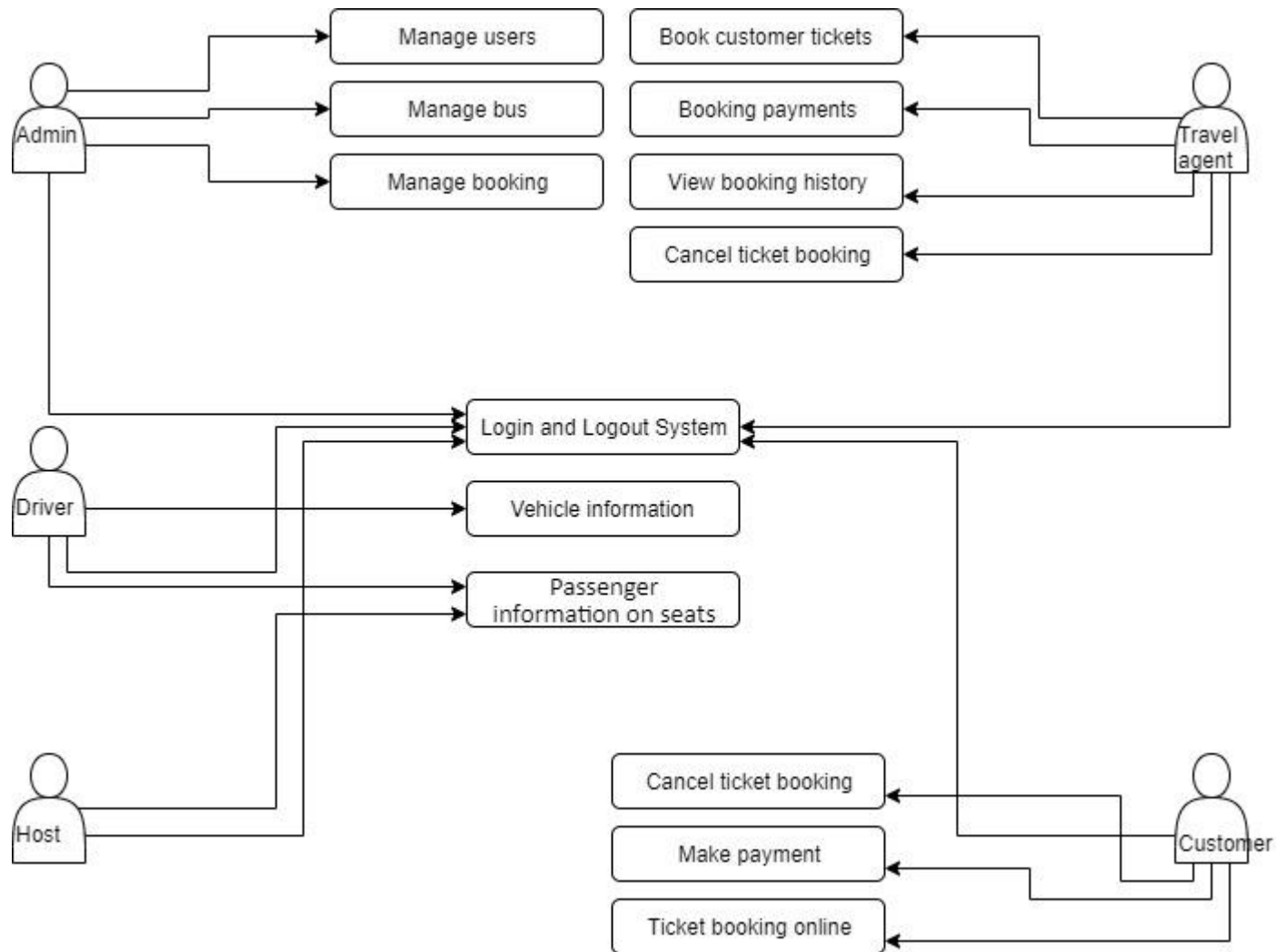


TICKET BOOKING

USE CASE DIAGRAM



USE CASE DESCRIPTION

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| System | Ticket Booking |
| Use Case | Login and Logout system |
| Actors | Customer |
| Data | Customers can purchase online reservations and tickets with their registered e-mail addresses and passwords through the online ticketing system. |
| Stimulus | The booking ticket system checks whether the customer information is registered from the database. |
| Response | Allows/not allows login to the system. |
| Comments | The customer must be a member to log in to the system. After becoming a member, he must log in with his information. |

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| System | Ticket Booking |
| Use Case | Booking Ticket Online |
| Actors | Customer |
| Data | The customer can make the reservation of the appropriate ticket and save the information for this reservation. |
| Stimulus | After logging in, the customer can reserve the selected ticket so that he can keep the ticket for a certain period of time. |
| Response | Allows you to buy the ticket I have reserved immediately or later. |
| Comments | If the reserved tickets are not purchased after a certain period of time, the reservation process is cancelled. |

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| System | Ticket Booking |
| Use Case | Make payment |
| Actors | Customer |
| Data | Since the payment will be made online at this stage, you can make the purchase with the necessary card information. |
| Stimulus | The customer can view the reservations and pay for the ticket on the My Bookings page. |
| Response | After the ticket is purchased, it is deleted from the reserved tickets and appears on the My Purchased page. |
| Comments | It is necessary to purchase the ticket until the specified date, if the customer does not even buy the ticket, reserve of the ticket is removed. |

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| System | Ticket Booking |
| Use Case | Cancel Booking Online |
| Actors | Customer |
| Data | It allows company users and customers to log in to the system and perform their related transactions. |
| Stimulus | The customer can remove the reserved ticket at any time and does not need to pay. |
| Response | If the customer has a conflict with the date of the ticket he has reserved, he can cancel this ticket from the tickets page he has reserved. |
| Comments | Cancellation of reservation cannot be undone |

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| System | Ticket Booking |
| Use Case | Booking payments |
| Actors | Travel agent |
| Data | Another way for customers to pay for their tickets is to apply to agents. |
| Stimulus | If the customers cannot pay their tickets online, or if they want to reserve and buy tickets by applying to the agency, the aventa officer must fulfill the customer's expectation. |
| Response | the customer can buy his ticket and the ticket document is given to the customer |
| Comments | A document is given in ticket sales made through the agency. |

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| System | Ticket Booking |
| Use Case | Book customer tickets |
| Actors | Travel agent |
| Data | The agency officer makes ticket inquiries and offers options according to the needs of incoming customers. |
| Stimulus | If the ticket cannot be found at the date and time requested by the customer or if it is full, it is notified with the customer. |
| Response | the customer is asked if a ticket can be searched for a different date or time |
| Comments | booked if everything went smoothly |

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| System | Ticket Booking |
| Use Case | View booking history |
| Actors | Travel agent |
| Data | If the agent wants to view the ticket history, they go to the relevant page and reach the result through the filters. |
| Stimulus | One of the passengers in the agency forgets the seat number and wants to learn it |
| Response | Since he does not have a ticket, he learns the seat number |
| Comments | Ticket information can be sent to the customer's phone. |

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| System | Ticket Booking |
| Use Case | Login and Logout system |
| Actors | Travel agent |
| Data | The travel agent has to log in with his e-mail and password to log in to the ticket system |
| Stimulus | The booking ticket system checks whether the travel agent information is registered from the database. |
| Response | Allows/not allows login to the system. |
| Comments | The customer must be a member to log in to the system. After becoming a member, he must log in with his information. |

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| System | Ticket Booking |
| Use Case | Cancel ticket booking |
| Actors | Travel agent |
| Data | If the customer has made a ticket reservation and wants to cancel this reservation, he or she can apply to the agent and request the cancellation of the ticket. |
| Stimulus | the customer had to book a ticket for another date |
| Response | Indicates that the ticket will be cancelled. tickets on another date |
| Comments | If the cancellation date has passed, the ticket cannot be cancelled. |

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| System | Ticket Booking |
| Use Case | Vehicle information |
| Actors | Driver |
| Data | The driver can view the route and vehicle information from the system he has logged in to learn |
| Stimulus | If the driver wants to know the next time information |
| Response | View information from vehicle information page. |
| Comments | In addition to the vehicle information, the bus stations and their times are displayed. |

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| System | Ticket Booking |
| Use Case | Passenger information on seats |
| Actors | Driver |
| Data | If the driver wants to view the information of the passengers in the vehicle, he logs into the system and displays it from the relevant section. |
| Stimulus | If there is a problem with one of the passengers in the vehicle and there is no host, |
| Response | the driver tries to reach the passenger information. |
| Comments | The host can display the same case in this case. |

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| System | Ticket Booking |
| Use Case | Login and Logout system |
| Actors | Driver |
| Data | The driver has to log in with his e-mail and password to log in to the ticket system |
| Stimulus | The booking ticket system checks whether the driver information is registered from the database. |
| Response | Allows/not allows login to the system. |
| Comments | The driver must be a member to log in to the system. After becoming a member, he must log in with his information. |

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| System | Ticket Booking |
| Use Case | Passenger information on seats |
| Actors | Host |
| Data | If the host wants to view the information of the passengers in the vehicle, he logs into the system and displays it from the relevant section. |
| Stimulus | If there is a problem with one of the passengers in the vehicle and there is no host, |
| Response | the host tries to reach the passenger information. |
| Comments | The host can display the same case in this case. |

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|----------|--|
| System | Ticket Booking |
| Use Case | Login and Logout system |
| Actors | Host |
| Data | The host has to log in with his e-mail and password to log in to the ticket system |
| Stimulus | The booking ticket system checks whether the host information is registered from the database. |
| Response | Allows/not allows login to the system. |
| Comments | The host must be a member to log in to the system. After becoming a member, he must log in with his information. |

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| System | Ticket Booking |
| Use Case | Manage users |
| Actors | Admin |
| Data | If the admin wants to add, delete and update their information, then they can manage them. |
| Stimulus | The travel agency has left the job and has to create a login for another employee. |
| Response | Adds a record by logging into the system and entering the information and department information in the user add section. |
| Comments | Adds a record by logging into the system and entering the information and department information in the user add section. |

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| System | Ticket Booking |
| Use Case | Manage bus |
| Actors | Admin |
| Data | If the admin wants to add, delete and update bus information, then they can manage them. |
| Stimulus | If there is a malfunction with the bus, if he wants another vehicle to take the expedition |
| Response | add voyage information on another vehicle by deleting the voyage of the vehicle. |
| Comments | Changing times can only be done via admin. |

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|----------|---|
| System | Ticket Booking |
| Use Case | Manage booking |
| Actors | Admin |
| Data | If the admin wants to add, delete and update book information, then they can manage them. |
| Stimulus | Admin wants to change the capacity of the bus and reduce or increase the passenger capacity |
| Response | You can change the capacity of the vehicle from the Manage book section. |
| Comments | In addition, he can make transactions related to tickets. |

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|----------|---|
| System | Ticket Booking |
| Use Case | Login and logout system |
| Actors | Admin |
| Data | admin has to log in with his e-mail and password to log in to the ticket system |
| Stimulus | The booking ticket system checks whether the admin information is registered from the database. |
| Response | Allows/not allows login to the system. |
| Comments | The admin must be a member to log in to the system. After becoming a member, he must log in with his information. |

I had difficulty with who could do what, as I did not meet with any customers. I tried to create a script on my own. If he was a customer, what he wanted could be much more efficient than it could be clear. I created the admin, driver, host, travel agency, customer system through 5 different users. I tried to make scenarios out of these users.