**Client Meeting 1/4/2015 Meeting #2**

**Class Functionality requirements**

***Customer:***

Books flight

Cancels Flight

Modifies Personal Details

Modifies Service Details

Modify seat details ( if seat is unoccupied )

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 (name or id? We choose)

Create account for customer

Book flight for customer

View Customer personal details

View customer booking details ( include services )

Edit customer personal details

Edit customer 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 that are allocated to a flight

View service reports

***Profile manager:***

Add personal details to customer

Modify personal details to customer

Edit a customers frequent flier points

View profile reports

***Flight Manager:***

Add/remove aircraft

Add/Remove schedule

Add/remove airports

Add/remove routes

Edit schedule, aircraft, routes, airports 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

Create/grant access to employee

-Is it easier to create new employee or to 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 customers accout. A customer can close their account.
* A customer can chage their seat details if they are moving to an unoccupied seat. If the seat is occupied, only the booking manager can modify the customers seat details.
* Full Customer details are required for customers who book through an agency.
* Travel agencies can receive discounts for booking many customers.
* STRETCH GOAL – Travel agencies 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 is still alerted.

* Customers should be able to book return flights

-There is no guarantee there will be one, in this case the customer should be shown the next available flight on given route.

* Customers can be given discounts (by profile manager):

Discounts on:

* Cancelation fees
* Flight Services
* Booking prices

Reasons:

* Adequate frequent flier points
* By having many bookings
* Frequent flier points should be automatically assigned/deducted by the system.
* Possibly a stretch goal?
* There can be many reports for each report sub-system
* These are to be ‘Interesting’ compilations and computations on database data
* Statistics
* Example - Service reports - ‘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 route

**Customer Booking Story/Use Case Notes**

* All boarding details (Including customers new customers being book by another person) Must be checked for no-fly status’s, 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 a week at a time(rather than the calendar idea).

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

* HIGHLY RECOMMENDED STRECH GOAL – Customer should be able to go back and edit certain parts of the booking process before confirmation.