| Name | Buy a ticket. |
|------|---------------|
| **Short Description** | Customers will use the system to buy a ticket for a flight. |
| **Precondition** | Log-in to the system and the information matches the database. |
| **Error** | Log-in does not match or is not found on the database. |
| **System State During Error** | Inform the customer login doesn't match. |
| **Actor** | Customer. |
| **Trigger** | The customer wants to travel to a specific place. |
| **Process** | 1. Input first and last name.<br>2. Input username and password.<br>3. Look for a flight.<br>4. Select the flight class desired.<br>5. Input the number of tickets that the customer wants.<br>6. Confirm the total amount of money the customer is paying.<br>7. Pay. |
| **Alternative Process** | 4'. Look for a flight by ID/airport code and departure date.<br>5'. Add more tickets to the transaction.<br>6'. Cancel the transaction due to insufficient funds. |

| | |
|---|---|
| **Name** | Cancel ticket. |
| **Short Description** | Customers will use the system to cancel a ticket for a flight. |
| **Precondition** | Log-in to the system and the information matches the database. |
| **Error** | Log-in does not match or is not found on the database. |
| **System State During Error** | Inform the customer login doesn't match. |
| **Actor** | Customer. |
| **Trigger** | The customer decides to cancel a booked flight and wants to process the cancellation. |
| **Process** | 1. Input first and last name.<br>2. Input username and password.<br>3. Look for a ticket by invoice number.<br>4. Confirm ticket matches the invoice number.<br>5. Cancel ticket.<br>6. Confirm ticket cancellation. |
| **Alternative Process** | 3'. Review ticket information<br>4'. Confirm ticket cancellation.<br>5'. Cancel ticket. |

| Name | Update Flight Price |
|---|---|
| **Short Description** | Employees will use the system to update the price for a flight. |
| **Precondition** | Log-in to the system and the information matches the database. |
| **Error** | Log-in does not match, is not found on the database, or person does not have employee access. |
| **System State During Error** | Inform the employee login doesn't match. |
| **Actor** | Employee |
| **Trigger** | The employee decides to update the flight of a booked flight and wants to process it. |
| **Process** | 1. Input first and last name.<br>2. Input username and password.<br>3. Look for the desired flight to change the price.<br>4. Confirm flight exists.<br>5. Change the price of the flight selected.<br>6. Confirm price change. |
| **Alternative Process** | 3'. Review flight information.<br>4'. Confirm price change on the class.<br>5'. Confirm price change. |