Scenario 1: View Items

Edward is planning on visiting Europe for the first time and wants to know what tours are available for him to get to know the cities there. He sees a list of all the countries which have tours available to them and picks France because that is his first destination. He picks the city of Avignon and sees a selection of different tour types and clicks on the culture tour. He sees that the culture tour only occurs in the mornings and he is busy in the mornings. He goes back to the list of tours in Avignon and picks the food tour.

Scenario 2: Login and Registration

Edward wants to reserve a spot on the tour but does not yet have that option because he did not log in. He has also not used the system before, so he doesn’t have an account. He clicks the “Create an Account” button and gets a form to fill in. He types his first and last name, e-mail and a password that he just invented (1234). He also types in the answer to the security question “What is the name of your first pet” (max) for the case of him forgetting his password. After that he clicks the “Sign up” button in the form to confirm his entry, he gets a message saying that he should create a longer password. He thinks of a better password and clicks “Sign Up” again. This time, a success message is shown and he is already logged in.

Scenario 3: Simple Login

Edward is already planing all his trips in Europe and uses the tour reservation system very often, using his account. He was thinking of passing by Spain and he wants to reserve a tour there. He clicks on the “Log In” button in the reservation system interface and logs into the system by typing his e-mail with the corresponding password in a form. After the he clicks the “Log In” button in the form, a success message is shown and he continues to browse the system, ready to book a tour when he finds an interesting tour.

Scenario 4: Reserve Item

Edward decides he wants to go on the food tour in Avignon when he gets there next week. He found that there is a food tour on tuesday at 14:00. He is already logged in, so he can start the booking process by clicking the button “Book”. Now he can choose the amount of tickets to book. Edward chooses 7 tickets for him and his family and clicks on the “Book” button to confirm his choice. He sees a success message and he is directed to his profile page he also sees that his new reservation was successful.

Scenario 5: Show Profile

Edward wants to check if he reserved enough tickets for his family trip, so he logs in the city tour booking system and looks at his profile page. There he sees his personal information (his first and last name and e-mail address). He also sees all his past and future bookings in a table. He can easily see his booking because all of the past bookings are greyed out.

Scenario 6: Modify Reserved Item

Edward’s sister now also plans to come on the family trip so he needs to book her a ticket as well. He goes on his profile page and selects the reservation for Avignon food tour and clicks the “Modify” button. He can now modify the amount of tickets that are booked. He changes the number of tickets from 7 to 8 and clicks the “change reservation” button. Then he sees the success message is led back to the profile page where the modification of the booking is visible.

Scenario 7: Delete Reserved Item

Edward’s plane will is delayed so he and his family won’t get there in time for the tour and he neds to delete their tour bookings for the “Avignon Food tour”. He logs into the city tour booking system and goes on his profile page and selects the reservation for the “Avignon Food tour”. He then gets an option to delete the reservation by clicking the “Delete” button. Edward clicks on the booking for “Avignon Food tour” is no longer shown in the bookings table on Edward’s profile.

Scenario 8: Log out

Edward wants to be sure his younger cousin doesn’t use his city tour booking account while she’s playing games on his laptop, so he logs out by clicking the “Log Out” button.

Scenario 9: Forgot Password

Edward wants to show the reservation to his uncle before they set out on the trip but he hasn’t used his account in a while. He goes to the city tour booking system and clicks on the “Log In” button. He puts in his e-mail and types in his password. A message appears saying that the login failed due to an incorrect password. He goes back to the login page and clicks on the button which says “Forgot Password”. There the security question “What is the name of your first pet” is asked and he puts in his answer which he had previously set and he is taken to a page where he can insert a new password and click on save. Then he is on the main page and already logged in.