➔ **Actors:**
  ◆ Tourism Agent
  ◆ Airline Agent
  ◆ System Admin
  ◆ Users
  ◆ Registered User

➔ **Use Cases for Users and Airline Agents:**
  ◆ Browse Available Flights
    ● **User or Airline Agent:** The user or airline agent accesses the system and enters their current location and desired destination into the search interface.
    ● **System Response:** The system retrieves a list of available flights based on the entered information, displaying flight details like departure times, arrival times, and ticket prices.
    ● **User or Airline Agent Actions:** They can filter, sort, and explore the available flights based on their preferences and requirements.
  ◆ Select Flight
    ● **User or Airline Agent:** After browsing the available flights, the user or airline agent selects a specific flight of interest.
    ● **System Response:** The system displays flight information, including the flight route, cost, seat map, class options, and other relevant details.
    ● **User or Airline Agent Actions:** They can review this information to make an informed decision about the flight selection.
  ◆ Browse Seat Map
    ● **User or Airline Agent:** When a flight is selected, they have the option to view the seat map for that flight.
    ● **System Response:** The system presents a graphical representation of the seating arrangement for the chosen flight, indicating available and occupied seats.
    ● **User or Airline Agent Actions:** They can visually inspect the seat map to decide on their preferred seat location.
  ◆ Select Seat
    ● **User or Airline Agent:** While viewing the seat map, the user or airline agent selects a seat for the flight.
    ● **System Response:** The system records the selected seat, ensuring it's reserved for the user or airline agent.
    ● **User or Airline Agent Actions:** They can choose between ordinary, comfort, or business-class seats as per their preferences.

◆ Select Ticket Cancellation Insurance
  ● **User or Airline Agent:** During the booking process, they are presented with the option to add ticket cancellation insurance.
  ● **System Response:** The system presents a <u>sign up form</u> for the user or airline agent to provide necessary information, such as name, address, credit card, etc if they opt for insurance.
  ● **User or Airline Agent Actions:** They can select or decline the insurance and provide the required details if they choose to purchase it.
◆ Make Payment
  ● **User or Airline Agent:** After confirming the flight and any additional services (like insurance), they proceed to make the payment.
  ● **System Response:** The system presents a <u>payment form</u> where the user or airline agent fills in their email, credit card details, name, address, phone and other necessary information.
  ● **User or Airline Agent Actions:** They complete the payment transaction to finalize the booking.
◆ Receive Ticket via Email
  ● **User or Airline Agent:** Following a successful payment, they expect to receive their flight ticket information.
  ● **System Response:** The system sends an email to the address provided during the payment process, containing the flight ticket details.
  ● **User or Airline Agent Actions:** They check their email for the ticket information and verify the booking.
◆ Receive Payment Receipt via Email
  ● **User or Airline Agent:** Upon making the payment, they anticipate a receipt for their transaction.
  ● **System Response:** The system sends an email receipt to the email address used for payment, confirming the payment and summarizing the transaction details.
  ● **User or Airline Agent Actions:** They receive the payment receipt.
◆ Cancel Flight
  ● **User or Airline Agent:** Users can access their account to view their booked flights and initiate a cancellation process.
  ● **System Response:** The system presents a <u>list of booked flights</u> and allows the user or airline agent to select the flight they wish to cancel.

- **User or Airline Agent Actions:** They confirm the cancellation, and the system sends a cancellation confirmation email to the user.

➔ **Use Cases for Airline Agents and Flight Attendants:**
  ◆ Browse List of Passengers in a Flight
    - **Airline Agent or Flight attendant:** Airline agents or flight attendants can view the <u>list of passengers</u> on a flight when browsing flights
    - **System Response:** The system presents a list of passengers on the flight and displays their name, seat numbers, phone numbers, etc in a <u>table</u>
    - **Airline Agent or Flight attendant Actions:** They can filter, sort, and explore the passengers based on their preferences and requirements.

➔ **Use Cases for System Admins:**
  ◆ Browse List of Flights
    - **System Admins:** Admins access the system and enter their current location and desired destination into the <u>search interface</u>.
    - **System Response:** The system retrieves a <u>list of available flights</u> based on the entered information, displaying flight details like departure times, arrival times, and ticket prices.
    - **Admin Actions:** They can filter, sort, and explore the available flights based on their preferences and requirements.
  ◆ Browse List of Crews
    - **System Admins:** Admins can browse a <u>list of crews</u> available by the company
    - **System Response:** The system retrieves a <u>list of available crews</u> based on the entered information, displaying crew details like crew names, etc.
    - **Admin Actions:** They can filter, sort, and explore the available crews based on their preferences and requirements in the <u>search interface</u>.
  ◆ Browse List of Aircrafts
    - **System Admins:** Admins can browse a <u>list of aircrafts</u> available by the company
    - **System Response:** The system retrieves a <u>list of available aircrafts</u> based on the entered information, displaying aircrafts details like, aircraft modal, passenger capacity, etc.

- **Admin Actions:** They can filter, sort, and explore the available aircrafts based on their preferences and requirements in the <u>search interface</u>.
◆ Add/Remove Crew
  - **System Admins:** Admins can browse a <u>list of crews</u> available by the company and add or remove a crew
  - **System Response:** The system presents a list of crews the company offers and displays their names, numbers, etc.
  - **Admin Actions:** They can remove or add a crew in the list of crews
◆ Add/Remove Aircraft
  - **System Admins:** Admins can browse a <u>list of aircrafts</u> available by the company and add or remove an aircraft
  - **System Response:** The system presents a list of aircrafts the company offers and displays their aircraft modal, etc.
  - **Admin Actions:** They can remove or add an aircraft in the list of aircrafts
◆ Add/Remove Flight Destinations
  - **System Admins:** Admins can browse the system to manage the flight destinations that the airline services.
  - **System Response:** The system displays a <u>list of current flight destinations</u> and options to add new destinations or remove existing ones.
  - **Admin Actions:** Input new destinations, confirm removals, and update the list of flight destinations offered by the airline.
◆ Add/Remove/Modify Flight Information
  - **System Admins:** Admins can browse flights and add, remove, or modify the details of the selected flight.
  - **System Response:** The system displays existing flight information and allows for modifications, deletions, or additions of flight information.
  - **Admin Actions:** Alter flight times, dates, seat availability, pricing, or any related flight details and save these changes to update the flight information.
◆ Print List of Registered Users
  - **System Admins:** Admins can request a <u>list of all registered users</u> for reporting or audit purposes.
  - **System Response:** Compiles and presents a comprehensive list of registered users with relevant details such as names, registration dates, membership information, etc.
  - **Admin Actions:** Admins can save this list as a text file.

➔ **Special Use Cases for Registered Users:**
  ◆ Register for Membership
    ● **Registered User:** User decides to take advantage of membership benefits and begins the registration process.
    ● **System Response:** Provides a <u>membership registration form</u> requesting additional user details, membership level selection, and payment information if applicable, finally a membership information email will be sent to the user.
    ● **Registered User Actions:** Fill out the form with the necessary details, select a membership tier, and submit their application for processing.
  ◆ Apply for Company's Credit Card
    ● **Registered User:** User Opts to apply for the company's branded credit card to avail of additional travel benefits and rewards.
    ● **System Response:** The system presents the user with an <u>application form</u> for the credit card, detailing the benefits, terms, and conditions, finally an application information email will be sent to the user.
    ● **Registered User Actions:** Complete the application form with financial details required for the credit card and submit the application.