

Use Case Scenarios

I. Create New Customer Profile Scenarios

A. Create New Customer Profile Scenario (Normal)

1. New Customer calls or enters the travel agency
2. Agent answers the phone call or acknowledges that New Customer has entered Cougar Path Travel
3. Customer would like to create an account
4. Agent explains fee structure
5. Customer accepts services
6. Agent asks for customer information
7. Customer provides information and credit card
8. Agent enters information into computer
9. System sends customer information for validation to Credit Bureau
10. Customer has good credit and credit card is valid
11. Agent submits customer information to create a new customer account

B. Create New Customer Profile Scenario (Exception 3B)

1. New Customer calls or enters the travel agency
2. Agent answers the phone call or acknowledges that New Customer has entered Cougar Path Travel
3. Customer would like to create an account
4. Agent explains fee structure
5. Customer denies services
6. Customer hangs up the phone or leaves the travel agency

C. Create New Customer Profile Scenario (Exception 5B)

1. New Customer calls or enters the travel agency
2. Agent answers the phone call or acknowledges that New Customer has entered Cougar Path Travel
3. Customer would like to create an account
4. Agent explains fee structure
5. Customer accepts services
6. Agent asks for customer information
7. Customer provides information and credit card
8. Agent enters information into computer
9. System sends customer information for validation to Credit Bureau
10. Customer's credit card is invalid
11. Agent defers customer

Use Case Scenarios

II. Manage Existing Customer Profile Scenarios

A. Manage Existing Customer Profile (Normal)

1. Existing customer enters or calls the agency
2. Agent requests either name or phone number
3. Customer provides either name or phone number
4. Agent enters received name or phone number into GUI
5. Agent searches the existing pool of customer profiles
6. After finding the customer's profile, the agent asks what information should be updated
7. Customer replies with new information
8. Agent updates customer's info.
9. Agent saves changes to the customer's profile

III. Create New Itinerary Case Scenarios

A. Create New Itinerary Case (Normal)

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, and number of travelers
3. Agent asks customer if cheapest fare, shortest time, or 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

IV. Produce Flight List Scenarios

A. Produce Flight List Scenario (Normal)

1. Agent asks the customer for traveling information and billing information
2. Customer provides traveling and billing information to the agent
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

Use Case Scenarios

V. Reserve Flights Scenarios

A. Reserve Flights Scenarios (Normal)

1. Customer begins the reservation process
2. Agent queries the customer about changes in customer profile information
3. Customer specifies that there are no changes to their information
4. Agent asks the customer to choose a flight
5. Customer makes a flight choice
6. Agent sends information to the CRATD
7. CRATD stores information
8. Reservation of flight is complete

B. Reserve Flights Scenario (Exception 3B)

1. Customer begins the reservation process
2. Agent queries the customer about changes in customer profile information
3. Customer specifies that changes need to be made to their profile
4. Agent asks the customer what information should be updated
5. Customer replies which information should be updated
6. Agent updates customer's information
7. Agent asks the customer to choose a flight
8. Customer makes a flight choice
9. Agent sends information to the CRATD
10. CRATD stores information
11. Reservation of flight is complete

VI. Modify Flights Scenarios

A. Modify Flights Scenario (Normal)

1. Customer requests to modify a flight reservation
2. Agent asks what information should be modified
3. Customer provides information that should be changed
4. Agent enters updated information into the computer
5. Agent saves updated information, effectively updating the CRATD with any changed information

VII. Cancel Reservation Scenario

A. Cancel Reservation Scenario (Normal)

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

Use Case Scenarios

VIII. Produce Flight Receipt Scenarios

A. Produce Flight Receipt Scenario (Normal)

1. Customer decides on a particular flight travel path/plan
2. Agent enters information into the computer
3. Local Flight Database (system) generates a receipt
4. Receipt is delivered to the customer

IX. Create Price Watch Scenarios

A. Create Price Watch Scenario (Normal)

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 that they would like a price watch
5. Agent attempts to create a price watch for the flight the customer is interested in reserving
6. A price watch is successfully created and will remain in effect until it expires or a new reservation is made

B. Create Price Watch Scenario (Exception 4B)

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 that they would not like a price watch

X. Create Agent Account Scenarios

A. Create Agent Account Scenario (Normal)

1. New agent is hired
2. Agent is trained by manager
3. Manager queries agent for required information
4. Agent provides required information
5. Manager puts agent's personal information into the system
6. Manager creates a unique ID number and system log in password for the new agent
7. Manager saves new agent account to EFL database, finishing the creation of a new agent account

Use Case Scenarios

XI. Modify Agent Account Scenario

A. Modify Agent Account Scenario (Normal)

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

XII. Produce Daily Report Scenarios

A. Produce Daily Report Scenario (Normal)

1. Manager decides to start working on a daily report
2. Manager starts financial or contact section of the daily report
3. Manager finishes financial or contact section of the daily report
4. Manager starts remaining section of the daily report
5. Manager finishes remaining section of the daily report, finishing the daily report
6. Manager inputs data to change in the system
7. Manager saves changes to the agent's profile, updating the EFL database

XIII. Get Updates from the CRATD Scenarios

A. Get Updates from the CRATD Scenario (Normal)

1. Manager checks CRATD for available updates
2. Available updates exist and are downloaded

XIV. Compute Cost Scenarios

A. Compute Cost Scenario (Normal)

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

Use Case Scenarios

XV. Add Credit to Customer's Profile Scenarios

A. Add Credit to Customer's Profile Scenario (Normal)

1. After successfully creating a new Customer Profile, an Agent ask the Customer asks the Customer if they were referred by an existing customer
2. Customer responds that they were referred by an existing customer
3. Agent requests the name or phone number of the referring customer
4. Referred Customer responds with either the referring customer's name or phone number
5. Agent attempts to look up the referring customer in the system
6. Agent discovers that the referring customer does indeed exist in the system
7. Agent adds credit to the referring customer's account

B. Add Credit to Customer's Profile Scenario (Exception 2A)

1. After successfully creating a new Customer Profile, an Agent ask the Customer asks the Customer if they were referred by an existing customer
2. Customer responds that they were referred by an existing customer
3. Agent requests the name or phone number of the referring customer
4. Referred Customer responds with either the referring customer's name or phone number
5. Agent attempts to look up the referring customer in the system
6. Agent discovers that the referring customer does not exist in the system
7. Agent does not add credit to a referring Customer's Profile

C. Add Credit to Customer's Profile Scenario (Exception 2B)

1. After successfully creating a new Customer Profile, an Agent ask the Customer asks the Customer if they were referred by an existing customer
2. Customer responds that they were not referred by an existing Customer
3. Agent does not add credit to a referring Customer's Profile

Use Case Scenarios

XVI. Agent Log-In Scenarios

A. Agent Log-In Scenario (Normal)

1. Agent attempts to log into the system by entering their employee ID and password
2. System verifies that the employee ID and password are valid
3. Agent Log-In is complete

B. Agent Log-In Scenario (Exception 2B)

1. Agent attempts to log into the system by entering their employee ID and password
2. System verifies that the employee ID, the password, or both are invalid
3. Agent Log-In is incomplete

XVII. Provide Met Watch Scenarios Scenarios

A. Provide Met Watch Scenario (Normal)

1. Agent requests system to compile a list of met Price Watch Scenarios
2. System searches all flights, making note of any Price Watches which have been met
3. A list of met Price Watches is returned and displayed for the Agent

XVIII. Cancel Watch Scenarios

A. Cancel Watch Scenario (Normal 1A)

1. Customer requests to cancel a Price Watch either because they do not want to make the trip or because the price threshold has been met
2. Agent looks up Customer's Itinerary
3. Agent cancel's Customer's Price Watch

B. Cancel Watch Scenario (Normal 1B)

1. Price Watch expires
2. Agent looks up Customer's Itinerary
3. Agent cancels Customer's Price Watch

Use Case Scenarios

XIX. Search Flights Scenarios

A. Search Flights Scenario (Normal)

1. Agent must look up a flight to accomplish a particular task
2. Agent searches for a flight by querying the EFL Database
3. Flight is found
4. Agent computes cost of the found Flight

B. Search Flights Scenario (Exception 1B)

1. Agent must look up a flight to accomplish a particular task
2. Agent searches for a flight by querying the EFL Database
3. Flight not found