1. Create New Customer Profile Scenarios
2. Create New Customer Profile Scenario (Normal)
3. New Customer calls or enters the travel agency
4. Agent answers the phone call or acknowledges that New Customer has entered Cougar Path Travel
5. Customer would like to create an account
6. Agent explains fee structure
7. Customer accepts services
8. Agent asks for customer information
9. Customer provides information and credit card
10. Agent enters information into computer
11. System sends customer information for validation to Credit Bureau
12. Customer has good credit and credit card is valid
13. Agent submits customer information to create a new customer account
14. Create New Customer Profile Scenario (Exception 3B)
15. New Customer calls or enters the travel agency
16. Agent answers the phone call or acknowledges that New Customer has entered Cougar Path Travel
17. Customer would like to create an account
18. Agent explains fee structure
19. Customer denies services
20. Customer hangs up the phone or leaves the travel agency
21. Create New Customer Profile Scenario (Exception 5B)
22. New Customer calls or enters the travel agency
23. Agent answers the phone call or acknowledges that New Customer has entered Cougar Path Travel
24. Customer would like to create an account
25. Agent explains fee structure
26. Customer accepts services
27. Agent asks for customer information
28. Customer provides information and credit card
29. Agent enters information into computer
30. System sends customer information for validation to Credit Bureau
31. Customer’s credit card is invalid
32. Agent defers customer
33. Manage Existing Customer Profile Scenarios
34. Manage Existing Customer Profile (Normal)
35. Existing customer enters or calls the agency
36. Agent requests either name or phone number
37. Customer provides either name or phone number
38. Agent enters received name or phone number into GUI
39. Agent searches the existing pool of customer profiles
40. After finding the customer’s profile, the agent asks what information should be updated
41. Customer replies with new information
42. Agent updates customer’s info.
43. Agent saves changes to the customer’s profile
44. Create New Itinerary Case Scenarios
45. Create New Itinerary Case (Normal)
46. Customer with a customer profile wishes to reserve a flight
47. Agent requests that the customer provide departure city, arrival city, dates of travel, and number of travelers
48. Agent asks customer if cheapest fare, shortest time, or shortest number of flights is preferred, explaining each
49. Agent enters data into computer
50. System returns sorted list of options based on customer preferences
51. Produce Flight List Scenarios
52. Produce Flight List Scenario (Normal)
53. Agent asks the customer for traveling information and billing information
54. Customer provides traveling and billing information to the agent
55. Agent enters information into the system
56. System arranges a list based on the customer’s personal preferences
57. Agent receives the list and prints it, making it a physical document
58. Flight list is delivered to the customer
59. Reserve Flights Scenarios
60. Reserve Flights Scenarios (Normal)
61. Customer begins the reservation process
62. Agent queries the customer about changes in customer profile information
63. Customer specifies that there are no changes to their information
64. Agent asks the customer to choose a flight
65. Customer makes a flight choice
66. Agent sends information to the CRATD
67. CRATD stores information
68. Reservation of flight is complete
69. Reserve Flights Scenario (Exception 3B)
70. Customer begins the reservation process
71. Agent queries the customer about changes in customer profile information
72. Customer specifies that changes need to be made to their profile
73. Agent asks the customer what information should be updated
74. Customer replies which information should be updated
75. Agent updates customer’s information
76. Agent asks the customer to choose a flight
77. Customer makes a flight choice
78. Agent sends information to the CRATD
79. CRATD stores information
80. Reservation of flight is complete
81. Modify Flights Scenarios
82. 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

1. Cancel Reservation Scenario
2. 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

1. Produce Flight Receipt Scenarios
2. 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

1. Create Price Watch Scenarios
2. 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

1. 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

1. Create Agent Account Scenarios
2. 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

1. Modify Agent Account Scenario
2. 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

1. Produce Daily Report Scenarios
2. Produce Daily Report Scenario (Normal)
3. Manager decides to start working on a daily report
4. Manager starts financial or contact section of the daily report
5. Manager finishes financial or contact section of the daily report
6. Manager starts remaining section of the daily report
7. Manager finishes remaining section of the daily report, finishing the daily report
8. Manager inputs data to change in the system
9. Manager saves changes to the agent’s profile, updating the EFL database
10. Get Updates from the CRATD Scenarios
11. Get Updates from the CRATD Scenario (Normal)

1. Manager checks CRATD for available updates

2. Available updates exist and are downloaded

1. Compute Cost Scenarios
2. 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

1. Add Credit to Customer’s Profile Scenarios
2. 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

1. 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

1. 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

1. Agent Log-In Scenarios
2. 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

1. 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

1. Provide Met Watch Scenarios Scenarios
2. 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

1. Cancel Watch Scenarios
2. 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

1. Cancel Watch Scenario (Normal 1B)

1. Price Watch expires

2. Agent looks up Customer’s Itinerary

3. Agent cancels Customer’s Price Watch

1. Search Flights Scenarios
2. 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

1. 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