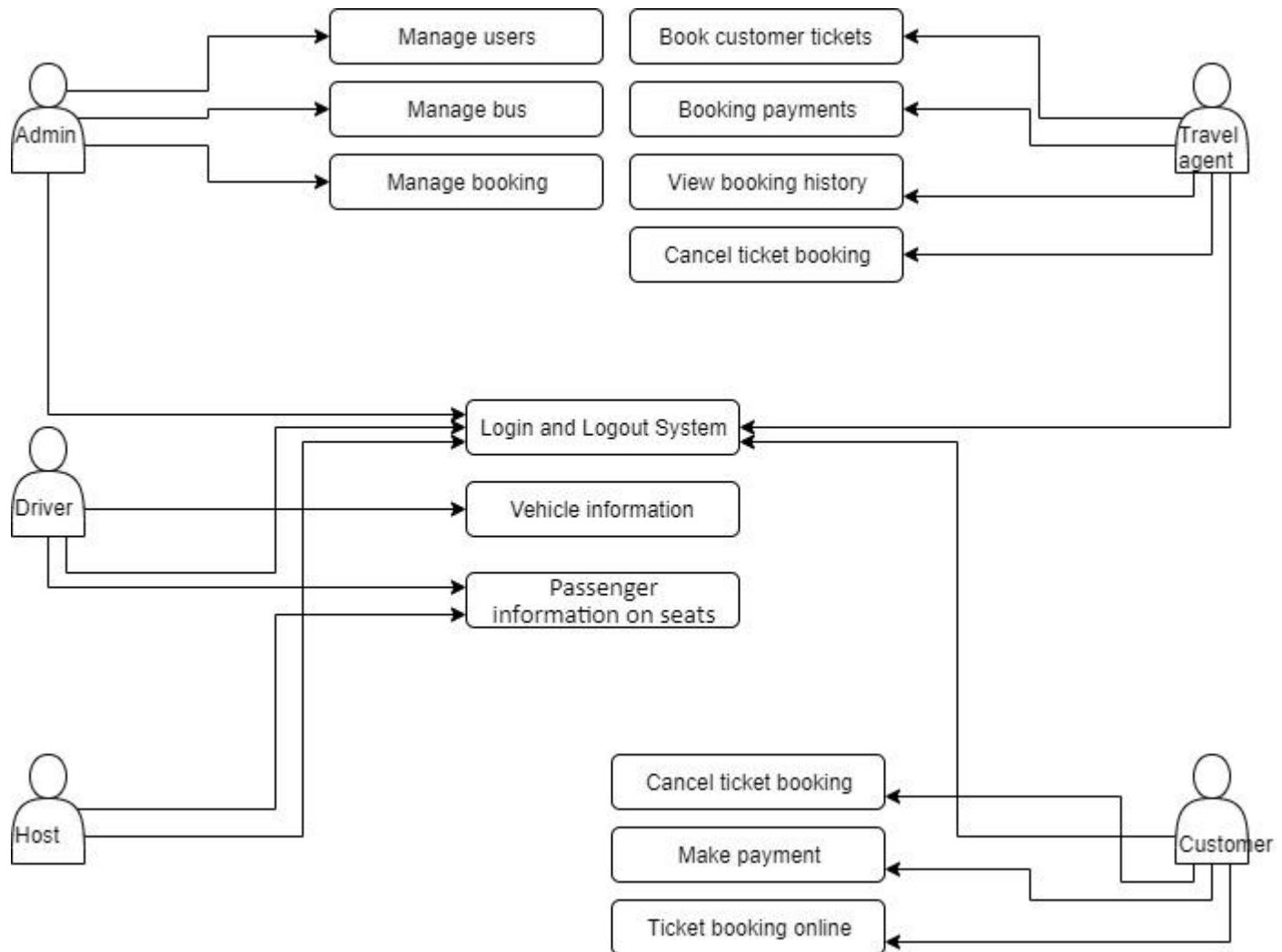


# TICKET BOOKING

USE CASE DIAGRAM



## USE CASE DESCRIPTION

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.

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.

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.

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

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.

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

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.