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| **Use Case Description** | **The use case describes that how the passenger schedules the flight ticket** |
| **Actors** | Passenger, Ticket booking system |
| **Pre – conditions** | 1. Network to access the flight booking system 2. The passenger shall be able to open the flight booking on any prominent webpage versions (Firefox, Chrome, Opera, Safari, and Internet Explorer) with safe connections. |
| **Basic Flow** | 1. The use case describes as the passenger shall able to launch booking by entering the name of website 2. On the home page, it shall allow the passenger to select by One way or Round Trip or Multi Trip 3. The passenger shall be able to enter name of city/airport in Departure and Arrival fields 4. The passenger shall be able to select date and class of ticket for one way or Round trip or Multi Trip 5. By clicking on search button, it shall take passenger to second page to view the list of available flights with prices. 6. The passenger shall be able to select the desired trip and by clicking on checkout will take to third page for payments 7. The payment gateway shall allow passenger to purchase ticket by Credit/Debit card only. 8. To cancel flight – At home page the passenger shall able to enter Last name/Family Name, Ticket confirmation Number, Date of birth, Last 4 numbers of Debit/credit used for purchase to populate the booked ticket 9. The passenger shall able to click on cancel ticket button for ticket cancellations. 10. The use case ends successfully |
| **Alternative Flow** | **AF.1.1:** From step 1 of basic flow, the passenger shall be able to open the webpage without any blocks or popups.  **AF.2.1:** From step2 of basic flow, The passenger shall be able to select by domestic or International  **AF.3.1:** From step 3 of basic flow, It shall allow passenger to enter the complete name of city/airport for right selections  **AF.4.1:** From step 4 of basic flow, The passenger shall be able to view list of flights by time selection (Morning or Evening or Night)  **AF.4.2:** From step 4 of basic flow, The passenger shall be able to click on check box for disability or over 60 years of age assistance before booking  **AF.5.1:** From step 5 of basic flow - At the list of available flights page, the passenger shall be able to click on edit button to change the plan of travel and that takes back to step 2 of basic flow.  **AF.7.1:** During the purchase of ticket, if the transaction is declined then it should allow the passenger to complete the transaction in maximum of 2 attempts, If not completed in 2 attempts that should reset the page to go back to Step 2.  **AF.9.1:** From step 9 of basic flow, If the passenger clicks on cancel then should popup with airlines refunds & cancellation policies to proceed |
| **Exceptional Flow** | 1. If there is a server down and that couldn’t able to load the page, then it should popup to contact technical support |
| **Post Conditions** | 1. The passenger shall have a successful transaction during booking and cancellation. 2. Simultaneously, after the cancellation of ticket passenger refunds (based on airline policies) should be processed successfully through the banking gateway. |
| **Special Requirements** | 1. To initiate this process passenger must register on the booking system/webpage. 2. The passenger shall be able to register with email/phone number for successful completion. |