

Booking Management

Manage Booking (UC3)

Information	Description
Precondition(s)	<ul style="list-style-type: none">User must be logged inUser must be on home screen
Actor	Customer, Flight Agent
Main Scenario	<ol style="list-style-type: none">User selects Manage BookingsIf user is Flight Agent, user enters customerIDSystem displays all bookings and available booking management operations (Make new booking, cancel booking, modify booking)User selects one of the operationsSystem follows into one of UC4, UC5, UC6
Alternative Scenario	<ol style="list-style-type: none">User selects Manage BookingsIf user is Flight Agent, user enters customerIDSystem displays all bookings and available booking management operations (Make new booking, cancel booking, modify booking)User clicks on the back buttonSystem returns to the home screen

Make Booking (UC4)

Information	Description
Precondition(s)	<ul style="list-style-type: none">User must be logged inUser have selected “Make Booking” from Manage Booking (UC3)If user is a Flight Agent, a valid customerID must be selected
Actor	Flight Agent, Customer
Main Scenario	<ol style="list-style-type: none">System displays available flights and prompts for trip details (origin, destination, dates, number of passengers).User enters required trip details.System displays matching flights and fare options.User selects a flight and fare.

	<ol style="list-style-type: none"> 5. System displays booking summary and prompts for confirmation. 6. User confirms the booking. 7. System creates the booking record. 8. System transitions to Generate Booking Confirmation (UC7).
Alternative Scenario	<ol style="list-style-type: none"> 1. User selects Make New Booking. 2. System displays flight search interface. 3. User clicks Back. 4. System returns to the Manage Bookings (UC3).

Cancel Booking (UC5)

Information	Description
Precondition(s)	<ul style="list-style-type: none"> • User must be logged in • User have selected “Cancel Booking” from Manage Booking (UC3) • If user is a Flight Agent, a valid customerID must be selected • A booking with the customerID must exist
Actor	Flight Agent, Customer
Main Scenario	<ol style="list-style-type: none"> 1. System displays a list of active bookings. 2. User selects a booking to cancel. 3. System displays cancellation details, including refund/penalty information. 4. User confirms cancellation. 5. System cancels the booking and updates records. 6. System transitions to Generate Booking Confirmation (UC7) for cancellation notice.
Alternative Scenario	<ol style="list-style-type: none"> 1. System displays active bookings. 2. User clicks Back. 3. System returns to the Manage Bookings screen.

Modify Booking (UC6)

Information	Description
Precondition(s)	<ul style="list-style-type: none"> • User must be logged in • User have selected “Modify Booking” from Manage Booking (UC3) • If user is a Flight Agent, a valid customerID must be selected • A booking with the customerID must exist
Actor	Flight Agent, Customer
Main Scenario	<ol style="list-style-type: none"> 1. System displays a list of bookings.

	<ol style="list-style-type: none"> 2. User selects a booking to modify. 3. System displays modification options (flight change, passenger info change, seat selection, etc.). 4. User selects a modification option and enters updated information. 5. If “flight change” option chosen, new flight options are displayed for selection. 6. System validates changes and shows updated booking summary. 7. User confirms modifications. 8. System updates the booking record. 9. System transitions to Generate Booking Confirmation (UC7) for modification notice.
Alternative Scenario	<ol style="list-style-type: none"> 1. System displays active bookings. 2. User clicks Back. 3. System returns to the Manage Bookings screen.

Generate Booking Confirmation (UC7)

Information	Description
Precondition(s)	<ul style="list-style-type: none"> • A booking has just been created, modified, or canceled • Triggered automatically from UC4, UC5, or UC6
Actor	Customer, Flight Agent
Main Scenario	<ol style="list-style-type: none"> 1. System compiles booking details (new, modified, or canceled). 2. System generates a booking confirmation document (email or PDF). 3. System sends the confirmation to the customer’s registered contact information. 4. System displays a success message to the user.
Alternative Scenario	<ol style="list-style-type: none"> 1. System compiles booking details (new, modified, or canceled). 2. System generates a booking confirmation document (email or PDF). 3. A delivery error occurs (e.g., invalid email). 4. System logs the error and displays a notification instructing the user to update contact details.

View Booking (UC21)

Information	Description
Precondition(s)	<ul style="list-style-type: none">• User must be logged in• User must be on the home screen
Actor	Customer, Flight Agent
Main Scenario	<ol style="list-style-type: none">1. User selects View Booking.2. If user is a Flight Agent, system prompts for and validates customerID.3. User enters booking reference number.4. System retrieves booking details.5. System displays full booking information (flight, passenger details, payment, status).
Alternative Scenario	<ol style="list-style-type: none">1. User selects View Booking.2. User clicks back3. System returned to home page