Scenarios:

**1. System Admin**

Maintain database

Manage managers

**2. Customer**

Signup

*Customer* creates new account on *system*.

*System* stores *customer* information.

*System* keeps the *customer* logged on.

End of use case

Login

*Customer* logs into *system*.

*System* checks *customer* credentials.

If *customer* credentials are incorrect, *customer* is notified and not logged into system.

If *customer* credentials are correct, *customer* is logged into system. (Welcome page)

End of use case

Booking

->Login

*Customer* selects flight details (one-way or return, origin and destination, departure and return date, no. of customer types, travel class)

***Goto*:**

*System* returns in a seven-day range the possible flights from origin and corresponding prices.

*Customer* chooses flight from origin to destination.

*System* returns in a seven-day range the possible flights from destination and corresponding prices.

*Customer* chooses flight from destination to origin.

*System* displays booking summary.

*Customer* chooses in-flight services.

*Customer* confirms booking on system.

If *customer* changes booking, return to Goto:

*Customer* chooses to pay with credit card or with points.

*System* updates *customer* details in database.

*System* sends flight information email to *customer*.

End of use case

Modify customer details

Modify booking

View flight history

Cancel booking

**3. Travel agency**

Signup

Is the sys admin or profile subsytem manager involved in validating the travel agency?

Login

Booking

Book blocks of seats

Is there a discount if the travel agency books over a certain number of seats?

Modify customer details

Modify booking

View flight history

**4. Manager for each sub-system**

Reservation system manager

Set ticket prices

Profile system manager

Add VIP customers

Validate travel agencies

Service system manager

Add services

Remove services

Adjust pricing of services

Adjust availability

Reporting system manager

Print summary reports

**5. Inflight staff**

Check customers who ordered services

Add service for customer