Use Case 1: create account

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| **Use Case Name** | Create account |
| **Actors** | Customer |
| **Description** | Create account with first Name , last Name, email ,phone number , id and age |
| **Pre-conditions** | customer do not have an account |
| **Basic Flow** | 1. Enter first Name , last Name, email ,phone number , id and age 2. The system keep your details 3. If email and id and num phone are correct, the system logs the user in and grants access to their account. |
|  |
| **Alternate Flow** | Wrong ( email and id and num phone) , user not found→ The system displays an error message and prompts the user to try again. |
| **Post-conditions** | Log in successfully |
| **Exceptions** | Invalid Format , Account Locked , invalid credentials |

Use Case 2: Login

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| **Use Case Name** | Login |
| **Actors** | Customer |
| **Description** | Login with email and password |
| **Pre-conditions** | customer Must have an account |
| **Basic Flow** | 1. Enter email and password 2. The system validates the username and password      1. If the credentials are correct, the system logs the user in and grants access to their account. |
|  |
| **Alternate Flow** | Wrong credentials , user not found→ The system displays an error message and prompts the user to try again. |
| **Post-conditions** | Log in successfully |
| **Exceptions** | Invalid Format , Account Locked , invalid credentials |

Use Case 3: search for journey

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| --- | --- |
| **Use Case Name** | **Search for Journey** |
| **Actors** | Customer |
| **Description** | Search for trains times |

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| --- | --- |
| **Pre-conditions** | Login successfully |
| **Basic Flow** | 1. Go to search bar 2. Search for the departure station, arrival station, desired travel date, and number of passengers 3. clicks the "Search" button |
|  |
| **Alternate Flow** | 1. **No Trains Available** :The system displays a message to the passenger indicating that no trains are available and suggests changing the travel date or stations |
| **Post-conditions** | Available trains |
| **Exceptions** | Invalid details |

Use Case 4: display result

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| **Use Case Name** | **Display Results**: |
| **Actors** | Train Schedule Database |
| **Description** | Showing available train with respect to search criteria |
| **Pre-conditions** | Valid details to search train |
| **Basic Flow** | The system displays a list of available train journeys that match the search criteria, showing times, prices, and available travel classes |
|  |
| **Alternate Flow** | **Desired criteria Not Available** :The system displays a message informing the passenger that his desires unavailable and suggests other trains. |
| **Post-conditions** | Available train selection |
| **Exceptions** | Error in servers |

Use Case 5: select journey

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| **Use Case Name** | Select journey |
| **Actors** | Customer |
| **Description** | Select from available train |
| **Pre-conditions** | Displaying results |
| **Basic Flow** | 1.The passenger selects the desired train journey (time and class). |
|  |
| **Alternate Flow** | system error : The system displays an error message and prompts the user to try again. |
| **Post-conditions** | Enter details |
| **Exceptions** | System efficiency is low |

Use Case 6:enter details

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| --- | --- |
| **Case Name** | Enter details |
| **Actors** | Customer |
| **Description** | Enter personal details |
| **Pre-conditions** | Select available journey |
| **Basic Flow** | The passenger enters the required details for each passenger (name, national ID or passport number, etc.). |
| **Alternate Flow** | **Invalid Passenger Details** :The system displays an error message and prompts the passenger to correct the information |
| **Post-conditions** | Choose payment method |
| **Exceptions** | Invalid details |

Use Case 7: payment details

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| --- | --- |
| **Use Case Name** | Payment details |
| **Actors** | Customer , payment gateway |
| **Description** | Choose method and Enter payment details |
| **Pre-conditions** | Valid personal details |
| **Basic Flow** | The passenger enters the preferred payment method (credit card, e-wallet, etc.). and the necessary payment information |
|  |
| **Alternate Flow** | The system displays an error message indicating that the payment failed and asks the passenger to try again or choose a different payment method or valid details |
| **Post-conditions** | Confirm payment |
| **Exceptions** | System efficiency is low , Invalid details , choosing unsuitable method |

Use Case 8: Confirm Payment

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| **Use Case Name** | **Confirm Payment** |
| **Actors** | Customer , payment gateway |
| **Description** | Driver accepts a new order |
| **Pre-conditions** | Choosing suitable method and valid details |
| **Basic Flow** | The passenger confirms the payment transaction. |
|  |

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| **Alternate Flow** | The system displays a message indicating that the booking has timed out, and the passenger needs to search and book again. |
| **Post-conditions** | Booking Confirmation |
| **Exceptions** | Booking timeout |

Use Case 9: Booking Confirmation

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| --- | --- |
| **Use Case Name** | Booking Confirmation |
| **Actors** | Customer , central booking system |
| **Description** | The customer confirm the booking |
| **Pre-conditions** | Successful payment process |
| **Basic Flow** | The system successfully processes the payment and displays a booking confirmation with the booking reference number and ticket details |
|  |
| **Alternate Flow** | The system displays a general error message stating that there is an issue and asks the passenger to try again later |
| **Post-conditions** | **Receive Ticket** |
| **Exceptions** | Errors in servers |

Use Case 10: receive ticket

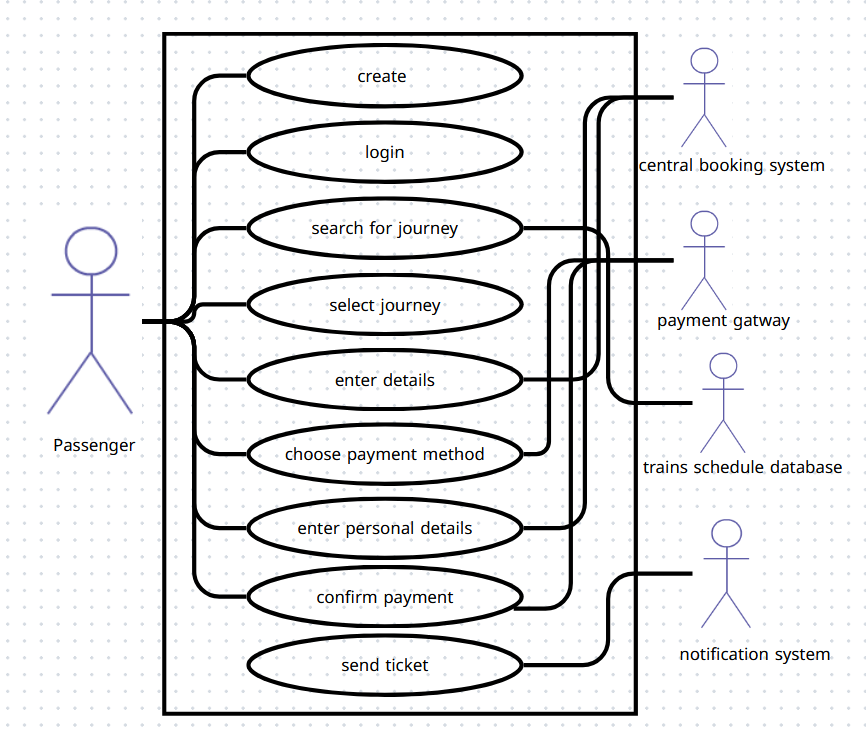
|  |  |
| --- | --- |
| **Use Case Name** | **Receive Ticket** |
| **Actors** | Customer , notification system |
| **Description** | The customer Receive his ticket |
| **Pre-conditions** | the customer confirm his booking |
| **Basic Flow** | A copy of the ticket is sent to the passenger's email address or is available for download |
|  |
| **Alternate Flow** | The system will provide send again option |
| **Post-conditions** | **Modify or Cancel Booking** |
| **Exceptions** | Error in notification system |

Use Case 11: modify or cancel booking

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| --- | --- |
| **Use Case Name** | **Modify or Cancel Booking** |

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| --- | --- |
| **Actors** | Customer , central booking system |
| **Description** | Modify or cancel the booking |
| **Pre-condition** | Confirm the booking and receiving ticket |
| **Basic Flow** | The system follows a different set of steps to verify the possibility of modification or cancellation and applies the relevant terms and conditions |
|  |
| **Alternate Flow** | late time : system shows that customer cannot modify or cancel the booking |
| **Post-conditions** | Booking status updated |
| **Exceptions** | System flexibility is low |

**Use case diagram**

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