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| Use Case Name | Issuance of ticket |
| Brief Description | In this use case, the user’s ticket details will be sent via SMS or email. |
| Preconditions | The user must be connected to the network.  The user required a browser.  Payment conformation. |
| Postcondition | Display the issued ticket details such as departure time, origin, destination, etc. |
| Failure Situations | Internet is disconnected, SMS system is not available, email system is not available. |
| Postcondition in case of failure | SMS/email containing ticket details will not be sent. |
| Actors | SMS system 🡪 (non-human, secondary, passive)  Email system 🡪 (non-human, secondary, passive)  Site system 🡪 (non-human, secondary, passive) |
| Trigger | Payment conformation. |

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| Main Success Scenario | 1. Request to send an SMS containing ticket/tickets to the user’s phone number. 2. Send the ticket/tickets to the user’s email address if requested. 3. Display ticket/tickets details. |
| Extensions/Variations | 1. The SMS system is temporary down or it has encountered a problem.    1. SMS will not be sent.    2. The first step will be repeated up to three times and then the third step will be executed. 2. The user has requested to receive an email, but the email system has encountered a problem.    1. email will not be sent.    2. The second step will be repeated up to three times and then the third step will be executed. |