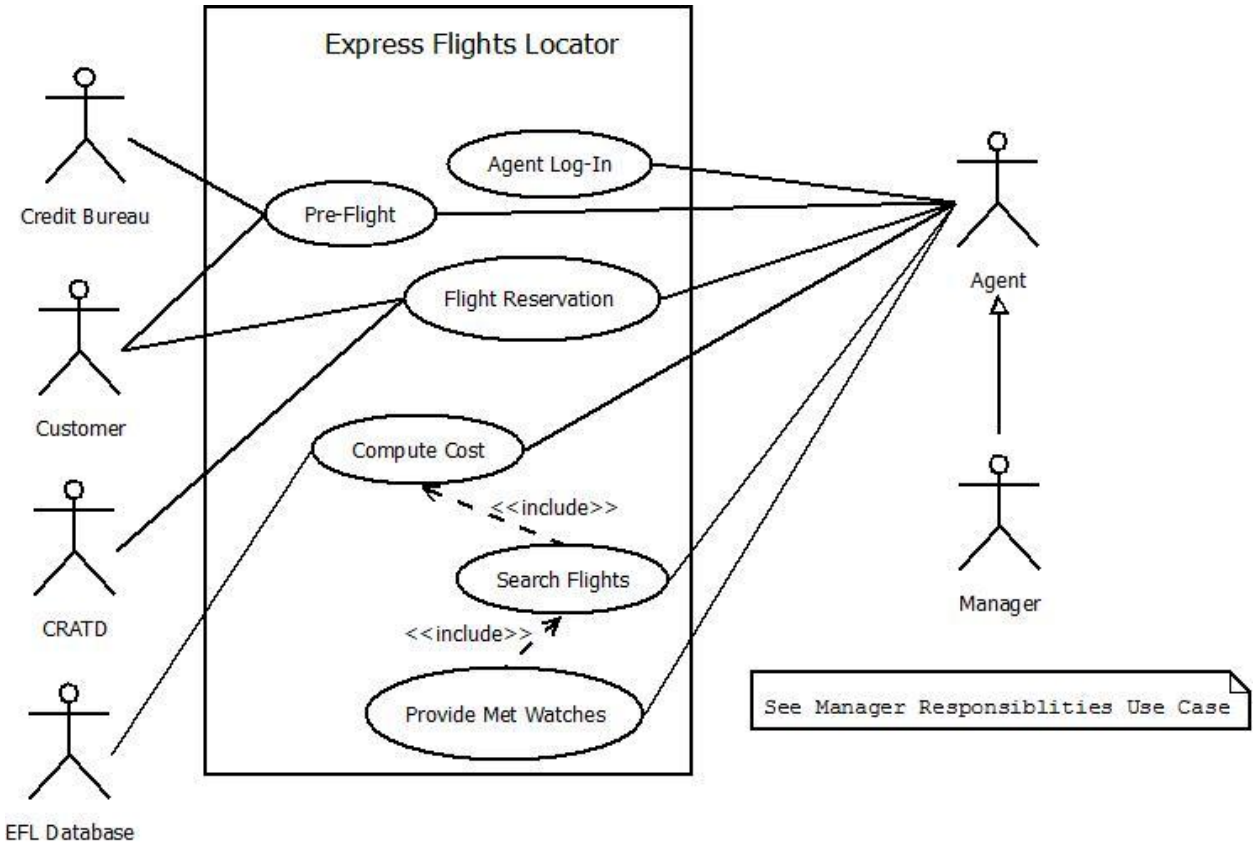
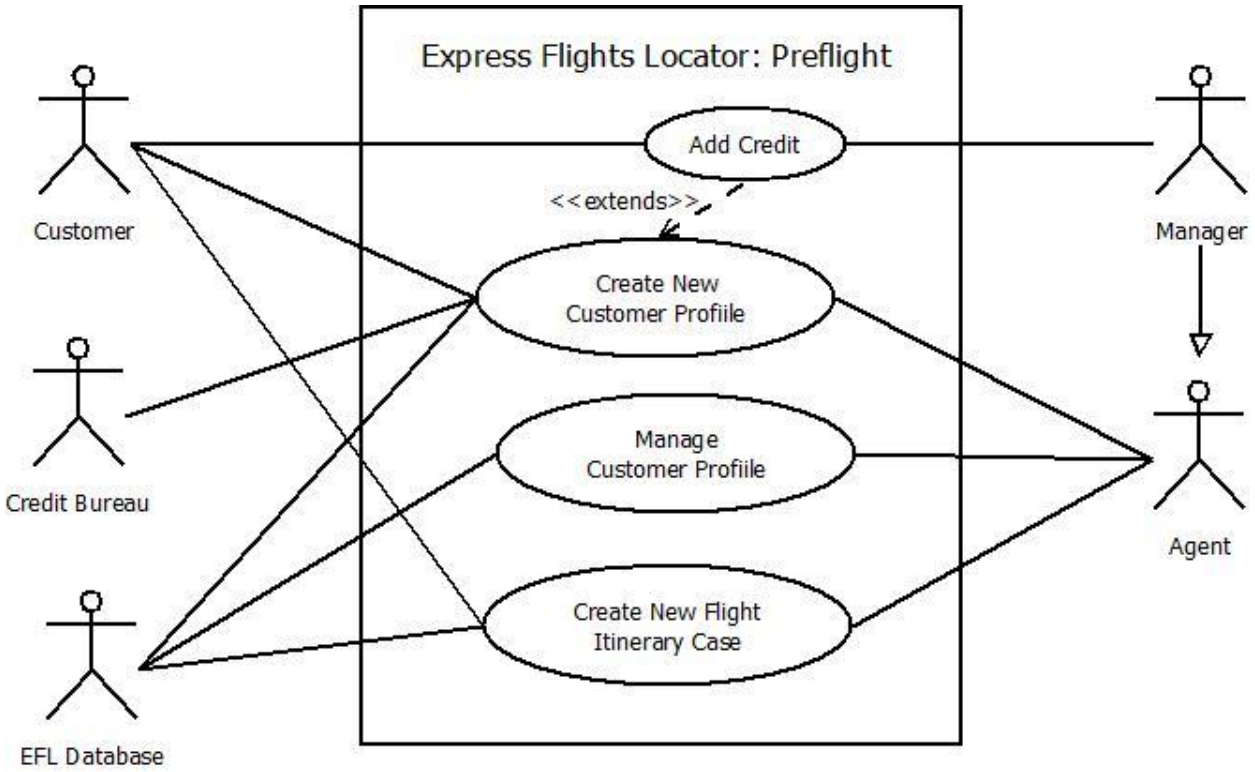
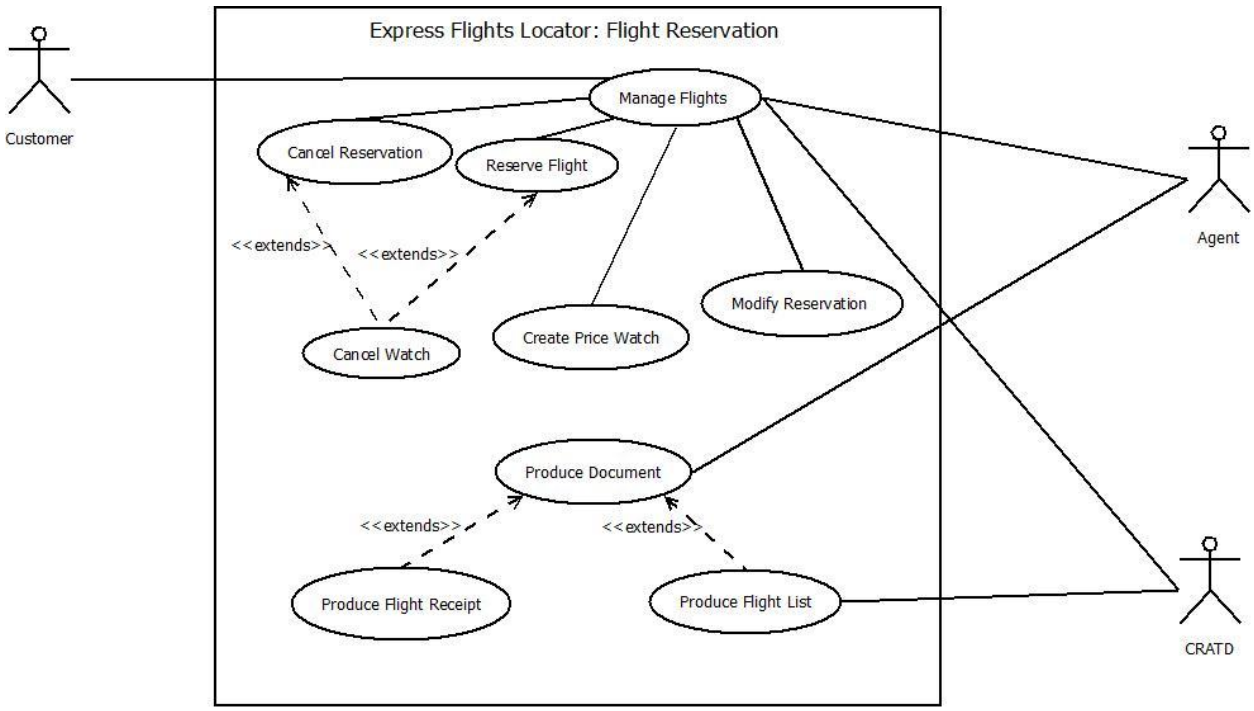
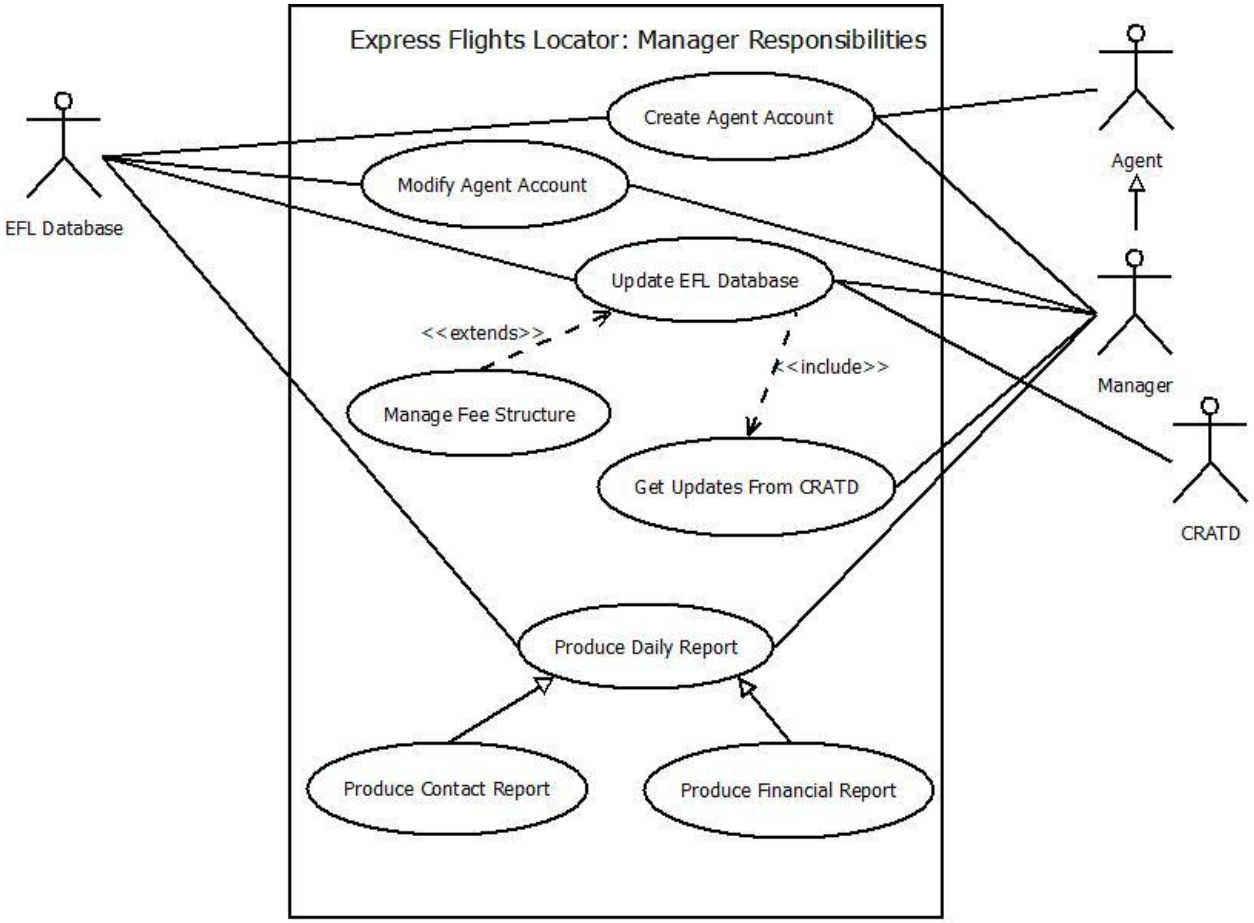
Use Case Changes

1. Added a Credit Bureau as an actor for Pre-Flight/Main Use Cases to check and make sure that the customer has a good financial background.
2. Added Agent Log-In to Main
3. Added Search Flights to Main to <<include>> Calculate Costs
4. Added Provide Met Watch Scenarios to Main to <<include>> Search Flights
5. Added Add Credit to Customer Profile to Preflight to <<extend>> Create Customer via a manager
6. Added Cancel Watch to Flight Reservation to <<extend>> Reserve Flights


Express Flights Locator
Credit Bureau
Customer
CRATD
EFL Database
Agent Log-In
Pre-Flight
Flight Reservation
Compute Cost
<<include>>
Search Flights
<<include>>
Provide Met Watches
Agent
Manager
See Manager Responsiblities Use Case


Express Flights Locator: Preflight
Customer
Credit Bureau
EFL Database
Add Credit
<<extends>>
Create New
Customer Profiile
Manage
Customer Profiile
Create New Flight
Itinerary Case
Manager
Agent


Express Flights Locator: Flight Reservation
Customer
Manage Flights
Cancel Reservation
Reserve Flight
<<extends>>
<<extends>>
Cancel Watch
Create Price Watch
Modify Reservation
Agent
Produce Document
<<extends>>
<<extends>>
Produce Flight Receipt
Produce Flight List
CRATD


Express Flights Locator: Manager Responsibilities
EFL Database
Create Agent Account
Modify Agent Account
Update EFL Database
<<extends>>
<<include>>
Manage Fee Structure
Get Updates From CRATD
Produce Daily Report
Produce Contact Report
Produce Financial Report
Agent
Manager
CRATD

Use Case Description Changes

1. Use Case Description: Create New Customer Profile Change: Customer accepts services
2. Use Case Description: Create New Customer Profile Change: Customer denies services
3. Use Case Description: Create New Customer Profile Change: Customer's credit is bad

The Following Are Brand New Use Cases

1. Use Case Description: Agent Log-In
2. Use Case Description: Search Flights
3. Use Case Description: Provide Met Watch Scenarios
4. Use Case Description: Add Credit to Customer Profile
5. Use Case Description: Cancel Watch

Use Case Name:	Create New Customer Profile
Related Requirements	
Goal in Context	Successfully create a customer profile
Preconditions	1. Customer wants to book a flight (calls or comes in person) 2. Customer has: A Name An Address of Residency A Phone Number 3. Customer has a credit card
Successful End Condition	The new customer profile is created and stored
Failed End Condition	The customer profile is not successfully created or stored
Primary Actor(s)	Customer Agent
Secondary Actor(s)	
Trigger	Customer calls or enters Cougar Path Travel

Main Flow	Step	Action
	1	New Customer calls or enters Cougar Path Travel
	2	Agent explains fee structure
	3	Customer decides to accept or deny services
	4	Customer provides personal information and credit information
	5	Agent verifies credit information
	6	Agent saves Customer Profile
Extensions	**Step**	**Branching Action**
	3.A.1	Customer accepts services
	3.A.2	Go to Step 4
	3.B.1	Customer denies services
	3.B.2	No further Steps taken
	5.A.1	Customer's credit information is valid and their credit is good
	5.A.2	Go to Step 6
	5.B.1	Customer's credit information is invalid, their credit is bad, or both of these conditions are met

Use Case Name:	Agent Log-In
Related Requirements	
Goal in Context	Agent will log into the system using their Agent ID number and password
Preconditions	Agent must have an existent Agent Profile
Successful End Condition	Agent successfully logs into the system
Failed End Condition	Agent fails to log into the system
Primary Actor(s)	Agent
Secondary Actor(s)	
Trigger	Agent wishes to use the system

Main Flow	Step	Action
	1	Agent attempts to log into the system by entering their employee ID and password
	2	Verify log-in information
	3	Log-in complete
Extensions	Step	Branching Action
	2.A.1	Log-in information is correct
	2.A.2	Go to Step 3
	2.B.1	Log-in information is incorrect
	2.B.2	No further Steps taken

Use Case Name:	Search Flights
Related Requirements	
Goal in Context	Search for a flight and compute its corresponding cost
Preconditions	The customer must have a corresponding Itinerary
Successful End Condition	Flight search and flight cost computation were successfully completed
Failed End Condition	Flight search failed to be completed, flight cost failed to be calculated, or a combination of the aforementioned conditions
Primary Actor(s)	Agent
Secondary Actor(s)	EFL Database
Trigger	Agent decides to look up flights

Main Flow	Step	Action
	1	Agent sets up a search for a flight
	2	Agent computes cost of the found flight (See Compute Cost)
Extensions	**Step**	**Branching Action**
	1.A.1	Flight found
	1.A.2	Go to Step 2
	1.B.1	Flight not found
	1.B.2	No further Steps taken

Use Case Name:	Provide Met Watch Scenarios
Related Requirements	
Goal in Context	Provide any met watches to an Agent
Preconditions	At least one Price Watch must have been made by a Customer
Successful End Condition	Successfully provided an Agent with met watch scenarios
Failed End Condition	Failed to provide an Agent with met watch scenarios
Primary Actor(s)	Agent
Secondary Actor(s)	EFL Database
Trigger	Agent checks to see if any Price Watches have been met

Main Flow	Step	Action
	1	Agent requests all met Price Watch Scenarios to be listed
	2	Search Flights for met Price Watches
	3	All met Price Watches are returned and listed for the Agent
Extensions	**Step**	**Branching Action**

Use Case Name:	Add Credit to Customer Account
Related Requirements	
Goal in Context	Add Credit to a newly created Customer profile
Preconditions	Customer was referred by an existing Customer Customer has just created a Customer Profile
Successful End Condition	Credit is added to the Customer's Profile
Failed End Condition	Credit is not added to the Customer's Profile
Primary Actor(s)	Customer Agent
Secondary Actor(s)	
Trigger	A new Customer tells an Agent they were referred by an existing Customer

Main Flow	Step	Action
	1	Agent asks Customer if they were referred by an existing Customer
	2	Customer responds
	3	Credit is added to referring Customer's existing Customer Profile

Use Case Name:	Cancel Watch
Related Requirements	
Goal in Context	Cancel a Price Watch
Preconditions	The customer has created an Itinerary A Price Watch must have been created
Successful End Condition	The correct Price Watch has been successfully cancelled.
Failed End Condition	The correct Price Watch has not been successfully cancelled.
Primary Actor(s)	Customer Agent
Secondary Actor(s)	EFL Database
Trigger	A customer wishes to cancel a Price Watch OR A Price Watch expires

Main Flow	Step	Action
	1	Price watch cancellation initiated
	2	Agent cancels Price Watch
Extensions	**Step**	**Branching Action**
	1.A.1	Customer requests to cancel a Price Watch on a current Flight
	1.A.2	Go to Step 2
	1.B.1	Price Watch expires (has existed for 30 days)
	1.B.2	Go to Step 2