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**An airline check-in process for an international flight**

**Here is what you got through an interview with a check-in agent:**

“I call the next customer in line. When he gets to my desk, I ask for a ticket. If the passenger is using an e-ticket, I need the booking record locator. Most of the passengers are not organized enough to have it written down, so I ask them their name and the flight they are on. Most people don’t know the flight number, so I usually ask for their destination. They must know that!

“I make sure I have the right passenger and the right flight. It would be pretty embarrassing to give away someone else’s seat or to send a passenger to the wrong destination. Anyway, somehow I locate the passenger’s flight record in the computer. If he has not already given it to me, I ask for the passenger’s passport. I check that the picture looks like the passenger and that the passport is still valid.

“If there is no frequent-flyer [FF] number showing against the booking, I ask the passenger if he belongs to our mileage scheme. Either he hands me the plastic card with the FF number, or I ask him and if he wishes to join I give him the sign-up form. We can put temporary FF numbers against the flight record so the passenger is credited for that trip.

“If the computer has not already assigned a seat, I find one. This usually means I ask if the passenger prefers a window or an aisle seat, or, if the plane is already almost full, I tell him what I have available. Of course, if the computer has assigned a seat, I always ask if it is okay. One way or another we settle on a seat and I confirm it with the computer system. I can print the boarding pass at this stage, but I usually do the bags first.

“I ask how many bags the passenger is checking and, at the same time, verify that he is not exceeding the carry-on limit. Some people are unbelievable with what they want to carry into a fairly space-restricted aircraft cabin. I ask the security questions about the bags and get the passenger’s responses. I print out the bag tags and securely attach them to the bags, and then I send the bags on their way down the conveyor belt.

“Next I print the boarding pass. This means that I have everything done as far as the computer is concerned. But there is one more thing to do: I have to make sure that everything agrees with the passenger’s understanding. I read out from the boarding pass where he is going, what time the flight is, and what time it will board, and if a gate has been assigned, I tell him that, too. I also read out how many bags have been checked and confirm that their destination matches the passenger’s destination. I hand over the documents, and wish the passenger a good flight.”

Here is **the first draft** of the use case:

1. Get the passenger’s ticket or record locator.
2. Check that this is the right passenger, flight, and destination.
3. Check that the passport is valid and belongs to the passenger.
4. Record the frequent-flyer number.
5. Find a seat.
6. Ask security questions.
7. Check the baggage onto the flight.
8. Print and hand over the boarding pass and bag tags.
9. “Have a nice flight.”

Based on the information given above, please fill out the **Use Case Description template** on page **2**.

**Business Use Case Name**: Airline Check-In Process

**Trigger**: The user wants to fly to some destination and initiates the process of checking in for a flight.

**Preconditions**: User must have already registered and be signed up for a flight.

**Post conditions**: User has successfully checked in and is ready to board their flight.

**Actors**: Any airline passenger or airline customer.

**Rewrite the first draft (if necessary)**:

1. Call the next or current passenger available and ask for their ticket. If they don’t have a ticket, use the booking record locator to find their flight.

2. Compare details with the passenger’s flight record and check to make sure that this is the right customer, is the right flight, and is going to the right destination.

3. Ask for the passport, compare the image in the passport to the passenger, check to see that it is still valid, ask questions that the passenger should be able to answer to confirm that the passport is theirs.

4. If the passenger has a frequent flyer number, record it, otherwise, offer them a chance to sign up for the frequent flyer program.

5. If not already assigned a seat, find one for the passenger. Ask if they prefer window or aisle seats, or if the plane is getting filled up, show them what is available and confirm it with the computer system.

6. Verify that the passenger is not exceeding the carry-on limit. Ask security questions about the bags.

7. Check the baggage unto the flight and send it down a conveyor belt.

8. Print the boarding pass and double check all of the flight details with the passenger.

9. Hand over documents and wish the passenger a nice flight!