**Requirements**

Key:

- ref. = reference

- qq# = questionnaire question #

**Class Functionality requirements:**

**Customer:**

- Books flight

- Cancels flight

- Modifies Personal Details

- Modifies Service Details

- Modify seat details (only to unoccupied seats)

- Views Booked flights (includes service details)

- Register to system

- Log in to system

- Search for flights (can be guest or registered customer)

- Close account

**Staff:**

- Search for customer (we choose the identification method)

- Create account for customer

- Book flight for customer

- View customer’s personal details

- View customer’s booking details (include services)

- Edit customer’s personal details

- Edit customer’s booking details (include services)

**Booking Manager:**

- Modify customer flight details

- Modify customer seating if seat is occupied

- Modify no-fly/watch list

- View booking report

**Service Manager:**

- Modify service items (prices, availability, etc)

- Add new service items

- Remove service items

- Modify what service items are allocated to a flight

- View service reports

**Profile Manager:**

- Add personal details to a customer

- Modify personal details of a customer

- Edit a customer’s frequent flier points

- View profile reports

**Flight Manager:**

- Add/remove aircrafts

- Add/remove schedules

- Add/remove airports

- Add/remove routes

- Edit schedules, aircrafts, routes and airport details

- View flight reports

**Travel Agent:**

- Book flight for customer

- Edit own personal details (email, contact name, etc)

- View all bookings made

**Admin:**

- Full access to management functionality

- Change permissions of employees

-Is it easier to create a new employee or promote an existing employee?

**Additional requirements/conditions:**

- A Customer cannot change flight details once booked. This must be done by the booking manager.

- A Customer does not need to be logged in to search flights.

- Will this require an additional ‘Guest’ class?

- Staff cannot close a customer’s account. A customer can close their own account.

- A customer can change their seat details if they are moving to an unoccupied seat. If the seat is occupied, only the booking manager can modify the customer’s seat details. This assumes that both customers have agreed to the swapping of seats.

- Full Customer details are required for customers who book through an agency.

- Travel agents can receive discounts for booking many customers.

**- STRETCH GOAL:** Travel agents should be able to edit customer details.

- The booking manager is alerted when a customer on the no-fly list makes a booking.

- ‘No-fly’ status bookings must be cancelled.

- ‘Watch’ status bookings are allowed, but the booking manager has to be alerted.

- Customers should be able to book return flights.

-There is no guarantee that there will be one. In such a case, the customer should be shown the next available flight for the given route.

- Customers can be given discounts by a Profile Manager.

Discounts on:

- Cancelation fees

- Flight Services

- Booking prices

Reasons:

- Adequate frequent flier points

- Having made many bookings

**- POSSIBLE** **STRECH GOAL:** Frequent flier points should be automatically assigned/deducted by the system.

- There can be many reports for each report sub-system

- These are to be ‘Interesting’ compilations and computations on database data

Statistics.

- Example: Service report - ‘Cost to procure’ attribute used to determine total profit.

- Example: Passenger report - Average frequent flier points per customer.

- Example: Booking report - Most/least flied to routes.

**Customer Booking Story/Use Case Notes:**

- All boarding details (including new customers being booked by another person) must be checked for no-fly status’, frequent flier points, etc.

- Seats should be displayed by class category. Example: Show only business class seats.

- There is no distinction between child/infant; Only adult/child.

- Customers should be able to view available flights one week at a time (rather than the calendar idea).

-Customers should be able to search through weeks when picking flights.

**- HIGHLY RECOMMENDED STRECH GOAL:** A customer should be able to go back and edit certain parts of the booking process before confirmation.