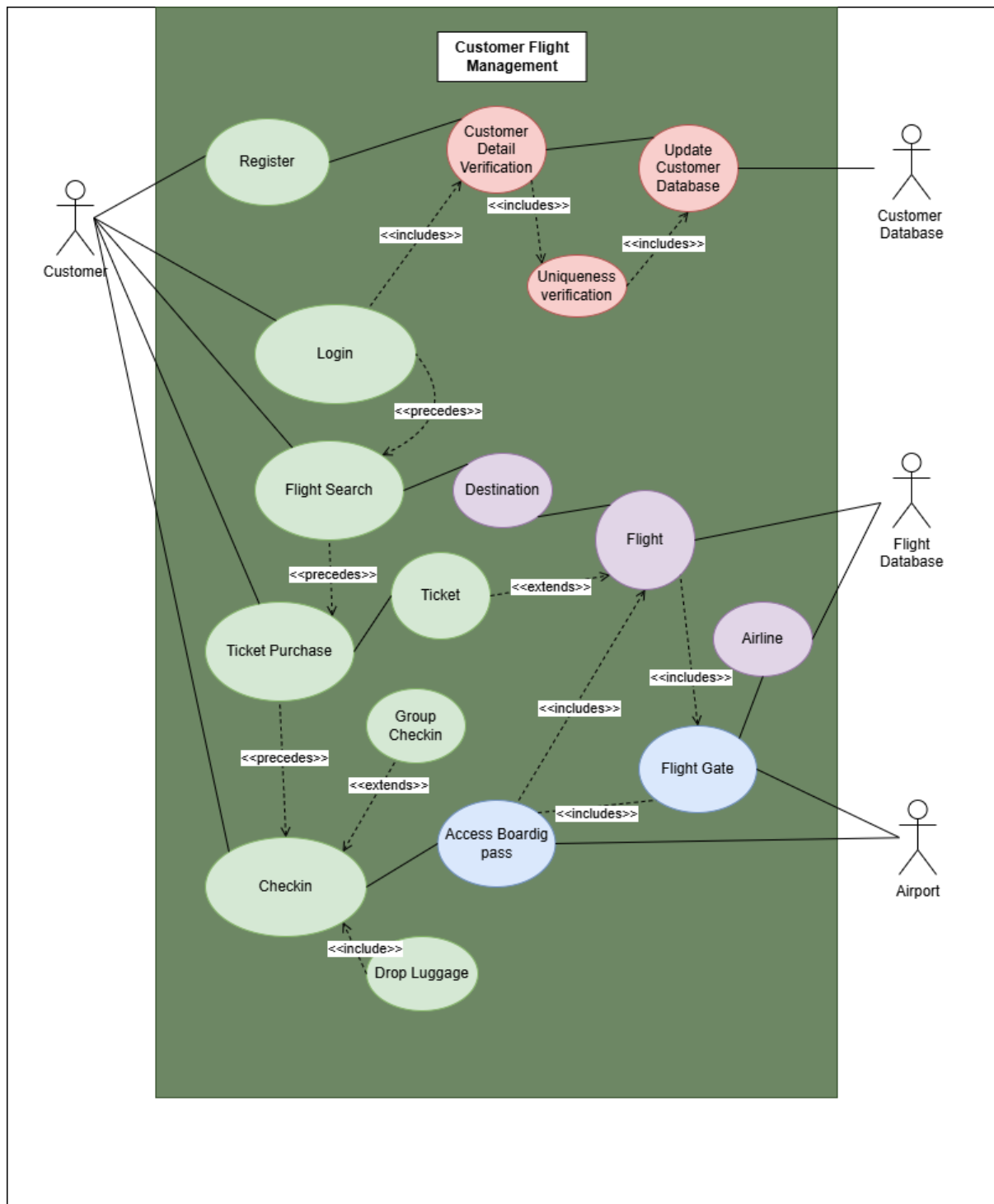


Use Case Diagrams

Customer Flight Management System.

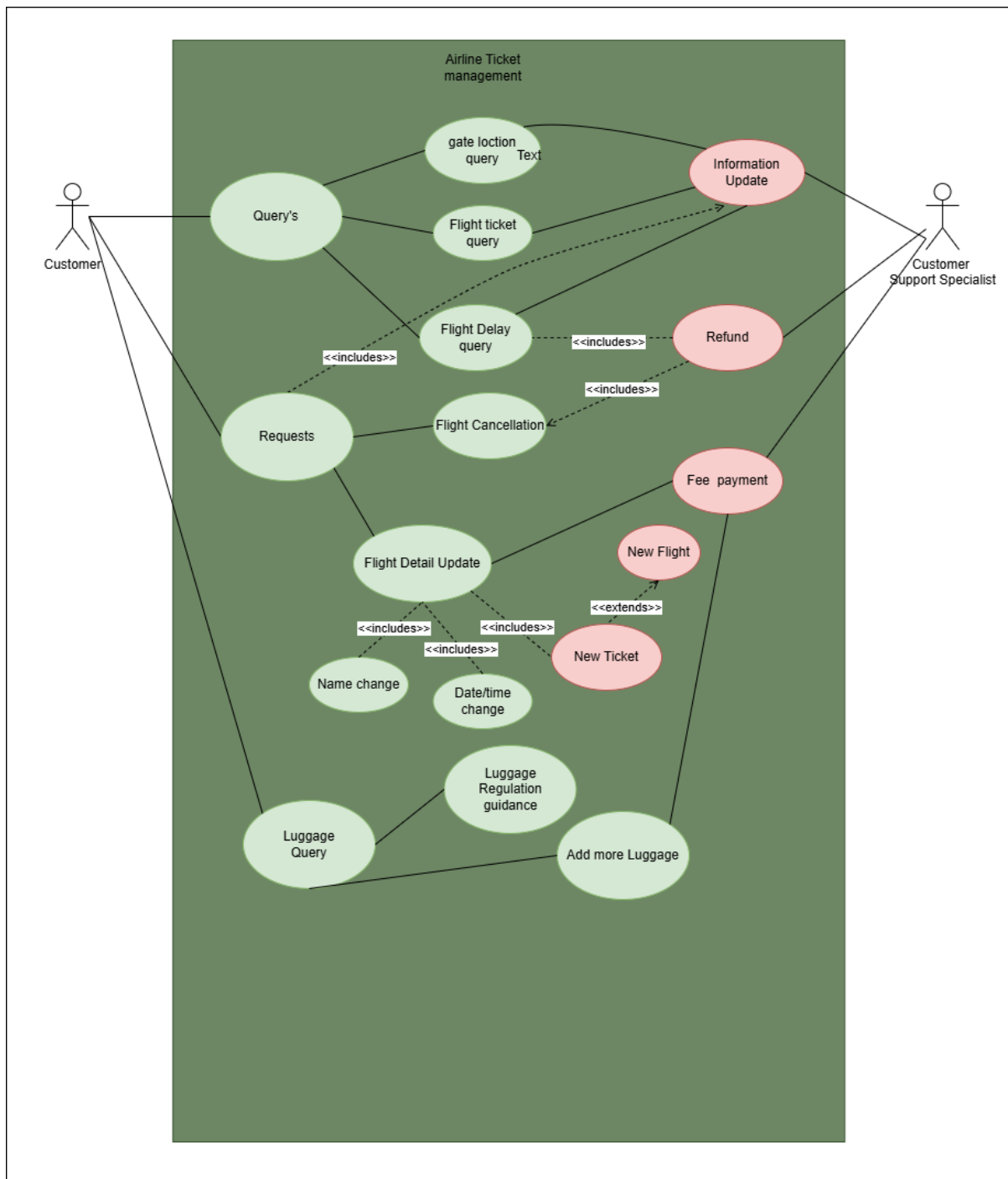


Explanation of customer flight management system:

Use case explanation:

1. Register: A new customer creates an account using their email and password. This enables them to access protected features like support queries, flight details, and feedback submission.
2. Login: user is authenticated as a customer to see their flight information, queries, support tickets and feedback.
3. Flight Search: User can browse available flights, its used to allow questions about flights and create typical flight support tickets.
4. Ticket Purchase: Allows customer to purchase flight tickets after selecting a flight and payment is processed.
5. Check-in: Allows customer to confirm flight details and used to make customer queries and requests. These can be linked to support tickets

Customer Ticket Management



Explanation of Airline flight management system:

To simplify my design I have made two categories of interaction in the customer flight management system. They are as follows:

Query: This is where a customer needs clarification or needs to be updated on a change of circumstances for their flight. The expected result is a simple response from the

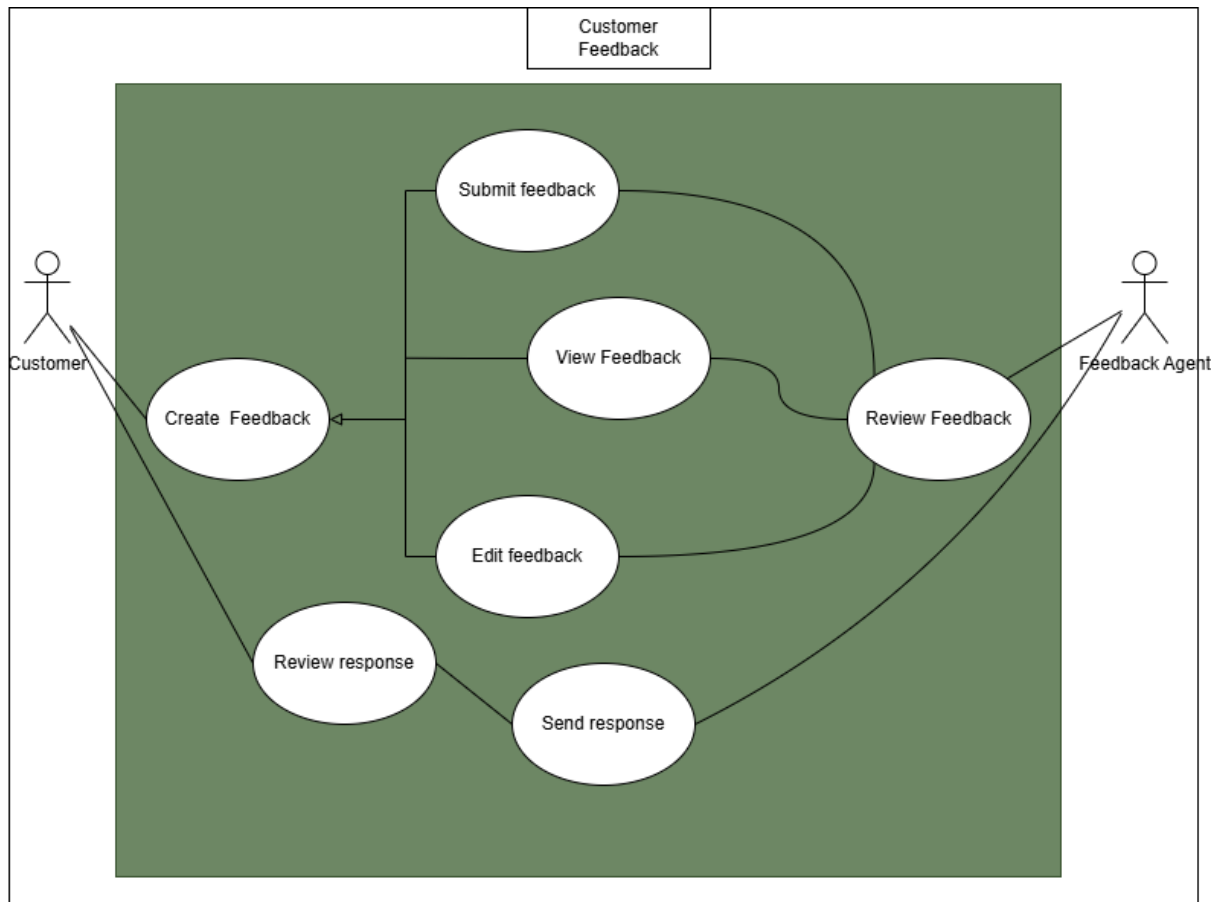
airline via messages with a support specialist or a message sent from the airline notifying the customer on the flights changes.

1. Gate location: requests about airport layout and directions.
2. Flight Query: Any questions about inflight information, temperature, food, allergens, kids, noise. This is a miscellaneous catch all for difficult to define issues.
3. Flight Ticket query: cover any ticketing issues, wrong details, changed details like gates or flight numbers and lost tickets.
4. Flight Delay: customer questions about delays.
5. Luggage Query: check if they are within the luggage regulation, if the contents are allowed for flight or if the luggage needs to be handled in a special way.

Request: This is an interaction type where the customer wishes the airline to perform a specific function such as update their information for a flight, ticket or user details in the database. It includes actions.

1. Flight details Update: Ticket information change, name change, Destination change, new ticket.
2. Luggage Query: add more luggage.
3. Flight Cancellation: customer wants to cancel and request a refund.

Customer Feedback System



Explanation of Airport management system:

1. Create Feedback: Customer creates a feedback ticket about a recent flight, they may save it before completing and submitting.
2. Submit Feedback: they can submit the feedback after completion.
3. Edit Feedback: the customer is able to edit feedback at any time before submission.
4. View Feedback: customers can view current and past feedback tickets.
5. Review response: when an airline agent finishes reading a feedback ticket they can send a response to notify the customer of notice and explain the next steps or any airline decisions about the feedback.