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| **Use Case: Book Ticket** |
| Owner: Customer  Name:  Version: 1.0 |
| **Pre-Conditions** |
| **The customer must search for attraction**  **The customer must have an account**  **The ticket must be available for the customer for the particular event**  **An employee must have an account to process a book**  **The computer must be turned on.**  **There must be a network connection.**  **All hardware must be working, for example there must be a working computer, keyboard and mouse.** |
| **Post-Conditions** |
| **The customer will be emailed a receipt as proof of payment.**  **The customer will allocated a booking reference number or a ticket number.**  **The booking update will state which user the processed the booking.** |
| **Primary Path** |
| 1. Customer search for an attraction 2. Customer make enquiry from employee about an attraction 3. Customer confirms interest 4. Customer picks a date for ticket 5. If customer is new, customer creates an account 6. For old customers, customer login into account with their CuustomerID. 7. Customer make payment for ticket 8. Confirmation of payment is given to customer 9. Customer is allocated a booking reference number and a ticket number |
| **Alternate Path** |
| - Preferred booking dates/times not available   1. Employee will inform customer dates/times are available and reserves ticket of customer for future dates 2. Customer search for a different attraction ticket   - Customer cancel bookings   1. Customer pays booking fee 2. Staff process refund to customer 3. The customer gets a confirmation for the cancelation of booking |
| **Notes** |
| This process (book ticket) can also accessed and processes by other actors (employee and manage) in this system. |
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