Below are Volere cards created for each use case:

**Volere Card for Customer Searches for Travel Options**

**1. Requirement Number:**

REQ-001

**2. Requirement Type:**

Functional

**3. Description:**

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

**4. Rationale:**

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

**5. Originator:**

Customer

**6. Fit Criterion:**

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

**7. Supporting Materials:**

Use case description for searching travel options.

**8. Priority:**

High

**9. Dependencies:**

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

**10. Conflicts:**

None identified.

**11. Supporting Scenarios:**

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

**12. Stakeholders Affected:**

* Customers
* Travel agents

**13. History:**

Version 1.0 created on 2024-11-30.

**Volere Card for Customer Books a Flight, Room, or Car**

**1. Requirement Number:**

REQ-002

**2. Requirement Type:**

Functional

**3. Description:**

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

**4. Rationale:**

Essential for completing the booking process and securing travel arrangements.

**5. Originator:**

Customer

**6. Fit Criterion:**

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

**7. Supporting Materials:**

Reservation workflow diagram.

**8. Priority:**

High

**9. Dependencies:**

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

**10. Conflicts:**

None identified.

**11. Supporting Scenarios:**

A customer reserves a flight from Cairo to Paris and books a hotel in Paris.

**12. Stakeholders Affected:**

* Customers
* Travel service providers

**13. History:**

Version 1.0 created on 2024-11-30.

**Volere Card for Customer Makes Payment for a Reservation**

**1. Requirement Number:**

REQ-003

**2. Requirement Type:**

Functional

**3. Description:**

The system must facilitate secure payment options for confirmed reservations.

**4. Rationale:**

Necessary for completing the transaction and securing bookings.

**5. Originator:**

Customer

**6. Fit Criterion:**

Payments are processed successfully, and customers receive confirmation receipts.

**7. Supporting Materials:**

Payment gateway integration plan.

**8. Priority:**

High

**9. Dependencies:**

Integration with payment gateways and customer financial details.

**10. Conflicts:**

Potential conflicts with payment gateway downtimes.

**11. Supporting Scenarios:**

A customer pays for a flight and hotel reservation using a credit card.

**12. Stakeholders Affected:**

* Customers
* Sales department

**13. History:**

Version 1.0 created on 2024-11-30.

**Volere Card for Customer Selects Preferences for a Reservation**

**1. Requirement Number:**

REQ-004

**2. Requirement Type:**

Functional

**3. Description:**

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

**4. Rationale:**

Provides personalized service to improve customer satisfaction.

**5. Originator:**

Customer

**6. Fit Criterion:**

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

**7. Supporting Materials:**

Preference selection user interface designs.

**8. Priority:**

Medium

**9. Dependencies:**

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

**10. Conflicts:**

Potential issues if preferences exceed available options (e.g., seat choices during high demand).

**11. Supporting Scenarios:**

A customer chooses a window seat and vegetarian meal for a flight booking.

**12. Stakeholders Affected:**

* Customers
* Travel service providers

**13. History:**

Version 1.0 created on 2024-11-30.

**Volere Card for Customer Registers Personal Information**

**1. Requirement Number:**

REQ-005

**2. Requirement Type:**

Functional

**3. Description:**

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

**4. Rationale:**

Necessary for identifying and personalizing customer interactions and securing bookings.

**5. Originator:**

Customer

**6. Fit Criterion:**

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

**7. Supporting Materials:**

Registration process flowchart.

**8. Priority:**

High

**9. Dependencies:**

Connection to the database for storing user profiles.

**10. Conflicts:**

Potential conflicts with data validation rules or system downtime.

**11. Supporting Scenarios:**

A user creates an account by providing their email address, phone number, and nationality.

**12. Stakeholders Affected:**

* Customers
* System administrators

**13. History:**

Version 1.0 created on 2024-11-30.

**Volere Card for Customer Cancels a Booking**

**1. Requirement Number:**

REQ-006

**2. Requirement Type:**

Functional

**3. Description:**

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

**4. Rationale:**

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

**5. Originator:**

Customer

**6. Fit Criterion:**

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

**7. Supporting Materials:**

Cancellation policy documentation.

**8. Priority:**

Medium

**9. Dependencies:**

* Refund processing system.
* Cancellation policy details for each booking type.

**10. Conflicts:**

Potential delays due to refund processing with third-party payment systems.

**11. Supporting Scenarios:**

A customer cancels a hotel booking within the free cancellation period.

**12. Stakeholders Affected:**

* Customers
* Travel agents
* Sales department

**13. History:**

Version 1.0 created on 2024-11-30.

**Volere Card for Sales Department Validates Customer Orders**

**1. Requirement Number:**

REQ-007

**2. Requirement Type:**

Functional

**3. Description:**

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

**4. Rationale:**

Ensures order accuracy and avoids errors in processing.

**5. Originator:**

Sales Department

**6. Fit Criterion:**

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

**7. Supporting Materials:**

Order validation process diagram.

**8. Priority:**

High

**9. Dependencies:**

Customer-provided data and updated service availability.

**10. Conflicts:**

None identified.

**11. Supporting Scenarios:**

The Sales Department validates an order for a flight booking and confirms seat availability.

**12. Stakeholders Affected:**

* Sales Department
* Customers

**13. History:**

Version 1.0 created on 2024-11-30.

**Volere Card for System Processes Refunds for Canceled Reservations**

**1. Requirement Number:**

REQ-008

**2. Requirement Type:**

Functional

**3. Description:**

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

**4. Rationale:**

Ensures efficient handling of cancellations and maintains customer trust.

**5. Originator:**

Customer

**6. Fit Criterion:**

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

**7. Supporting Materials:**

Refund processing workflow diagram.

**8. Priority:**

Medium

**9. Dependencies:**

* Integration with payment gateways.
* Refund policies for each service provider.

**10. Conflicts:**

Delays in third-party payment systems might affect refund timelines.

**11. Supporting Scenarios:**

A customer cancels a non-refundable booking and does not receive a refund, as per policy.

**12. Stakeholders Affected:**

* Customers
* System administrators

**13. History:**

Version 1.0 created on 2024-11-30.