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| **Use Case Name:** | Reserve Flights |
| Related Requirements |  |
| Goal in Context | Successfully reserve a flight for a customer |
| Preconditions | Customer must have a customer profile  Customer must have provided valid information including traveling and billing information as well as one of the following personal preferences:  (cheapest fare, shortest time, shortest number of flights) |
| 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) | Customer  Agent  CRATD |
| Secondary Actor(s) |  |
| Trigger | Customer wishes to reserve a flight and meets all requirements to do so |

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| **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 |
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| **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 |
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