Use Case Document Example

Plane Ticket App

Version 1.0

Prepared by Zane Pace

BYU-Idaho – CIT 360

May 23, 2019

**Review History**

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| **Name** | **Date** | **Reason for Change** | **Version** |
| Zane Pace | 05/23/2019 | Initial Draft | 1.0 (Draft) |
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| **Primary Actor** | **Use Cases** |
| Customer | 1. Customer logs in to app 2. Customer checks availability of flight and seat 3. Customer pays for a ticket 4. Flight is reserved |
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| **Secondary Actor** | **Use Cases** |
| Airline Company | 1. Airline Company provides the flight information and seats available 2. Airline Company processes the payment of the ticket 3. Flight is reserved |
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| **Use Case ID:** | TickApp\_1\_Dev |
| **Use Case Name:** | Plane Ticket App |
| **Created By:** | Zane Pace |
| **Date Created:** | 05/23/2019 |
| **Description:** | This app allows customers to purchase tickets for upcoming flights. |
| **Primary Actor:** | Customer |
| **Secondary Actor:** | Airline Company |
| **Include Use Case:** | Flight Availability; Seat Availability |
| **Preconditions:** | None |
| **Postconditions:** | System sends an email survey to the customer requesting feedback on their experience. |
| **Main Flow:** | 1. The system checks for available flights based on customer interaction. 2. The system then checks for available seating on flight. 3. Customer selects seats available and is presented with a payment processing option 4. If payment is received, the seat(s) are placed on reserve for the customer. 5. The customer receives a confirmation number and a receipt for the transaction. |
| **Alternate flows:** | 1. No seats are available on the flight. 2. Payment could not be processed. 3. Customer cancels order. |
| **Exceptions:** | Frequent Flyer members seating is limited during major holiday travel schedules. |
| **Other information:** |  |