1a) Context Diagram

Airline Company

Touring Company

Customer

Travel Agent

Travel Agency

b) Data Flow Diagram

Budget/Sales

Arrange Tour

Tour Info

Seat Info

Payment

Seat Info

Ticket Info

Book Ticket

Agent Commission

Reserve Seat

Pay for tickets

Pay for Tour

Pay Travel Agent

Deliver Ticket

Book Tour

Purchased

Touring Company

Travel Agent

Airline Company

Customer

c) System Analysis

|  |  |
| --- | --- |
| Use Case Name: | Book airline ticket |
| Actor(s): | Customer, Airline Company |
| Summary Description: | Customer books a ticket online |
| Priority: | High |
| Status: | Medium Level of detail |
| Pre-Condition | * Customer has internet access * Airline’s website is active |
| Post-Condition | * Customer books ticket * Airline verifies booking and reverse seat * Ticket is delivered to customer with seat and flight information |
| Basic Path: | 1. Customer searches and books a ticket online 2. Airline company receives the information 3. Airline reserves the seat and flight information 4. Airline delivers the ticket 5. Customer holds ticket until flight |
| Non-functional requirements | When booking customer has already paid the airline. |

|  |  |
| --- | --- |
| Use Case Name: | Arrange a tour |
| Actor(s): | Customer, Travel Agent, Tour Company |
| Summary Description: | Customer books a tour through travel agent |
| Priority: | High |
| Status: | Medium Level of detail |
| Pre-Condition | * Tour company has tours set for the date |
| Post-Condition | * Customer has tour information * Travel agent has commission * Tour company host tour |
| Basic Path: | 1. Customer pays travel agent to look for tours within budget 2. Travel agent gets commission on the sale 3. Travel agent pays for tour 4. Tour agency arranges tour and send information back to agent 5. Agent sends information to customer |

Icon

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Description automatically generatedIcon

Description automatically generateda)

Extends

Inventory Control Department

Accounting Department

Includes

Extends

Warehouse

Customer

Warehouse

Extends

b) System Analysis

|  |  |
| --- | --- |
| Use Case Name: | Customer Places order |
| Actor(s): | Customer, Warehouse |
| Summary Description: | Customer places an order |
| Priority: | High |
| Status: | Medium level of detail |
| Pre-Condition | * Customer places order in person/online |
| Post-Condition | * Customer receives bill * Places Order * Warehouse makes packing slips * Warehouse ships order |
| Basic Path: | 1. Customer queries order information 2. Customer places order 3. Warehouse creates packing slip 4. Warehouse ships order 5. Customer receives shipping statement |