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| **Use Case Name:** | Produce Flight List |
| Related Requirements |  |
| Goal in Context | Successfully produce the list |
| Preconditions | A customer with an existing customer profile has requested to reserve a flight  Itinerary case was completed by customer supplying the following required information if it has been changed since their last reservation:  Whether cheapest far, shortest time, or shortest number of flights is preferred  The names of each traveler (up to 5)  Payment information (holder’s name, card type, card number, expiration date,  Card Security Value, and billing address. |
| 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) | Customer  Agent  Local Flight Database |
| 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 |

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