**External events:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Event:** | **Type:** | **Name:** | **Actors:** |
| Customer search for travel options | External | Asks for travel quotes | Customer, travel agent |
| Customer wants to book a flight, room or car | External | Make a reservation | Customer |
| Customer selects preferences in the reservation | External | Select preferences | Customer, travel agent |
| Customer wants to make a payment for a booking | External | Make payment | Customer |
| Customer registering their personal information | External | Registering an account | Customer |
| Customer wants to cancel a booking | External | Cancel a reservation | Customer, travel agent |
| Hotel wants to update room info, availability and pricing | External | Update room info, availability and pricing | Hotel |
| Airline wants to update flight info, schedules and pricing | External | Update Flight info, schedules and pricing | Airlines |
| Car rental company wants to update car info, availability and pricing | External | Update Car info, availability and pricing | Car rental company |
| Sales department validates a customer order | External | Validating an order | Sales department |
| Sales department sends the Credit Bureau a formal request to check the credit worthiness of the customer. | External | Requesting customers credit worthiness | Sales department, credit bureau |
| Sales department confirms the customer order | External | Confirming an order | Sales department |

**Temporal event:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Event:** | **Type:** | **Name:** | **Actors:** |
| Hotel wants to view reports on bookings and performance at the end of the month | Temporal | View Hotel Booking Reports | Hotel |
| Airlines wants to view tickets sales reports at the end of the month | Temporal | View Airline Ticket Sales Reports | Airlines |
| Car rental company wants to view reports on car bookings at the end of the month | temporal | View car rental booking reports | Car rental company |
| Executive team reviews system performance at the end of the month | Temporal | View business performance dashboard | Executive team |

**State event:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Event:** | **Type:** | **Name:** | **Actors:** |
| System updates the user profile when a successful transaction is made | State | Update User Profile on Successful Transaction | Customer, System |
| The system checks if everything is correctly filled by the customer in registration for orders | state | Checking data entered by customer | Customer, System |
| System process refunds for cancellations | State | Process refunds for canceled reservations | Customer, System |

**Use case description table:**

|  |  |
| --- | --- |
| **Name:** | **Description:** |
| Customer searches for travel options | A customer begins the process by searching for available travel services such as flights, hotels, or car rentals. They interact with the travel agent system to receive quotes for these services. |
| Customer requests travel quotes | The customer formally asks for price details regarding flights, hotel stays, or car rentals through the system. The travel agent gathers this information and provides a quote to the customer. |
| Customer books a flight, room or car | Once satisfied with the travel options, the customer proceeds to reserve a flight, hotel room, or car rental, confirming their desired booking through the system. |
| Customer selects preferences for reservation | The customer can specify particular preferences during the booking process, such as seating arrangements, meal choices, or room amenities. These preferences are either processed by the system or handled with the help of a travel agent. |
| Customer makes payment for a reservation | After selecting a reservation, the customer completes the booking by making a payment. This step is essential for finalizing any travel service booking. |
| Customer registers their personal information | Before proceeding with any booking, a customer may need to create an account by providing their personal details, such as name, email, contact number, and payment information. |
| Customer cancels a booking | If the customer decides to cancel their travel plans, they can initiate a reservation cancellation. The system processes this request, and if applicable, coordinates with the travel agent to manage the cancellation |
| Hotel updates room info, availability, and pricing | Hotels manage their listings by updating room descriptions, availability, and pricing in the system. This ensures customers are provided with accurate and up-to-date information |
| Airlines updates flight information, schedules and pricing | Airlines regularly update flight schedules, prices, and any relevant flight details in the system to ensure travelers have accurate options when booking flights. |
| Car rental company updates car availability and pricing | Car rental companies maintain current car availability and pricing in the system. This allows customers to view the latest options when booking a rental car. |
| Sales department validates customer order | The sales department ensures that customer orders are valid by verifying all necessary details before confirming the transaction. |
| Sales department request customer credit worthiness | The sales department sends a request to a credit bureau to assess the customer’s creditworthiness before proceeding with certain bookings or services. |
| Sales department confirms customer orders | Once the customer order is validated, the sales department confirms the booking and notifies the customer of the successful transaction |
| Hotel views booking reports | Hotels can access reports summarizing their room bookings and overall performance through the system. These reports help track business success and occupancy rates. |
| Airlines views ticket sales reports | Airlines monitor their ticket sales performance using reports generated by the system, offering insights into revenue and passenger numbers. |
| Car rental company views booking reports | Car rental companies review reports on car rentals to understand customer demand and rental performance. |
| Executive team reviews business performance | The executive team can view a dashboard summarizing key performance metrics for the entire business, such as sales, customer engagement, and service utilization |
| System updates user profile after a successful transaction | Once a transaction is completed, the system automatically updates the customer’s profile with relevant information, such as rewards or past booking history. |
| System checks customer-entered data for orders | During the registration or booking process, the system verifies that all the necessary fields are correctly filled in by the customer before proceeding with the order. |
| System process refunds for cancelled orders | If a customer cancels a reservation, the system automatically handles the refund process, ensuring the customer is reimbursed according to the cancellation policy. |