User Groups:

1. Sales Employee
   1. Verfügbare Flüge suchen
   2. Verfügbare Flüge abbuchen
   3. Tickets erstellen
   4. Verschiedene Optionen des Angebots erstellen
2. Sales Manager
   1. Key performance Indikatoren:
      1. Statistiken erstellen
3. Sales Officer
   1. Zukünftige Flüge erstellen
   2. Temporäre Preisänderungen
   3. Verkaufsprozess für die Flüge starten

As a sales employee, I want to be able to search for upcoming flights so I can help the customer to find the flight he is looking for and then proceed to book it.

As a Sales employee it is necessary to have access to a huge variety of flights to convince customers with different options.

As sales employee I want to have a simple User Interface in order to work efficient

As a salesmanager I would like to see the most important KPI’s, to optimize our sales processes

As a Sales Officer I would like to arrange quick price changes that last only for a specific amount of time, so I can react to current circumstances and offer fair prices.

As a Salesmanager it is important to guarantee high profit and a good revenue with each of the flight-routes. For that I need performance indicators of those routes.

As a sales officer I want to start the sale process for a flight so sale employees can sell tickets for it.

As a sales officer I want to be able register new flights so the company can sell tickets for it.

Data Dictionary

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| Sales employee | A sales employee can look up flights and order flight tickets for the customer |
| Sales officer | A sales officer can register new flights, start the sale process of these flights or temporarily reduce the prices |
| Sales manager | A sales manager is the person overseeing the statistics about flight sales |
| Flight | A flight with a maximal available amount of tickets, with different options |
| Ticket | A ticket for a specific flight and with the name of the customer |
| Price reduction | A temporary or dynamic reduction in the sales price of a Ticket |
| Booking |  |
| Option | Additional services or seat upgrades like business class, economy class or extra options |
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