

Flight booking system

Actors:

- Customer
- Customer service
- Web designer
- Accounting system

Use cases:

1. Book a flight:

- Customer (Primary)
- Customer service (Supporting)
- Web designer (Off-stage)
- Accounting system (Off-stage)

2. Cancel a booking

- Customer (Primary)
- Customer service (Supporting)
- Web designer (Off-stage)
- Accounting system (Off-stage)

3. Manage bookings

- Customer (Primary)
- Customer service (Supporting)
- Web designer (Off-stage)
- Accounting system (Off-stage)

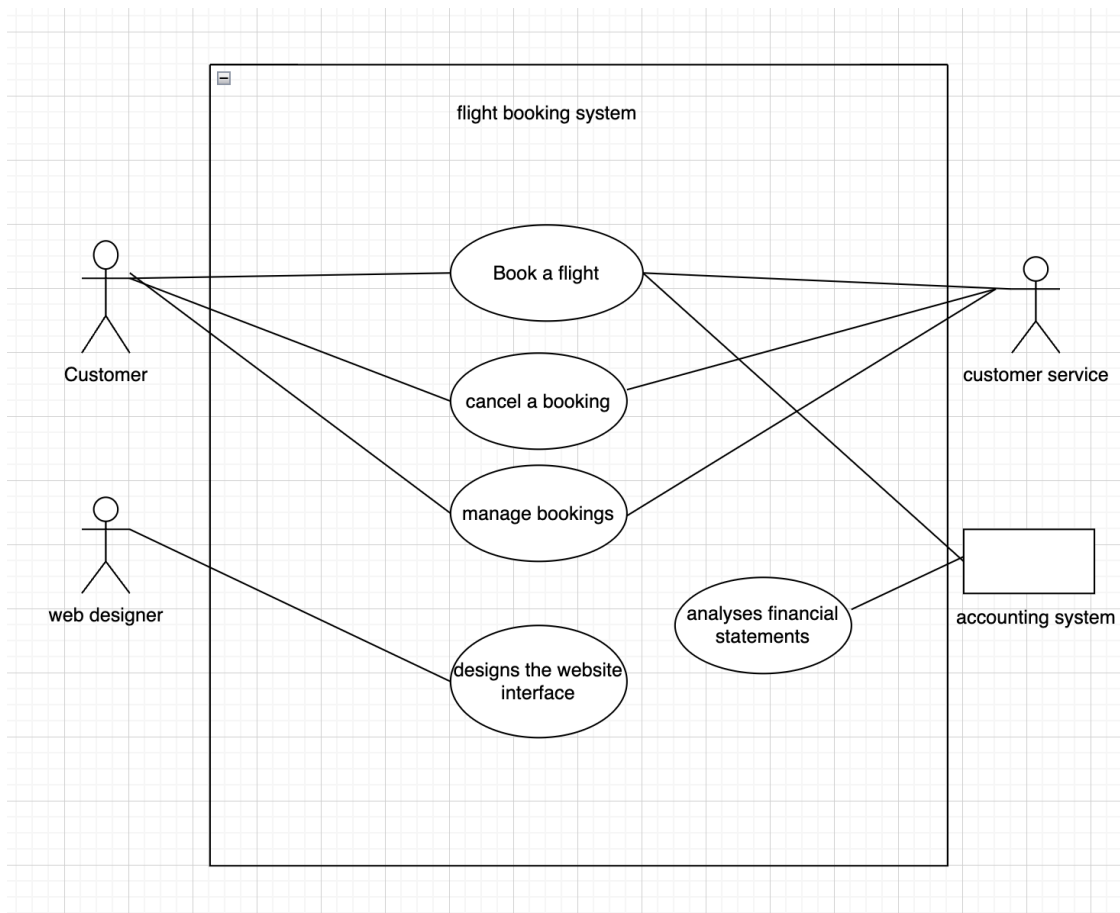
4. Designs the website interface

- Web Designer (Primary)
- Customer (Off-stage)
- Customer service (Off-stage)
- Accounting system (Off-stage)

5. Analyses financial interfaces

- Accounting system (Primary)
- Customer service (Off-stage)
- Customer (Off-stage)
- Web designer (Off-stage)

Use case diagram:



Use cases (brief description):

- **Book a flight:** Customers can easily search for available flights, choose their preferred options, and make reservations for their travel plans. If customers encounter any issues or need assistance, they can rely on customer service for support.
- **Cancel a booking:** Customers have the flexibility to cancel their existing flight bookings when necessary, ensuring that their changing plans are accommodated seamlessly. If they face challenges during the cancellation process, they can reach out to customer service for assistance.
- **Manage bookings:** Customers can easily modify their existing flight reservations, allowing them to make changes to their travel plans, such

as adjusting flight dates, seats or updating passenger details. This feature provides flexibility and convenience for travellers. Should customers encounter difficulties in making these modifications, they can seek assistance from the customer service team.

- **Designs the website interface:** The web designer is the creative brain behind how the website looks. They make sure everything is eye-catching and easy to use, and they keep it fresh. The designer is ensuring a visually engaging and intuitive user experience.
- **Analyses financial interfaces:** The accounting system analyses/reviews documents, financial statements and other reports to ensure that the accounting is made properly.

Fully dressed:

- Use case name: cancel a booking
- Scope: flight booking system
- Level: the goal is to cancel an existing booking of a flight
- Primary actor: customer
- Stakeholders and interest: Customer wants to cancel a specific flight that is already booked before.
- Preconditions: the customer has an existing flight booking and the customer is logged into the flight booking system.
- Success guarantee: The customer receives a confirmation of the cancellation via SMS, email, or a printed document. The customer's refund is received within 5 business days.
- Main success scenario: 1. the customer logs into the flight booking system 2. The customer navigates to their list of existing bookings on their user dashboard. 3. the customer selects the specific booking he/she wish to cancel, 4. The system prompts the customer to confirm the cancellation. 5. The customer confirms the cancellation request. 6. The system generates and sends a confirmation document (PDF) to the customer via SMS, email, or provides a printable option. 7. the customer receives a refund to his/her bank account within 5 business days.
- Extensions: 1. The customer tries to cancel a flight that has already been cancelled: The system displays an error message that the booking already is cancelled. 2. The customer tries to cancel a flight that has already departed: The system displays an error message that the cancellation didn't get processed as the flight has already taken place.
- Special requirements: The customer must have an existing booking that is eligible for cancellation, and he/she must also have access to an internet connection.
- Technology and data variation list: Internet connectivity via Wifi or Ethernet
- Frequency of Occurrence: low/medium frequency, depending on customer preferences and travel plans.
- Miscellaneous: Make sure the system is easy for customers to use, so they can cancel their bookings hassle-free. Keep customers in the loop about their refund status to keep them happy. Follow all the rules and regulations for flight cancellations and refunds. Keep

customer data safe and private. Remember, a smooth cancellation process makes for happy customers!