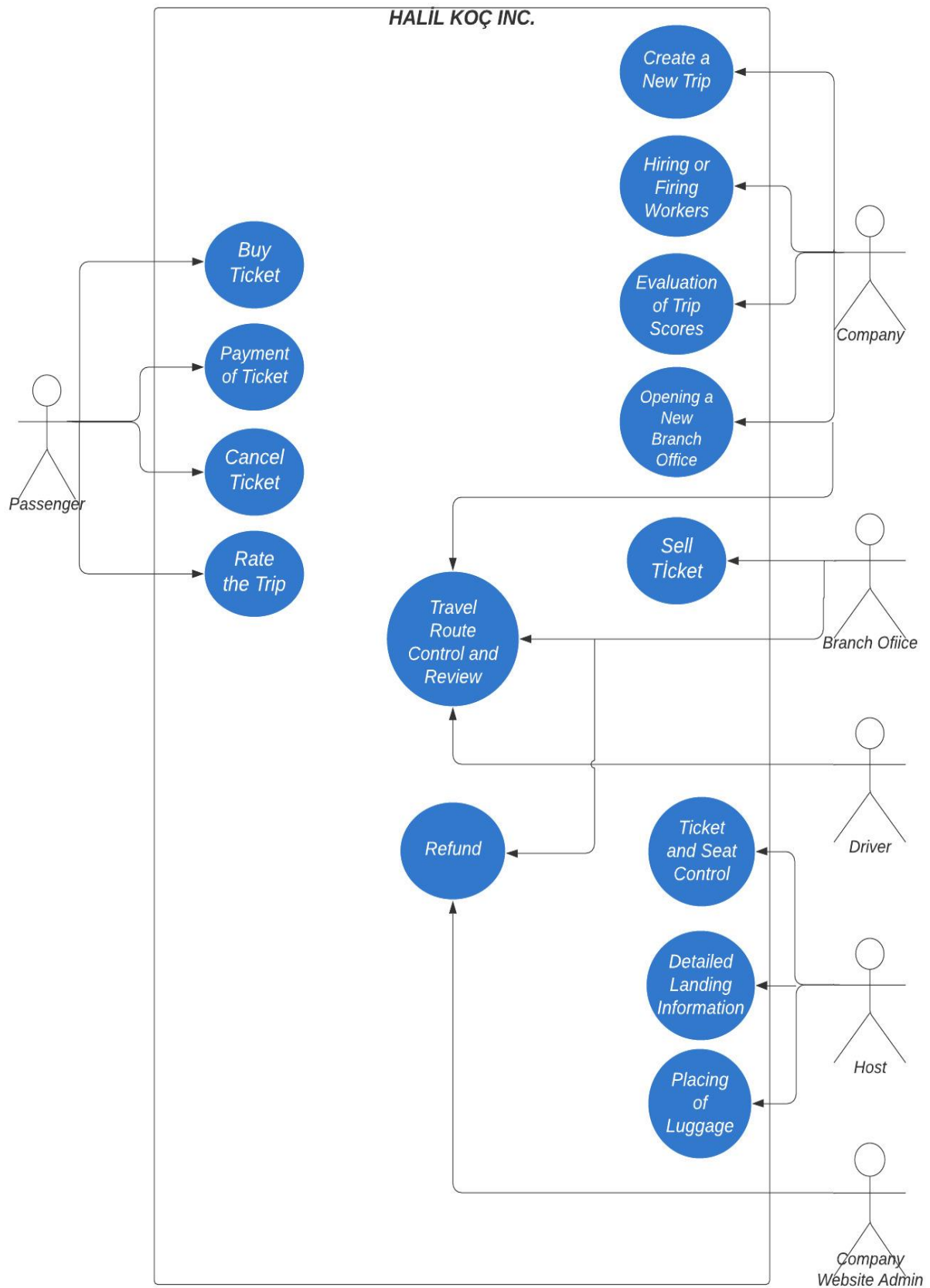


# USE CASE DIAGRAM



## Challenges that I have faced:

I had trouble when identifying the actors, and in some cases I thought I was repeating myself in the comments so I rewrote.

I also had a hard time deciding whether some use cases were details or not. Lastly, stakeholders with the common use case struggled with me while creating the diagram.

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<b>System</b>	Halil Koç Inc.
<b>Use Case</b>	Buy ticket
<b>Actors</b>	Passenger, Branch office, Company website
<b>Data</b>	Date, from to where, passenger number, ticket type (one direction or round trip), seat selection and passenger information part (name-surname, ID number, HES code)
<b>Stimulus</b>	Passenger wants to travel intercity.
<b>Response</b>	Company website / branch office controls passenger information and then asks for payment.
<b>Comments</b>	Passenger wants to buy ticket. Passenger goes to branch office or searches company website and then tell branch office ticket information or enter simple ticket information on website.

<b>System</b>	Halil Koç Inc.
<b>Use Case</b>	Payment of ticket
<b>Actors</b>	Passenger, Branch office, Company website
<b>Data</b>	Credit / Bank card or cash payment
<b>Stimulus</b>	Passenger must pay ticket price if he/she wants to travel.
<b>Response</b>	Company website / branch office confirms the reservation.
<b>Comments</b>	Passenger buys ticket via credit/bank card or cash.

<b>System</b>	Halil Koç Inc.
<b>Use Case</b>	Cancel ticket
<b>Actors</b>	Passenger, Branch office, Company website
<b>Data</b>	Credit / Bank card, passenger information
<b>Stimulus</b>	Passenger can cancel ticket due to some works.
<b>Response</b>	Passenger awaits the branch office's assessment.
<b>Comments</b>	Passenger wants to cancel ticket. If cancellation requirements met, branch office / company website cancels ticket and refund money.

<b>System</b>	Halil Koç Inc.
<b>Use Case</b>	Refund
<b>Actors</b>	Passenger, Branch office, Company website
<b>Data</b>	Credit / Bank card, passenger information
<b>Stimulus</b>	Passenger wants to cancel ticket.
<b>Response</b>	If cancellation requirements met, branch office / company website cancels ticket and refund money.
<b>Comments</b>	Passenger may want to cancel the ticket due to some conditions. The company will comply with certain rules in this regard.

<b>System</b>	Halil Koç Inc.
<b>Use Case</b>	Travel route control and review
<b>Actors</b>	Company, Driver, Branch office
<b>Data</b>	Travel route map, route status
<b>Stimulus</b>	Company prepares and shares the roadmap.
<b>Response</b>	Company shares the journey route and itinerary information with the driver and branch office.
<b>Comments</b>	Before travel, company informs the driver and branch office.

<b>System</b>	Halil Koç Inc.
<b>Use Case</b>	Ticket and seat control
<b>Actors</b>	Passenger, Host, Branch office
<b>Data</b>	Ticket
<b>Stimulus</b>	Host must ensure everyone is seated in the right place.
<b>Response</b>	Host controls passenger ticket. If ticket information does not match, host informs branch office.
<b>Comments</b>	On the coach host compares the ticket with the owner's information.

<b>System</b>	Halil Koç Inc.
<b>Use Case</b>	Placing of luggage
<b>Actors</b>	Passenger, Host
<b>Data</b>	Luggage and luggage limit sheet
<b>Stimulus</b>	Passenger carry their necessities in their luggage.
<b>Response</b>	Host places the passenger's luggage in an empty place.
<b>Comments</b>	Host takes the passenger's luggage and places it in accordance with the baggage rules without any violation of rights.

<b>System</b>	Halil Koç Inc.
<b>Use Case</b>	Detailed landing information
<b>Actors</b>	Driver, Passenger, Host
<b>Data</b>	Route map, landing information
<b>Stimulus</b>	Host must know whether passenger does not want to get off at the bus station.
<b>Response</b>	Passenger tells landing place to host. Landing site suitability is determined by driver and host.
<b>Comments</b>	Host asks passenger where to get off. If it is not at the coach station, passenger is informed according to the suitability of the place to get off by looking at the route.

<b>System</b>	Halil Koç Inc.
<b>Use Case</b>	Sell ticket
<b>Actors</b>	Branch office
<b>Data</b>	Ticket
<b>Stimulus</b>	Branch office must sell tickets for job.
<b>Response</b>	Branch office employee can sell tickets by hand. Passengers can go to the branch and get their ticket.
<b>Comments</b>	Ticket sales can be made offline from the branch office.

<b>System</b>	Halil Koç Inc.
<b>Use Case</b>	Create a new trip
<b>Actors</b>	Company
<b>Data</b>	Number of drivers and hosts, condition of coaches, company financial situation
<b>Stimulus</b>	Company wants to create a new trip according to status of the company.
<b>Response</b>	New workers can be hired and coaches can be maintained.
<b>Comments</b>	Company wants to grow. A new travel plan can be created by reviewing the situation.

<b>System</b>	Halil Koç Inc.
<b>Use Case</b>	Hiring or firing workers
<b>Actors</b>	Company
<b>Data</b>	Number of drivers and hosts, company financial situation, workers performance
<b>Stimulus</b>	Company may hire new workers due to the lack of workers. In addition, employees can be fired according to the working performance.
<b>Response</b>	New workers can be hired and some workers can be fired.
<b>Comments</b>	Company decides whether to hire new workers based on the performance of the workers.

<b>System</b>	Halil Koç Inc.
<b>Use Case</b>	Rate the trip
<b>Actors</b>	Passenger
<b>Data</b>	Condition of coaches, merit of workers
<b>Stimulus</b>	Passenger may want to rate the trip based on some conditions.
<b>Response</b>	Company takes this rating into account.
<b>Comments</b>	If the conditions of the trip are bad, passenger will give a low score.

<b>System</b>	Halil Koç Inc.
<b>Use Case</b>	Evaluation of the trip score
<b>Actors</b>	Company
<b>Data</b>	Trip ratings
<b>Stimulus</b>	Company looks at the scores to understand the current situation.
<b>Response</b>	According to the points, firing some workers, recruitment of new workers and maintenance of buses can be considered.
<b>Comments</b>	According to the ratings of the passengers, company can make new plans.

<b>System</b>	Halil Koç Inc.
<b>Use Case</b>	Opening a new branch office
<b>Actors</b>	Company
<b>Data</b>	Trip ratings, current financial situation, number of workers
<b>Stimulus</b>	As the company grows, company may open new branches.
<b>Response</b>	The branch office location is determined and recruitment begins.
<b>Comments</b>	Branch office opening may be necessary according to the company's future plans.