Object Oriented Model
and
Design

Assignment 1

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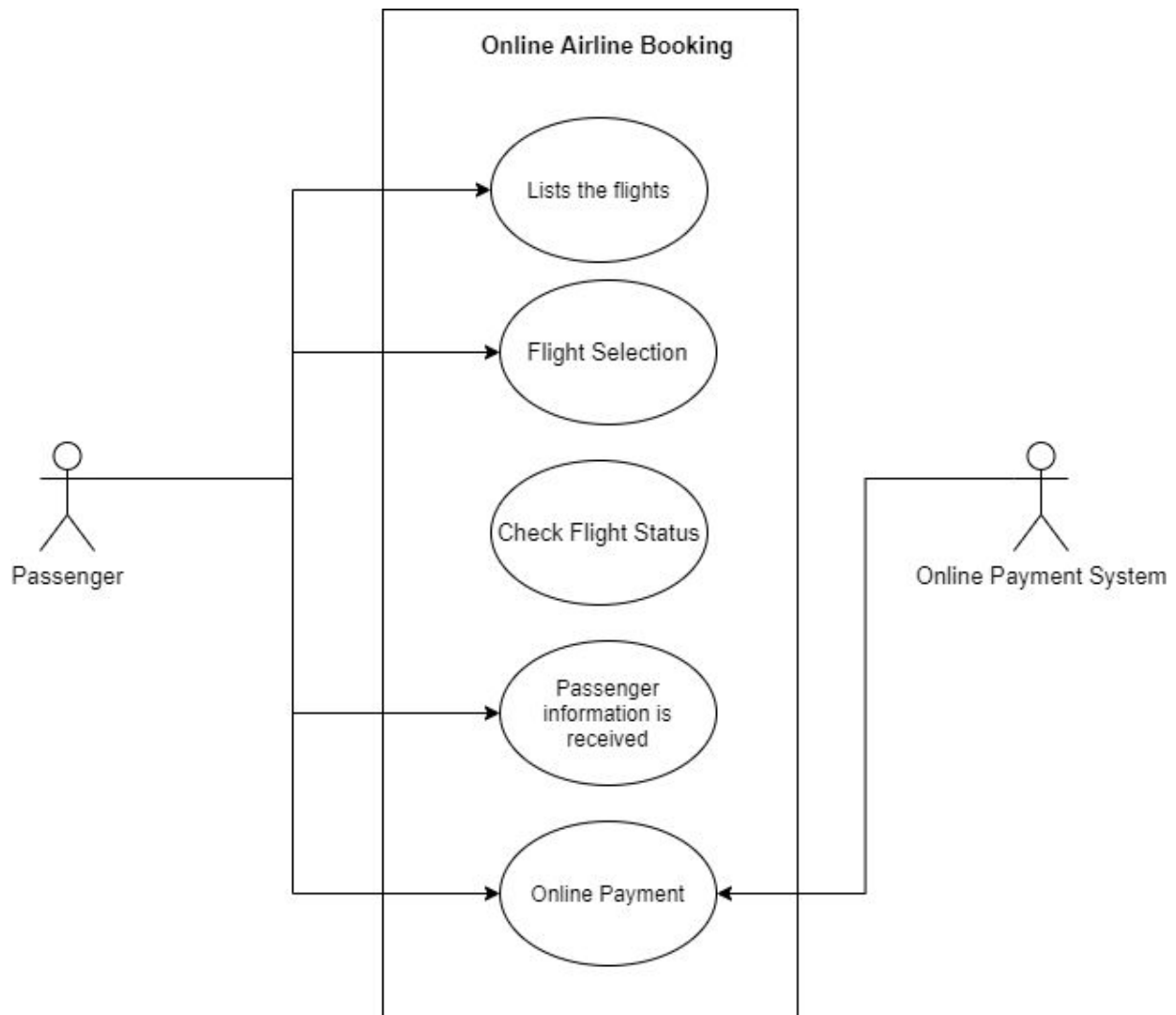# **Use Case**: Online Ticket Booking Operation

Figure 1: Use Case Scenario

1. Scope

       Online Airline Ticket Booking Website

2. Primary Actor

    a. Online shop to sell (website).

3. Stakeholders and Interests

    a. **Online System:** provides flight information to customers about the dates they want and provides the purchase.

b. **Customer:** wants to see and buy flight details related to the location and date he wants..

c. **Airline Company:** wants all the details to be displayed correctly to the user and to keep the details of the passengers purchasing tickets in the most ideal way.

d. **Government Tax Agency**: wants the correct application of the tax rates specified by the state regulations in the relevant sector.

e. **Payment Authorization Service:** requests that the payment request be made in the format of his own design, in software.

4. Preconditions:

a. The customer must have a way to which he can connect to the internet.

b. The customer must have a card that he can use for online payment.

c. In order to register for the flight, upon the information requested by the airline company, must have ID number.

5. Postconditions (Success Guarantee):

a. Tax calculated, payment received.

b. Registration was created in the necessary places for the passenger's flight, reservation was made.

c. E-Receipt has been created.

6. Main Success Scenario:

1. Customer opens the web page

2. The web page displays the flight selection screen to the customer.

3. The customer enters the desired flight details on the page.

4. The system lists the available flights with prices which include calculated taxes, according to the details requested by the customer.

5. The customer chooses the flight she/he wants.

6. System requests the passenger informations.

7. Customer enters the passenger informations.

8. The customer makes the payment by credit card and the System handles the payment process.

9. The system saves all kinds of data and payment information received from the customer to the relevant places.

10. The system provides the customer with all flight, payment informations (E-receipts, Check-In Code) and necessary informations.

11. The customer leaves the website.

7. **Extensions:**

*a. In any time period, the internet connection may be lost.

1.a Ticket booking fails because precondition is not provided.

3.a User enters wrong information for flight selection.

1. The message that the information entered by the customer is incorrect is displayed.

2. The page is displayed again to enter flight information.

3.b No flight was found as requested by the user

1. The customer is presented with an error message saying no flights were found.

2. Customer is directed to the previous page for to choose a new flight.

5.a The customer may not like the flights offered for various reasons.

1. The customer leaves the system without any payment process.

7.a The customer does not enter the information requested by the system.

1. In order for the flight information to be recorded correctly, system gives the error for missing information.

2. The page is displayed to re-enter personal informations.

8.a Customer enters the card information incorrectly.

1. The system shows an error message that the card information is missing.

2. It shows the page again so that the user can log in again.

8.b An error comes from the Payment Authorization system.

1. System gives an error message that the problem is related to the payment system. The message that the payment system has returned is shown.
2. The page is displayed to the customer to enter the card information again.

8. **Special Requirements:**
   a. Every page of the website should be loaded at an acceptable time.
   b. Payment authorization must be completed in the requested time.
   c. User interface must be understandable and responsible for different kind of devices.