pre-conditions** | **User is a member of the chatroom or group.** |
| **Post-conditions** | **The user is removed from the group chat.** |
| **Dependencies** | **Join a Group Chat** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. User selects the option to leave group.** | **1.1 System removes the user from chatroom.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**System fails to remove the user due to technical issue.**

**UC-14: View Real-Time Weather**

|  |  |
| --- | --- |
| **Identifier** | **UC-14** |
| **Name** | **View Real-Time Weather** |
| **Purpose** | **User views real-time weather conditions.** |
| **Priority** | **Medium** |
| **Actors** | **User** |
| **Pre-conditions** | **User is browsing tours or destinations.** |
| **Post-conditions** | **Real-time weather is displayed.** |
| **Dependencies** | **Browse Tours** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. User selects a destination to view weather.** | **1.1 System displays real-time weather info.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**System fails to fetch weather data due to API issue.**

**UC-15: Receive Weather Alerts**

|  |  |
| --- | --- |
| **Identifier** | **UC-15** |
| **Name** | **Receive Weather Alerts** |
| **Purpose** | **User receives weather alerts for a tour.** |
| **Priority** | **Medium** |
| **Actors** | **User** |
| **Pre-conditions** | **User has booked a tour or subscribed to alerts.** |
| **Post-conditions** | **Weather alerts are delivered.** |
| **Dependencies** | **Book a Tour** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. User subscribes to weather alerts.** | **1.1 System sends real-time weather alerts.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**System fails to send alerts due to server error.**

**UC-16: Check Travel Alerts**

|  |  |
| --- | --- |
| **Identifier** | **UC-16** |
| **Name** | **Check Travel Alerts** |
| **Purpose** | **User checks travel alerts for a destination.** |
| **Priority** | **Medium** |
| **Actors** | **User** |
| **Pre-conditions** | **User is browsing or has a booked tour.** |
| **Post-conditions** | **Travel alerts are displayed.** |
| **Dependencies** | **Book a Tour** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. User selects a destination to view travel alerts.** | **1.1 System fetches and displays alerts.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**System fails to fetch alerts due to backend issue.**

**UC-17: Browse Destination Guides**

|  |  |
| --- | --- |
| **Identifier** | **UC-17** |
| **Name** | **Browse Destination Guides** |
| **Purpose** | **User browses available guides for destinations.** |
| **Priority** | **Medium** |
| **Actors** | **User** |
| **Pre-conditions** | **User is logged in and browsing the platform.** |
| **Post-conditions** | **Destination guides are displayed.** |
| **Dependencies** | **None** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. User selects the option to browse guides.** | **1.1 System displays available guides.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**System fails to display guides due to technical issue.**

**UC-18: Submit a Review for a Destination**

|  |  |
| --- | --- |
| **Identifier** | **UC-18** |
| **Name** | **Submit a Review for a Destination** |
| **Purpose** | **Traveler submits a review after visiting a destination.** |
| **Priority** | **Low** |
| **Actors** | **Traveler** |
| **Pre-conditions** | **Traveler has visited the destination.** |
| **Post-conditions** | **The review is submitted and displayed.** |
| **Dependencies** | **None** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. Traveler selects option to submit review.** | **1.1 System saves and publishes the review.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**System fails to submit the review due to server error.**

**UC-19: View User Reviews for Destinations**

|  |  |
| --- | --- |
| **Identifier** | **UC-19** |
| **Name** | **View User Reviews for Destinations** |
| **Purpose** | **User or Admin views reviews left for destinations.** |
| **Priority** | **Low** |
| **Actors** | **User, Admin** |
| **Pre-conditions** | **The destination has reviews.** |
| **Post-conditions** | **Reviews for the destination are displayed.** |
| **Dependencies** | **Submit a Review for a Destination** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. User/Admin selects option to view reviews.** | **1.1 System displays all reviews.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**System fails to display reviews due to backend issue.**

**UC-20: Monitor User Activity**

|  |  |
| --- | --- |
| **Identifier** | **UC-20** |
| **Name** | **Monitor User Activity** |
| **Purpose** | **Admin monitors user activity on the platform.** |
| **Priority** | **Medium** |
| **Actors** | **Admin** |
| **Pre-conditions** | **Traveller is part of the chat and admin has access to the chat.** |
| **Post-conditions** | **User activity is displayed and monitored.** |
| **Dependencies** | **None** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. Admin selects option to monitor activity.** | **1.1 System displays user activity data.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**System fails to display activity due to server error.**

**UC-21: Monitor Tour Bookings**

|  |  |
| --- | --- |
| **Identifier** | **UC-21** |
| **Name** | **Monitor Tour Bookings** |
| **Purpose** | **Admin monitors tour bookings and status and can cancel any anytime.** |
| **Priority** | **Medium** |
| **Actors** | **Admin** |
| **Pre-conditions** | **Admin has appropriate privileges.** |
| **Post-conditions** | **Booking data is displayed and can be managed.** |
| **Dependencies** | **Book a Tour** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. Admin selects option to monitor bookings.** | **1.1 System displays all bookings with status and details.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**System fails to display bookings due to backend issue.**

**UC-22: Manage Cancellation**

|  |  |
| --- | --- |
| **Identifier** | **UC-22** |
| **Name** | **Manage Cancellation** |
| **Purpose** | **Admin can see total tours cancelled by the tourists.** |
| **Priority** | **Low** |
| **Actors** | **Admin** |
| **Pre-conditions** | **A tour must be booked which is cancelled.** |
| **Post-conditions** | **Admin may ask reason for cancellation.** |
| **Dependencies** | **None** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. Admin selects option to veiw cancellation.** | **1.1 System prepares and displays all the tours cancelled by different tourists.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**A cancelled tour isn't shown or wrong cancellation recorded.**

**UC-23: Manage Discount**

|  |  |
| --- | --- |
| **Identifier** | **UC-23** |
| **Name** | **Manage Discounts and Offers** |
| **Purpose** | **Admin manages discounts and offers for tours or rentals.** |
| **Priority** | **Medium** |
| **Actors** | **Admin** |
| **Pre-conditions** | **Admin has appropriate privileges and access rights.** |
| **Post-conditions** | **Discounts and offers are created or updated.** |
| **Dependencies** | **None** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. Admin selects option to manage discounts.** | **1.1 System displays current offers. 1.2 Admin creates or modifies discounts, and system saves the changes.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**System fails to apply or update discounts due to technical issue.**

**UC-24: Manage User Query**

|  |  |
| --- | --- |
| **Identifier** | **UC-24** |
| **Name** | **Manage User Query** |
| **Purpose** | **Admin manages user queries through chat or emails.** |
| **Priority** | **Medium** |
| **Actors** | **Admin** |
| **Pre-conditions** | **User asks some query.** |
| **Post-conditions** | **Query resolved.** |
| **Dependencies** | **None** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. User posts some query or queries.** | **1.1 System displays all the queries. 1.2 Admin creates or modifies discounts, and system saves the changes.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**System fails to solve the query.**

**UC-25: Make Payment**

|  |  |
| --- | --- |
| **Identifier** | **UC-25** |
| **Name** | **Make Payment** |
| **Purpose** | **Finalise tour booking after accepting the payment.** |
| **Priority** | **Medium** |
| **Actors** | **Tourist** |
| **Pre-conditions** | **Tour and/or Car is selected.** |
| **Post-conditions** | **Payment confirmed after verification. Tourist becomes Traveller after the tour.** |
| **Dependencies** | **None** |

**Typical Course of Action (Primary Flow)**

|  |  |
| --- | --- |
| **1. After selecting the tour, tourist enters payment/card details.** | **1.1 Admin verifies the payment and show confirmation message and updates booking history.** |

**Alternative Course of Action**

|  |  |
| --- | --- |
| **None** | **None** |

**Exceptions**

**System fails to accept payment. Wrong card details.**