

Requirement #: 001 Requirement Type: functional Event/use case #: 1

Description: The system must allow customers to search for available travel services, including flights, hotels, and car rentals.

Rationale: This functionality initiates the booking process by helping customers explore options tailored to their preferences.

Source: Customer

Fit Criterion: The system presents a filtered list of travel options within 5 seconds of receiving customer input.

Customer Satisfaction:

Customer Dissatisfaction:

Dependencies: Depends on updated travel service data from flights, hotels, and car rental systems.

Conflicts: none

Supporting Materials: A customer searches for flights from Cairo to Dubai and views options based on date and pricing.

History: Version 1.0 created on 2024-11-30.

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Requirement #: 002 Requirement Type: functional Event/use case #: 2

Description: The system must allow customers to make reservations for flights, hotels, or car rentals.

Rationale: Essential for completing the booking process and securing travel arrangements.

Source: Customer

Fit Criterion: Reservations are successfully stored in the system and marked as pending or confirmed.

Customer Satisfaction:

Customer Dissatisfaction:

Dependencies: Customer account creation and available inventory of flights, hotels, and cars.

Conflicts: none

Supporting Materials: Reservation workflow diagram.

History: Version 1.0 created on 2024-11-30.

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Requirement #: 003 Requirement Type: functional Event/use case #: 3

Description: The system must facilitate secure payment options for confirmed reservations.

Rationale: Necessary for completing the transaction and securing bookings.

Source: Customer

Fit Criterion: Payments are processed successfully, and customers receive confirmation receipts.

Customer Satisfaction:

Customer Dissatisfaction:

Dependencies: Integration with payment gateways and customer financial details.

Conflicts: none

Supporting Materials: Payment gateway integration plan.

History: Version 1.0 created on 2024-11-30.

Requirement #: 004 Requirement Type: functional Event/use case #: 4

Description: The system must allow customers to specify preferences such as meal types, seat arrangements, or room amenities during the reservation process.

Rationale: Provides personalized service to improve customer satisfaction.

Source: Customer

Fit Criterion: The system records all selected preferences and includes them in the booking summary and confirmation.

Customer Satisfaction:

Customer Dissatisfaction:

Dependencies: Availability of options based on service provider data (e.g., airlines or hotels).

Conflicts: none

Supporting Materials: Preference selection user interface designs.

History: Version 1.0 created on 2024-11-30.

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Requirement #: 005 Requirement Type: functional Event/use case #: 5

Description: The system must allow customers to register their personal information, including name, contact details, and payment information, to create an account.

Rationale: Necessary for identifying and personalizing customer interactions and securing bookings.

Source: Customer

Fit Criterion: The system successfully stores customer information and sends a confirmation email upon successful registration.

Customer Satisfaction: Customer Dissatisfaction:

Dependencies: Connection to the database for storing user profiles. Conflicts: none

Supporting Materials: Registration process flowchart.

History: Version 1.0 created on 2024-11-30.

Requirement #: 006 Requirement Type: functional Event/use case #: 6

Description: The system must allow customers to cancel their reservations and process any applicable refunds.

Rationale: Ensures flexibility and adherence to cancellation policies, enhancing user trust.

Source: Customer

Fit Criterion: The cancellation is processed within 1 minute, and customers receive a confirmation email with refund details if applicable.

Customer Satisfaction: Customer Dissatisfaction:

Dependencies:

- Refund processing system cancellation policy details for each booking type.

 Conflicts: none

Supporting Materials: Cancellation policy documentation.

History: Version 1.0 created on 2024-11-30.

Requirement #: 007 Requirement Type: functional Event/use case #: 7

Description: The system must allow the Sales Department to validate customer orders by verifying details such as completeness, pricing, and availability.

Rationale: Ensures order accuracy and avoids errors in processing.

Source: sales department

Fit Criterion: All order fields must pass validation checks, and the order status is updated to "validated" in the system.

Customer Satisfaction:

Customer Dissatisfaction:

Dependencies: Customer-provided data and updated service availability.

Conflicts: none

Supporting Materials: Order validation process diagram.

History: Version 1.0 created on 2024-11-30.

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Requirement #: 008 Requirement Type: functional Event/use case #: 8

Description: The system must automatically process refunds for canceled reservations in accordance with cancellation policies.

Rationale: Ensures efficient handling of cancellations and maintains customer trust.

Source: customer

Fit Criterion: Refunds are issued within 3 business days after cancellation, and customers are notified via email.

Customer Satisfaction: Customer Dissatisfaction:

Dependencies: • Integration with payment gateways. Refund policies for each service provider Conflicts: none

Supporting Materials: Refund processing workflow diagram.

History: Version 1.0 created on 2024-11-30.