

Team Glossary

Cougar Path Travel—Name of the travel reservation company to whom we are developing the “Express Flights Locator” software package.

Express Flights Locator—name of the software package we are developing for the client.

Travel Reservation Company—is a company that assists customers in finding and purchasing airfare at the most convenient and reasonable price based on the customer’s needs.

On-phone Service—Services being provided by an agent or a manager to a customer over a telephone connection.

In-person Service—Services being provided by an agent or a manager to a customer in a face-to-face setting.

Flight Travel Data—Data pulled from the CRATD in a text format and updated within the data members of the Express Flights Locator.

Customer—People who are interested in planning a flight with Cougar Path Travel that are either potential or current within the system.

Travel Agent—trained professionals that interact with and assist the customer in finding flights that meet the customer’s needs.

Manager—Agent that has a higher level of access and additional tasks within the system

“plan-to-go” Fee Structure—Flat fee that is charged for the service of assisting in finding the optimal flight for the customer regardless of if the customer actually books the trip or not.

To “Book” a Trip—this is another term used for reserving a flight and may also be used to describe the planning process for the trip.

Customer Profile—a collection of basic information about the customer that will be maintained on the local database and is comprised of (customer's name, address, email address, phone number, Credit card information [holder’s name, card type, card number, expiration date, and Card Security Value (CSV) number] and a billing address)

Card Security Value (CSV) Number—This is the security number located on the back of most credit cards.

Customer Number—This is the number assigned to the customer to keep the customer identified individually for accurate and quick look-up.

Itinerary Case—These are individual cases that contain information about a current searches, reservations, and modification to a current flight and are instantiated every time a customer wants to search for a new flight search based around different search parameters or decides to cancel their current flight a whole new itinerary case opens.

Departure City—City of flight origin.

Arrival City—City of flight destination.

Cheapest Fare—This is an option the customer will choose as a personal preference

Shortest Time—refers to the shortest flight time from first departure until the last arrival at the traveler's final destination.

Shortest Number Of Flights— refers to the least number of connecting flights between the departure and arrival airport.

Final Destination—The arrival city of the last flight in a chain of flights.

Flight Status—An indicator that specifies if a flight is going to be delayed, cancelled or is on-time.

Price “Watch”—A service offered by the client that monitors the price of a set of flights based on a set of criteria and waits for any flight to meet a price threshold based on the customers specification.

Price “Watch” Threshold—The price specified by the customer in which they will be notified of specific flights based on their itinerary specifications.

“EFL” Database—Local database containing local data such as airport codes, airlines, departure times, airline mileage, airport fees, etc...

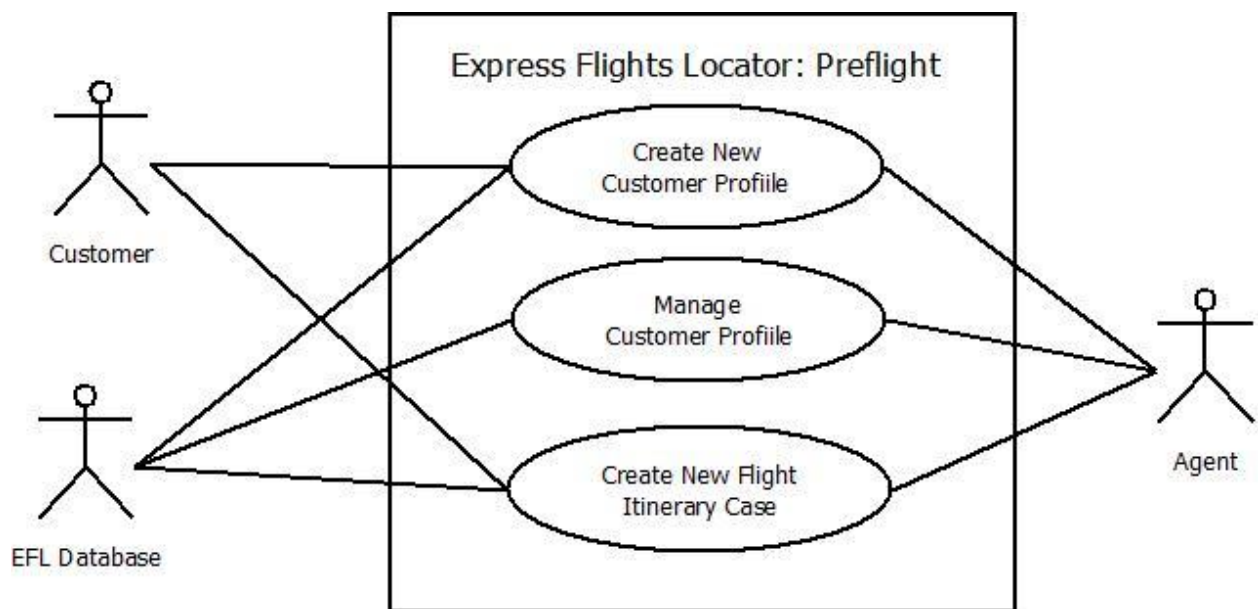
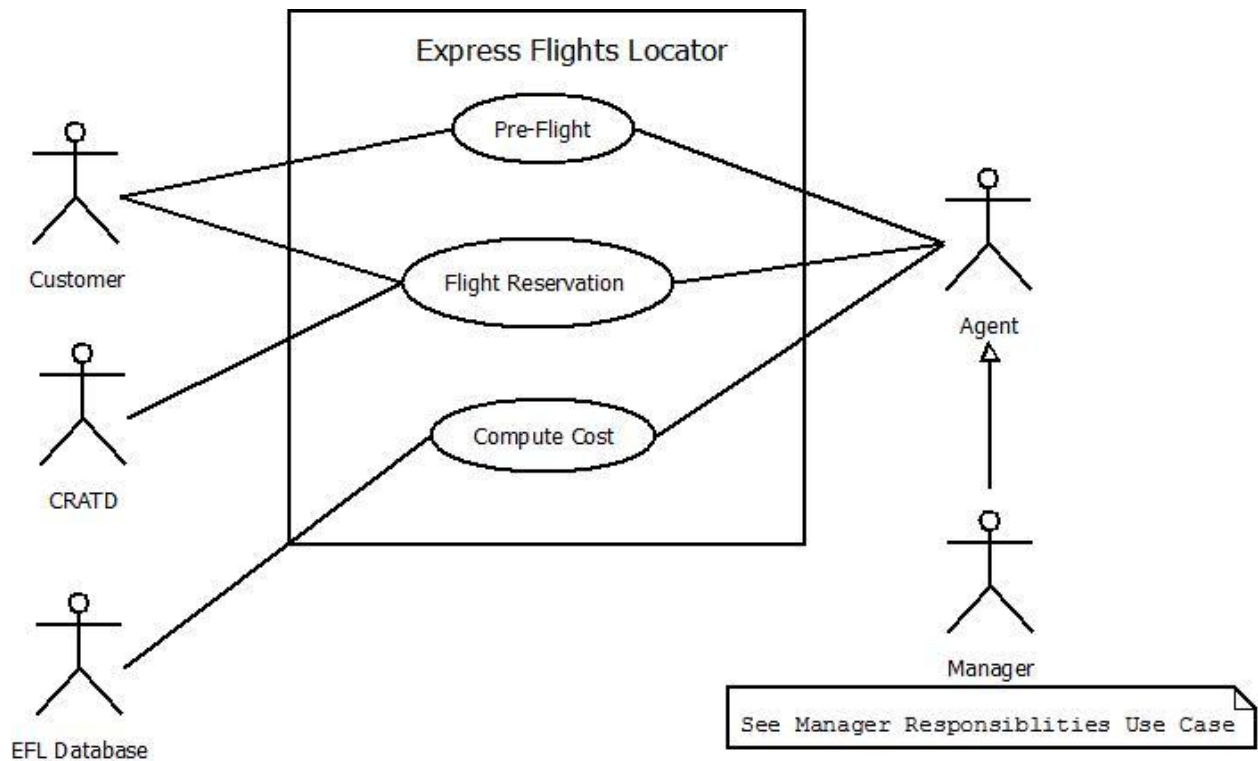
Daily Report—A daily task done by the manager that summarizes business that was conducted throughout the day. It is comprised of a financial and contact section.

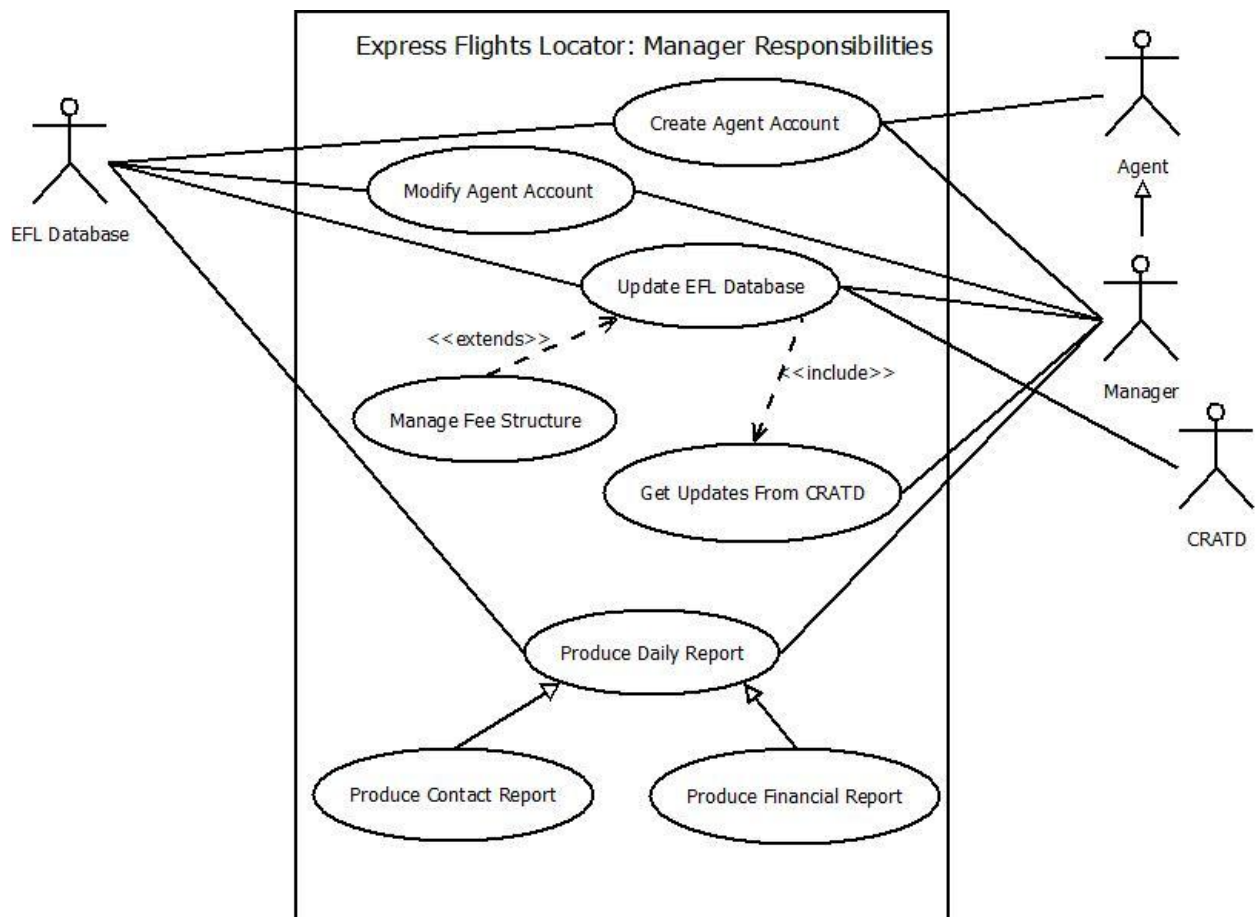
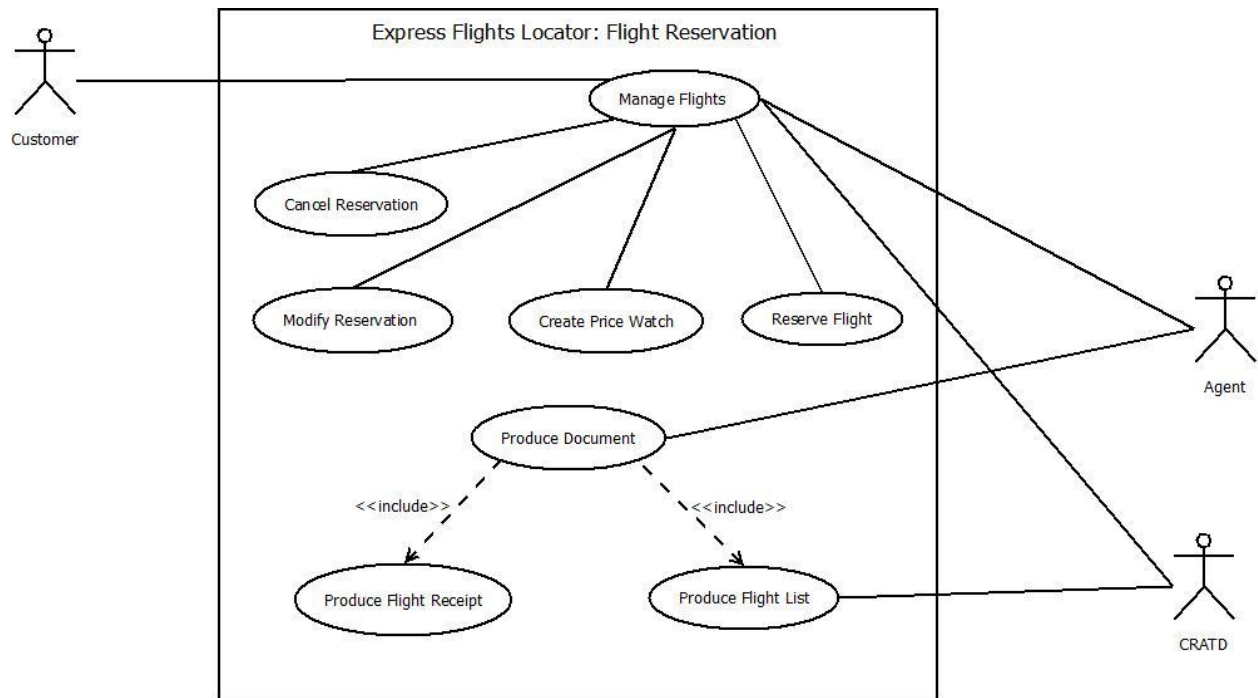
CRATD(Central Repository of Air Travel Data)—The database that contains specific airline information necessary to plan and analyze reservation costs.

Leg—generally refers to a single flight within a chain of flights but can mean a single flight.

Discount—a reduction in price that is applied to the total price at any inconvenience to the customer

USE CASES





Use Case Descriptions

Use Case Name:	Create New Customer Profile
Related Requirements	
Goal in Context	Successfully create a customer profile
Preconditions	<p>1. Customer wants to book a flight (calls or comes to the agency in person)</p> <p>2. Customer has:</p> <ul style="list-style-type: none">A NameAn Address of ResidencyA Phone Number
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)	<p>Customer</p> <p>Agent</p>
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 accepts or denies services
	4	Agent collects customer information
Extensions	Step	Branching Action

Use Case Name:	Manage Existing Customer Profile
Related Requirements	
Goal in Context	Lookup the Customer by: Name Phone Number Manage Customer information
Preconditions	Customer must have a valid profile in the system
Successful End Condition	Agent successfully manages Customer's profile by updating any changes in the Customer's information and saving changes to the system
Failed End Condition	Agent fails to manage Customer's profile
Primary Actor(s)	Customer Agent
Secondary Actor(s)	
Trigger	Existing Customer wants to make a flight reservation.

Main Flow	Step	Action
	1	Existing customer enters or calls the agency
	2	Agent requests either name or phone number
	3	Agent enters received name or phone number into GUI
	4	Agent “searches” the existing pool of customer profiles
	5	After finding the customer’s profile, the agent updates customer’s info.
	6	Agent saves changes to the customer’s profile
Extensions	Step	Branching Action

Use Case Name:	Create New Itinerary Case
Related Requirements	
Goal in Context	Successfully create a new itinerary case for a customer
Preconditions	Customer has a customer profile stored in the system Customer profile is opened Customer wants to reserve a flight
Successful End Condition	Itinerary list is successfully created and provided to the customer
Failed End Condition	Itinerary list creation is unsuccessful or fails
Primary Actor(s)	Customer Agent
Secondary Actor(s)	
Trigger	Customer with a customer profile wishes to make a flight reservation.

Main Flow	Step	Action
	1	Customer with a customer profile wishes to reserve a flight
	2	Agent requests that the customer provide: Departure City Arrival City Dates of Travel Number of travelers (up to 5)
	3	Agent asks customer if: Cheapest Fare Shortest Time Shortest Number of Flights Is preferred, explaining each
	4	Agent enters data into computer
	5	System returns sorted list of options based on customer preferences
Extensions	Step	Branching Action

Use Case Name:	Produce Flight List
Related Requirements	
Goal in Context	Successfully produce the list
Preconditions	<p>A customer with an existing customer profile has requested to reserve a flight</p> <p>Itinerary case was completed by customer supplying the following required information if it has been changed since their last reservation:</p> <p>Whether cheapest fare, shortest time, or shortest number of flights is preferred</p> <p>The names of each traveler (up to 5)</p> <p>Payment information (holder's name, card type, card number, expiration date,</p> <p>Card Security Value, and billing address.</p>
Successful End Condition	An agent has successfully accessed the local system and created the flight list for the customer's convenience
Failed End Condition	Flight list creation fails
Primary Actor(s)	<p>Customer</p> <p>Agent</p> <p>Local Flight Database</p>
Secondary Actor(s)	
Trigger	A customer has requested to make a flight reservation and has provided the necessary information to the agent to make such a reservation. The customer now requires a list of traveling options

Main Flow	Step	Action
	1	Agent asks for traveling information and billing information
	2	Customer provides traveling and billing information
	3	Agent enters information into the system
	4	System arranges a list based on the customer's personal preferences
	5	Agent receives the list and prints it, making it a physical document
	6	Flight list is delivered to the customer
	7	Itinerary case is completed and customer wishes to reserve a flight
Extensions	Step	Branching Action

Use Case Name:	Reserve Flights
Related Requirements	
Goal in Context	Successfully reserve a flight for a customer
Preconditions	<p>Customer must have a customer profile</p> <p>Customer must have provided valid information including traveling and billing information as well as one of the following personal preferences:</p> <p>(cheapest fare, shortest time, shortest number of flights)</p>
Successful End Condition	Flight reservation is successfully made and record of it is stored in the CRATD system
Failed End Condition	Flight reservation is not successfully made or reservation record is not stored in the system
Primary Actor(s)	<p>Customer</p> <p>Agent</p> <p>CRATD</p>
Secondary Actor(s)	
Trigger	Customer wishes to reserve a flight and meets all requirements to do so

Main Flow	Step	Action
	1	Customer begins the reservation process
	2	Agent queries the customer about changes in customer profile information
	3	Customer responds to querying with answer(s)
	4	Agent puts customer's information into the computer if need be
	5	Agent sends information to the CRATD
	6	CRATD stores information
	7	Reservation of flight is complete
Extensions	Step	Branching Action
	3.A.1	Customer specifies that there are no changes to their information
	3.A.2	Continue to step 4
	3.B.1	Customer specifies that there are changes that will need to be made to their customer profile
	3.B.2	Agent and Customer converse about what changes need to be made.
	3.B.3	Agent makes all changes to the customer's profile
	3.B.4	Continue to step 4

Use Case Name:	Modify Reservation
Related Requirements	
Goal in Context	Successfully modify a flight reservation after a flight has been reserved by a customer
Preconditions	A customer has gone through all required steps leading up to and including reserving a flight.
Successful End Condition	Flight reservation has been successfully modified
Failed End Condition	Flight reservation has not been modified successfully
Primary Actor(s)	Customer Agent CRATD
Secondary Actor(s)	
Trigger	Customer calls or enters the agency and requests to modify a flight reservation

Use Case Name:	Cancel Reservation
Related Requirements	
Goal in Context	Successfully cancel a flight reservation after a flight has been reserved by a customer
Preconditions	A customer has gone through all required steps leading up to and including reserving a flight
Successful End Condition	Flight reservation has been successfully canceled
Failed End Condition	Flight reservation has not been cancelled successfully
Primary Actor(s)	Customer Agent CRATD
Secondary Actor(s)	
Trigger	Customer calls or enters the agency and requests to cancel a flight reservation

Main Flow	Step	Action
	1	Customer requests to cancel a flight reservation
	2	Agent assists the customer in canceling the flight reservation
	3	CRATD is updated with changed information
Extensions	Step	Branching Action

Use Case Name:	Produce Flight Receipt
Related Requirements	
Goal in Context	Print the flight receipt for the customer to refer to in the future.
Preconditions	Customer has a profile in the system, has entered or called the agency requesting to reserve a flight, has looked over the personalized list of available options after providing traveling and billing information, and has come to a decision as to what services he/she will be paying for.
Successful End Condition	Customer's receipt is successfully printed and delivered to the customer.
Failed End Condition	Customer's receipt fails to be printed or delivered to the customer.
Primary Actor(s)	Customer Agent EFL Database
Secondary Actor(s)	
Trigger	Flight reservation is completed as well as customer decision based on their flight list

Main Flow	Step	Action
	1	Customer decides on a particular flight travel path/plan
	2	Agent enters information into the computer, making use of our product
	3	Local Flight Database (system) generates a receipt
	4	Receipt is delivered to the customer
Extensions	Step	Branching Action

Use Case Name:	Create Price Watch
Related Requirements	Reserve Flight
Goal in Context	Create a price watch that will notify the customer if the price of a certain flight drops below a specific threshold
Preconditions	<p>The customer has a customer profile</p> <p>The customer has asked to reserve a flight</p> <p>The customer has been made a flight list</p> <p>The customer has decided to opt out of a flight due to the price</p>
Successful End Condition	A price watch is successfully created and will last 30 days or until the customer makes a reservation
Failed End Condition	A price watch is not created
Primary Actor(s)	<p>Customer</p> <p>Agent</p>
Secondary Actor(s)	
Trigger	Customer declines a reservation because of cost

Main Flow	Step	Action
	1	Customer declines reservation because of cost
	2	Agent informs customer about price watches
	3	Agent asks customer if they would like to place a price watch on the flight
	4	Customer replies
	5	Agent creates a price watch on the flight the customer is interested in reserving
	6	A price watch is successfully created
	7	End of procedure
Extensions	Step	Branching Action
	4.A.1	Customer replies that they would like a price watch
	4.A.2	Go to Step 5
	4.B.1	Customer replies that they are not interested in creating a price watch
	4.B.2	Go to Step 7

Use Case Name:	Create Agent Account
Related Requirements	
Goal in Context	Successfully create an agent account
Preconditions	1. Agent is currently employed at Cougar Path Travel 2. Agent has: A Name An Address of Residency A Phone Number An ID Number A Password used to log onto the system
Successful End Condition	The new agent account is created and stored
Failed End Condition	The agent account is not successfully created or stored
Primary Actor(s)	Manager Agent EFL Database
Secondary Actor(s)	
Trigger	Agent is hired at Cougar Path Travel

Main Flow	Step	Action
	1	New agent is hired
	2	Agent is trained by manager
	3	Manager queries agent for required information
	4	Agent provides information
	5	Manager puts information into computer
	6	Manager saves new agent account to EFL database, finishing the creation of a new agent account
Extensions	Step	Branching Action
	5.1	Manager puts agent's personal information into the system
	5.2	Manager creates a unique ID number and system log in password for the new agent
	5.3	Go to Step 6

Use Case Name:	Modify Agent Account
Related Requirements	
Goal in Context	Manage an agent's account by saving modifications of the agent's personal information to the EFL
Preconditions	Agent must have a valid account in the EFL database
Successful End Condition	Manager successfully manages agent's profile by updating any changes in personal information and saving changes to the system
Failed End Condition	Manager fails to manage agent's account by successfully updating it with changes
Primary Actor(s)	Manager Agent EFL Database
Secondary Actor(s)	
Trigger	Agent with an account requests to change personal information

Main Flow	Step	Action
	1	Existing agent requests to have information changed in their account
	2	Manager inquires what information should be changed
	3	Agent responds with personal information to change
	4	Manager inputs data to change in the system
	5	Manager saves changes to the agent's profile, updating the EFL database
Extensions	Step	Branching Action

Use Case Name:	Produce Daily Report
Related Requirements	Produce Financial Report Produce Contact Report
Goal in Context	Successfully produce a daily report (financial or contact)
Preconditions	It is the end of the work day
Successful End Condition	Manager successfully creates a particular type of daily report (Financial or Contact)
Failed End Condition	Manager fails to create the daily report
Primary Actor(s)	Manager EFL Database
Secondary Actor(s)	
Trigger	At the end of the day, a manager fulfilling his or her roles is required to run a daily report.

Main Flow	Step	Action
	1	Manager decides to start working on a daily report
	2	Manager works on daily report
	3	Manager finishes daily report
Extensions	Step	Branching Action
	2.A.1	Start financial section of the daily report
	2.A.2	Finish financial section of the daily report
	2.A.3	Go to Step 3 (Financial Report Complete)
	2.B.1	Start contact section of the daily report
	2.B.2	Finish contact section of the daily report
	2.B.3	Go to Step 3 (Contact Report Complete)

Use Case Name:	Get Updates From The CRATD
Related Requirements	Update EFL Database
Goal in Context	Download any updates from the CRATD if they are available
Preconditions	The manager has access to the CRATD
Successful End Condition	Updates are downloaded by the manager
Failed End Condition	The manager fails to download updates from the CRATD
Primary Actor(s)	Manager CRATD
Secondary Actor(s)	
Trigger	Managers must download updates from the CRATD nightly. It is night time and the manager wishes to fulfill his or her duty.

Main Flow	Step	Action
	1	Manager checks CRATD for available updates
	2	Manager downloads updates
	3	Procedure complete
Extensions	Step	Branching Action
	2.A.1	Available updates exist and are downloaded
	2.A.2	Go to Step 3 reporting Success
	2.B.1	No updates are available from the CRATD.
	2.B.2	Go to Step 3 reporting Fail

Use Case Name:	Compute Cost
Related Requirements	
Goal in Context	Perform all calculations required to compute the cost of a trip
Preconditions	<p>A customer must have successfully reserved a flight</p> <p>Any updates from the CRATD must have been successfully made</p> <p>An agent has an existing account</p>
Successful End Condition	The cost has been successfully computed and a customer's account credit balance is successfully updated
Failed End Condition	An agent fails to compute the cost or update a customer's account credit balance is not updated.
Primary Actor(s)	<p>Agent</p> <p>EFL Database</p>
Secondary Actor(s)	
Trigger	After a flight reservation is created, a cost will be computed

Main Flow	Step	Action
	1	An agent begins the compute cost procedure
	2	The cost per mile per airline fee is computed
	3	The airport fee is computed by summing airport service fees
	4	The agency's fee is computed
	5	Customer's credit balance is updated
	6	The total cost is calculated
Extensions	Step	Branching Action
	2.A.1	The trip is either not a multi-leg trip, or does not contain subsequent legs chartered by the same airline So, we do not have to calculate any cost discounts
	2.A.2	The cost per mile per airline fee is equal to the sum of the products of each leg's cost per mile rate and the distance traveled
	2.B.1	The trip is a multi-leg trip in which subsequent legs are chartered by the same airline
	2.B.2	Compute the adjusted cost per mile per airline fee by factoring in any discounts
	4.A.1	If the customer has not made a flight reservation at the agency before, the standard "plan-to-go" fee is added to the total cost
	4.B.1	If the customer has made a flight reservation at the agency before, an adjusted "plan-to-go" fee is added to the total cost
	4.B.2	If the customer has made between 2 and 9 reservations inclusive, \$5 will be taken off the fee, If the customer has made > 10 reservations, \$10 will be deducted