Lab 3: Use Cases

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**Primary Actor:** Travel Agent

**Stakeholders and Interests:**

* **Travel Agent:** Will show the customer the available tickets on Expedia.com.
* **Customer:** Wants to book the flight fastly and with minimal Service. Wants the proof of purchase to support return.
* **Third Party Software:** Wants accurate, and no payment errors during transaction once the client had selected the flight.
* **Software Developers:** Wants to accurately record the transaction and customer’s details after selecting the flight. Wants to satisfy customers interest. Want the payment authorization work Service payment receivables are recorded.
* **Government Tax agencies:** Want to collect tax from every sale. Maybe multiple agencies, such as national, state, and county.

**Pre-Conditions:** Third party software is identified and authenticated.

**Success Guarantee (Postconditions):** Sale is saved. Tax is correctly calculated. The database is updated. Customer will get a randomly generated code as the reference number of transaction.

# **Main Success Scenario:**

1. A customer arrives at Travel agent who uses Expedia.com
2. Travel Agent asks the customer about his budget and travel date.
3. Travel Agent starts the new search on Expedia.com based upon the customers need
4. Expedia.com searches for the best match flights.
5. Travel Agent shows the customer the options presented by Expedia.com .
6. Customer chooses one flight as per his preferences.
7. Travel Agent books the flight seat.
8. Travel Agent then further asks the customer weather he wants to pay by cash to him or by card directly to Flight Agency.
9. Customer opts his/her payment option
10. Expedia.com then directs to 3rd-party software for secure payments.
11. System presents receipt.
12. Customer leaves with receipt.

**Extensions**

* Agent’s System/Wifi failure
  + The transaction can be cancelled if aborted or disturbed before the checkpoint.
* Customer wants to book more than one ticket for different days or different flights
  + The user can add different tickets with same personal information in the cart or can increase the number of tickets for even same flight.
* Customer is eligible for discount or can use reward points available in his account
  + The user can apply the discount coupon or use reward points in the cart while booking a ticket.
* Customer asks to change the flight information.
  + Customers can alter or cancel the ticket from the ordered ticket with the deductions according to the charges applied for cancellation.

**Special Requirements**

* Flight information and costs in database must be accurate and up to date

**Technology and Data Variation List**

* Discount coupon could have QR code and could be scanned in with QR code scanner

**Frequency of Occurrence**

* Could be a very common action (thousands of times a day)

**Open Issues**

* Is this app only available in BC?
* Are taxes based on the location of the user, the location of the flights, or the headquarters of the airline?