|  |  |
| --- | --- |
| **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  Local Flight 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** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |