Scenarios:

**1. System Admin**

Maintain database

Manage managers

**2. Customer**

Signup

*Customer* creates new account on *system*.

*System* stores *customer* information.

*Customer* logs in.

End of use case

Login

*Customer* logs into *system*.

*System* checks *customer* credentials.

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

End of use case

Exception: Enter wrong credentials

Enter wrong credentials

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

End of use case

Booking

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

***Goto*:**

*System* displays information of all possible flights.

*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 account details

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

View flight history

Cancel booking

Single passenger may book for multiple passengers on behalf of them

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

**Reservation system manager**

Set ticket prices

Edit watch or no fly list

Reassign passengers within a flight

**Profile system manager**

Edit customer and travel agency profiles

Close account

Edit watch or no fly list

**Service system manager**

Add services

Remove services

Adjust pricing of services

Adjust availability

**Reporting system manager**

Print summary reports

**Flight manager**

Edit routes

Add routes

Add planes

Edit planes

Add airport

Edit airport

Add schedule

Edit schedule

**5. Inflight staff**

Check customers who ordered services