# System Scenarios

## Scenario 1: Passenger

Sarah, a User, decides to book a flight to Paris. She opens the Flight Reservation Web Application on her laptop and begins by searching for flights. She inputs her travel details into the Flight Search Tool, including her departure city, destination (Paris), travel dates, and preferences. The system displays a list of available Flights, showing Departure Times, Arrival Times, and Ticket Prices, which Sarah may sort flights by.

A screenshot of a graph

Description automatically generated

Note this diagram encompasses the whole scenario which is continued.

Sarah selects a suitable Flight that fits her schedule and budget. She proceeds to the Seat Selection interface, where she views the Aircraft Seat Map. Here, she chooses a Comfort Seat near the window. The system updates her choice and directs her to the optional Travel Insurance section. After reviewing the terms, Sarah opts for travel insurance, adding it to her booking.

A diagram of a travel insurance

Description automatically generated

Sarah proceeds to the Payment Gateway. She securely enters her Credit Card Details and completes the transaction. The system confirms her payment and booking, then generates her E-Ticket and a detailed Payment Receipt. Both documents are sent to Sarah by Email.

A diagram of a passenger pay

Description automatically generated

## Scenario 2: Browse Seat Map

The Guest User browses the Seat Map and chooses a seat they would like. The seats have three options to choose from: Business Class, Comfort Class, and Ordinary Class.

## Scenario 3: Make Payment

When the Guest User makes their payment, they are prompted whether they would like to add insurance. When the payment is accepted, the Guest User receives their ticket and receives a receipt, which are both sent via email.

## Scenario 4: Cancel Flight

The Guest User can cancel their flight. When the Guest User cancels their flight booking, a cancellation confirmation is sent to the Guest User by email.

## Scenario 5: Register for Membership

A Registered User must register for membership to become a Registered Member, they may renew membership annually if they choose to do so.

## Scenario 6: Membership Benefits

A Registered User is able to use Membership Benefits granted by the Airline Company . The benefits open to the Registered User are a points-based credit card, monthly promotions on flights, access to the airport lounge at a discounted rate, and a free companion ticket awarded annually for being a member.

## Scenario 7: Manage Account Details

A Registered User can manage their account details such as their payment option and their personal details.

## Scenario 8 Browse Passenger List

Any Airline Agent can browse the passenger list of any flight. The list can be separated into a Guest User list and a Registered User list.

## Scenario 9: Browse Flight Information

System Admins can browse flight information on any flight within the Airline Company. The System Admin can modify flight information such as the destination of the flight, the origin of the flight, the date of the flight, and they may also add or remove crew working on the flight.

## Scenario 10: Browse Aircrafts

The System Admin can browse aircrafts the Airline Company owns and can add new aircrafts to the fleet or remove old aircrafts to the fleet.

## Scenario 11: Print Registered Users

The System Admin can print all the Registered Users who are members of the Airline Company.