|  |  |  |
| --- | --- | --- |
| Data entity/domain class | CRUD | Verified use case |
| Customer | C | Customer registering their personal information |
|  | R | Customer search for travel options |
|  |  | Customer wants to book a flight, room or car |
|  | U | Customer selects preferences in the reservation |
|  | C | Customer wants to make a payment for a booking |
|  | U | Customer wants to cancel a booking |
|  | UD | System updates the user profile when a successful transaction is made |
|  | R | The system checks if everything is correctly filled by the customer in registration for orders |
|  | UD | System process refunds for cancellations |
| Hotel | UD | Hotel wants to update room info, availability and pricing |
| Hotel | R | Hotel wants to view reports on bookings and performance |
| Airlines | UD | Airline wants to update flight info, schedules and pricing |
| Airlines | R | Airlines wants to view tickets sales reports |
| Car rental company | UD | Car rental company wants to update car info, availability and pricing |
|  | R | Car rental company wants to view reports on car bookings. |
| Sales department | U | Sales department validates a customer order |
| Sales department, credit bureau | C | Sales department sends the Credit Bureau a formal request to check the credit worthiness of the customer. |
| Sales department | UD | Sales department confirms the customer order |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Use case | customer | Travel agent | Sales department | Credit bureau | Hotel | Airline | Car rental company | Executive Team |
| Customer searches for travel options |  | R |  |  | R | R | R |  |
| Customer requests travel quotes |  | R |  |  | R | R | R |  |
| Customer books a flight, room or car |  | C |  |  | R | R | R |  |
| Customer selects preferences for reservation |  | C |  |  |  |  |  |  |
| Customer makes payment for a reservation |  |  | UD | UD |  |  |  |  |
| Customer registers their personal information | C |  |  |  |  |  |  |  |
| Customer cancels a booking | UD |  | UD | UD |  |  |  |  |
| Hotel updates room info, availability, and pricing |  |  |  |  | UD |  |  |  |
| Airlines updates flight information, schedules and pricing |  |  |  |  |  | UD |  |  |
| Car rental company updates car availability and pricing |  |  |  |  |  |  | UD |  |
| Sales department validates customer order | R |  | U | R |  |  |  |  |
| Sales department request customer credit worthiness |  |  | U | R |  |  |  |  |
| Sales department confirms customer orders |  |  | UD |  |  |  |  |  |
| Hotel views booking reports |  |  |  |  | R |  |  |  |
| Airlines views ticket sales reports |  |  |  |  |  | R |  |  |
| Car rental company views booking reports |  |  |  |  |  |  | R |  |
| Executive team reviews business performance |  |  |  |  |  |  |  | R |
| System updates user profile after a successful transaction | UD |  |  |  |  |  |  |  |
| System checks customer-entered data for order | R |  |  |  |  |  |  |  |
| System process refunds for cancelled orders |  |  | R | R |  |  |  |  |