

## Flight company

**Purpose:** describe the steps that necessary for traveling

**Individual:** the passenger

**Equipment:** mobile, computer , lab top or manual

### **Scenario:**

- 1.The passenger registers on the airline's website to create his account .
- 2.And registration requirements on the website ,the user name must be unique with numbers ,symbols or capital letters .
- 3.And the password must be unique it is also unexpected .
- 4.The password must be in the minimum is 6 characters and the maximum is 20 characters .
- 5.It is preferable to add symbols and numbers and vary between small and capital case letters to make the password difficult to crack.

6. According to SKYTRAX estimates ,there are 325 airlines around the world .
7. Consequently the passenger can look for a suitable flight company.
8. Then he can create an account on this flight company .
9. passenger chooses the country he wants to travel to.
10. passenger chooses the price that suits him .
11. passenger will show the time that is available for travelling
12. passenger chooses the appropriate date for him.
13. passenger chooses the appropriate plane class for him.
14. He can change flight company any time before buy the ticket .
15. passenger buys the ticket.
16. He will receive the ticket as QR code on his email and the ticket will be taken in the airport.
17. passenger contacts the air line's customer service to confirm or cancel the flight or change the route of flight.

18. if passenger cancels flight ,he will get his money back after deducting the cancellation task.
19. if the passenger changes his destination , he pays or takes the price difference between the two flights .
20. if he confirm the flight , he will receive the confirmation of flight.
21. passenger goes to the airport hours before his scheduled appointment to complete the necessary procedures.
22. When you arrive the airport ,SCAN your QR code before you get in the plane .
23. When you scan QR code , you will receive confirmation message .
24. You should reply on this message that you arrived or not .
25. If he reply that he arrived ,he will receive done.
26. If he reply that he didn't arrived ,will receive the flight was too late.
27. Then the flight company will determine the new flight time for you .
28. He prepares to board the plane and begin the journey.

29. When plane arrived to the country ,scan the QR code in the air port.
30. He will receive message to rate the flight company and send feedback .
31. Based on this feedback ,the extent of trust in this flight company is determined .
32. He can update his account in any time .
33. He must keep his account if he want to travel again .
34. Because if he becomes a semi-permanent customer with that airline ,the company will most likely provide him with discounts or offers on his flights .