

→ **Actors extend User:**

- ◆ Airline Agent
- ◆ Flight Attendant
- ◆ System Admin
- ◆ Registered Users

→ **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 sign up form 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 payment form 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 list of booked flights 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 list of passengers 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 table
- **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 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.
- **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 list of crews available by the company
- **System Response:** The system retrieves a list of available crews 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 search interface.

◆ Browse List of Aircrafts

- **System Admins:** Admins can browse a list of aircrafts available by the company
- **System Response:** The system retrieves a list of available aircrafts 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 search interface.

- ◆ Add/Remove Crew
 - **System Admins:** Admins can browse a list of crews 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 list of aircrafts 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 list of current flight destinations 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 list of all registered users 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 membership registration form 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 application form 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.