Online Bus Ticket Booking System - Use Case Document

1. Description
The Online Bus Ticket Booking System is a web-based application that allows users to book bus tickets conveniently through an online platform. This use case document outlines the key functionalities and interactions of the system to provide a comprehensive understanding of its scope and requirements.

2. Actors:
- Customer: A user who wishes to book bus tickets online.
- Administrator: An authorized person responsible for managing the system, including adding bus routes, updating schedules, and handling customer support.

3. Use Cases:

3.1. Customer Use Cases:
3.1.1. Register an account
- The customer creates a new account by providing personal information.
- The system validates the information and stores it securely.

3.1.2. Log in to the system
- The customer enters their credentials to access the system.
- The system verifies the credentials and grants access if valid.

3.1.3. Search for bus routes
- The customer specifies the origin and destination for their journey.
- The system retrieves and displays available bus routes matching the criteria.

3.1.4. View bus schedule and availability
- The customer selects a specific bus route from the search results.
- The system presents the schedule and availability details for the chosen bus.

3.1.5. Select seats and fare
- The customer chooses the desired number of seats and seat preferences.
- The system calculates the fare based on the selected seats and displays it.

3.1.6. Make a booking
- The customer confirms the booking by providing passenger details and making payment.
- The system processes the booking, reserves the seats, and generates a ticket.

3.1.7. View and manage bookings
- The customer can view their past and upcoming bookings.
- The system allows the customer to cancel or modify bookings within a specified time frame.

3.1.8. Receive booking confirmation
- The system sends an email or SMS to the customer with the booking details and ticket information.

3.2. Administrator Use Cases:
3.2.1. Manage bus routes
- The administrator can add, update, or delete bus routes.
- The system validates and stores the route information for future reference.

3.2.2. Update bus schedules
- The administrator modifies the departure and arrival times of buses.
- The system ensures the changes reflect in the system and notify customers if necessary.

4. Conclusion:
The use case document outlines the essential functionalities and interactions of the Online Bus Ticket Booking System. It serves as a foundation for system development, testing, and ensuring the system meets the requirements of both customers and administrators.