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| **Subject** | **Verb** | **Object** | **Response** |
| Customer, Staff | List connections | All connections page | A list or multiple lists of all connections are displayed on screen. |
| Customer, Staff | Find connection | Connection page | Details of a selected connection are displayed on screen. |
| Customer, Staff | Filter connections | Filtered connections page | A filtered list of connections is displayed on screen. |
| Staff | Manage connections | Manage connections page | A menu that allows to add, edit and delete connections appears on screen. |
| Staff | Find customer | Customer profile page | Details of a selected customer are displayed on screen. |
| Staff | Filter customers | Filtered customers page | A filtered list of customers is displayed on screen. |
| Customer | Create account | Create account page | An account creation process starts and the user gets either a confirmation or an error message. |
| Customer | Close account | Account settings page | An account gets shut down and can no longer be accessed by the user. |
| Customer | Change details | Account settings page | Details of the user are changed in the database |
| Customer, Staff | List tickets | All tickets page | A list or multiple lists of all tickets are displayed on screen. |
| Customer, Staff | Find ticket | Ticket’s page | Details of a selected ticket are displayed on screen. |
| Customer, Staff | Filter tickets | Filtered tickets list page | A filtered list of tickets is displayed on screen. |
| Customer | Book ticket | Booking page | The user is redirected to make a payment of the selected ticket. |
| Customer | Reissue ticket | Ticket page | The selected ticket expires and a new one is issues which matches the details of the user and the selected connection. |
| Customer | Refund ticket | Ticket page | If the terms of carriage allow, the ticket will be refunded and removed from the user’s account and they will be refunded back part or all of the price. |
| Staff | Cancel ticket | Manage tickets page | The ticket immediately turns to a cancelled ticket and becomes unavailable for use. |
| Staff | List ticket types | All ticket types page | A list or multiple lists of all ticket types are displayed on screen. |
| Staff | Find ticket type | Ticket type page | Details of a selected ticket type are displayed on screen. |
| Staff | Filter ticket types | Filtered ticket types page | A filtered list of ticket types is displayed on screen. |
| Staff | Manage ticket types | Manage ticket types page | A menu that allows to add, edit and delete ticket types appears on screen. |
| Customer | Make payment | External Payment Provider’s Webpage | The user is redirected to an external portal where they can pay for the tickets requested. |
| Staff | Find payment | Payment page | Details of a selected payment are displayed on screen. |
| Staff | Filter payments | Filtered payments page | A filtered list of payments is displayed on screen. |
| System | Validate connection | Validate connection page | An added, modified or deleted connection is checked for whether the action tried is allowed there. |
| System | Validate customer | Validate customer page | A created, changed or deleted customer is checked for whether the action tried is allowed there. |
| System | Validate ticket | Validate ticket page | A reissued, refunded or cancelled ticket is checked for whether the action tried is allowed there. |
| System | Validate ticket type | Validate ticket type page | An added, modified or deleted ticket type is checked for whether the action tried is allowed there. |
| External System | Validate payment | External Payment Provider’s Webpage | A third-party payment provider verifies the payment for any inconsistencies and returns the result to T-Train. |