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| **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. |

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| **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 |
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| **Extensions** | **Step** | **Branching Action** |
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