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| **ID** | **1** |
| **Name** | **create customer account** |
| **Description** | Just Guest can create customer account even he can booking a trips |
| **Actor** | Primary : Guest |
| **Events** | 1.The guest requests "create customer account" service  2. system redirects guest to customer register form  3. guest input his information:   * Username * Password * Email * Phone number   4.system validate the information  5. guest information stored in the system  6. system redirect the guest to login page |
| **Alternative** | In step no:4  If information invalid:   * Input fields invalid * Guest information stored in system   The system views error massage and stay in same page |
| **Exception** | **-** |
| **Pre-condition** | Guest information not exist in system |
| **Post-condition** | Guest information stored in the system  Guest will be customer |

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| **ID** | **2** |
| **Name** | **create company account** |
| **Description** | Guest can create a company account after get accepting from system admin, company admin can add trips |
| **Actor** | * primary actor: guest * Secondary actor : System admin |
| **Events** | 1. The guest requests "create company account" service  2. system redirects guest to company admin register  form  3. guest input his information:   * Company name * Password * Email * Phone number * address   4.system validates the information  5. system sends the information to the system admin  6. system admin accept the new company account  7. company account information stored in the system  8. system redirect the company admin to company login  Page  9. end use case. |
| **Alternative** | In step no:4  If information invalid:   * Input fields invalid * Guest information stored in system   The system views error massage and stay in same page  In step no:6  If system admin rejected the account:   * System send notification to the guest email contain rejected message. |
| **Exception** | **-** |
| **Pre-condition** | Company account information not exist in system |
| **Post-condition** | Company account information stored in the system  guest will be company admin |

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| **ID** | **3** |
| **Name** | **browse trips** |
| **Description** | This service custom to guest or customer, they can browse the available trips |
| **Actor** | primary actor : guest , customer |
| **Events** | 1. the user requests "browse trips" service 2. the system loads all available trips information 3. The system displays trips details:    * + Company name      + The departure      + The destination      + The cost      + Time of departure      + The company evaluation 4. End use case |
| **Alternative** |  |
| **Exception** | No trips available, system displays "no trips message" |
| **Pre-condition** | **-** |
| **Post-condition** | **-** |

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| **ID** | **4** |
| **Name** | **filtering the trips** |
| **Description** | Guest or customer can filtering trips to get improving results |
| **Actor** | Primary actor : guest , Customer |
| **Events** | 1. The user selects the way he wants to filter results 2. The system brings results by user request 3. The system displays results 4. End use case |
| **Alternative** | **-** |
| **Exception** | No trips or company available:   * The system displays " no trips available " message   No matching results in the system:   * System displays "no results" message |
| **Pre-condition** | **-** |
| **Post-condition** | **-** |

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| **ID** | **5** |
| **Name** | **Booking seats** |
| **Description** | This use case enable the 'customer' to booking trips |
| **Actor** | Primary : customer |
| **Events** | 1. the customer requests booking seats service 2. the system displays booking form 3. the customer fills out the form:    * customer username    * customer phone number    * number of seats    * payment way 4. the system send notification that booking is done. |
| **Alternative** | In step number 4:   * The system send alert that the booking is rejected |
| **Exception** | 1. Number of seats inputted greater than number of total seats: 2. payment fail:    * the system displays error message    * stay in same form |
| **Pre-condition** | Customer should login into the system |
| **Post-condition** | Decrease available seats number |

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| **ID** | **6** |
| **Name** | **Payment** |
| **Description** | This use case enable the 'customer' to chooses the payment way |
| **Actor** | Primary : customer |
| **Events** | 1. The customer chooses the payment way |
| **Alternative** | **-** |
| **Exception** | **-** |
| **Pre-condition** | Customer should login into the system and select booking |
| **Post-condition** | **-** |

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| **ID** | **7** |
| **Name** | **Cash payment** |
| **Description** | Customer can payment cash after get accept from company admin |
| **Actor** | * primary actor: customer * Secondary actor: System admin |
| **Events** | 1. The system request phone number of the customer 2. The customer enters the phone number then sends it 3. system admin reserve the booking information |
| **Alternative** | **-** |
| **Exception** | **-** |
| **Pre-condition** | Customer should login into the system and select booking and choose payment by cash |
| **Post-condition** | System store the requests |

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| **ID** | **8** |
| **Name** | **Payment by card** |
| **Description** | Customer can payment by virtual card |
| **Actor** | * primary actor: customer * Secondary actor: System admin |
| **Events** | 1. the system requests the card number 2. the customer enters the card number 3. the system validates for the card number 4. the system calculates the amount to be deducted   from card   1. the system checks if card has the amount to be deducted 2. the system deducts the amount from the card 3. the system displays success message 4. end use case |
| **Alternative** | In step No:3  If card number invalid:   * the system displays error message * redirect customer to payment form   in step No:5  if card has not the amount required:   * the system displays error message * redirect customer to the booking form |
| **Exception** | In step No:6  If it happens any problem:   * the system must return the deducted amount to customer card * cancellation the booking process |
| **Pre-condition** | Customer should   1. login into the system 2. select booking and choose payment by card 3. customer must complete his profile settings (that related in create card payment) 4. customer has the amount required |
| **Post-condition** | * Decrease the card balance * Decrease number of seats * notification the company of booking process |

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| **ID** | **9** |
| **Name** | **Follow company** |
| **Description** | The customer can follow companies in the system |
| **Actor** | primary actor : customer |
| **Event** | 1. The customer clicks on “follow” URL 2. The system stores the id of this company in   customer data |
| **Alternative** | **-** |
| **Exception** | **-** |
| **Pre-condition** | Customer should   * login into the system * open company page * the company is currently not following |
| **Post-condition** | The system stores the id of this company |

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| **ID** | **10** |
| **Name** | **unfollow company** |
| **Description** | **-** |
| **Actor** | primary actor : customer |
| **Event** | 1. The customer clicks on “unfollow” URL 2. The system removes the id of this company in   customer data |
| **Alternative** | **-** |
| **Exception** | **-** |
| **Pre-condition** | Customer should   * login into the system * open company page * the company is currently following |
| **Post-condition** | The system removes the id of this company |

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| **ID** | **11** |
| **Name** | **Edit profile info:** |
| **Description** | **-** |
| **Actor** | primary actor:   * customer * company admin |
| **Event** | 1. from user profile the user request edit profile service 2. the system gets user information and displays it 3. the user input his new information 4. the user clicks on edit URL 5. the system validates new information 6. the system displays success message |
| **Alternative** | In step no: 5 if the information invalid   1. The system print error massage 2. stay in same page |
| **Exception** | In step No:5  If it happens any problem:   * The system return to old user information |
| **Pre-condition** | user should login into the system |
| **Post-condition** | User information will be updated |

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| **ID** | **12** |
| **Name** | **delete account** |
| **Description** | All users in the system can delete them accounts |
| **Actor** | primary actor:   * customer * system admin * company admin |
| **Events** | 1. The user requests delete account service 2. The system displays confirmation alert to the user 3. The user clicks on agree link 4. The system mark user information as deleted 5. Redirect user to main guest page 6. End use case |
| **Alternative** | **-** |
| **Exception** | **-** |
| **Pre-condition** | user should login into the system |
| **Post-condition** | User information mark as deleted |

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| **13** | **ID** |
| **Create system account** | **Name** |
| Super admin can create new system admin account | **Description** |
| From admin control panel:   1. Click on create system account link 2. Input account information  * Username * Password * Email  1. Click on add account link 2. System check this information if exist 3. System show success message: "new account added" 4. System redirect admin to his control panel 5. End use case | **Events** |
| In step No: 4  If information inputted is exist:   1. Show alert message: "account info is exist please input another info" 2. Redirect to create admin account form | **Alternative** |
| - | **Exceptions** |
| The information entered by admin must be not exist in the system | **Precondition** |
| New account information will be add to the system | **post condition** |

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| **14** | **ID** |
| **block account** | **Name** |
| Just Super admin can block account (customer/company) | **Description** |
| From admin control panel:   1. System shows list in customers and company admins 2. each account shown has a block link 3. admin clicks on block link for any account 4. system mark this account as blocked 5. system reload accounts list 6. system send block message to the account 7. end use case | **Events** |
| In step No: 3   * If was company account and has any trips: * The system waits for all trips to finish and then blocks it directly * If was customer account or company account and has not any trips: * the system blocks it directly | **Alternative** |
| - | **Exceptions** |
| The account must not be blocks  In default way The system not displays any blocked account in main accounts list | **Precondition** |
| The account selected will be marked as blocked in the system  After apply this use case for any account  If this account wants to login to the system  System shows error message: "SORRY this account is blocked you cannot login to the system | **post condition** |

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| **15** | **ID** |
| **unblock account** | **Name** |
| Just Super admin can unblock account (customer/company) | **Description** |
| From admin control panel:   1. admin clicks on block (customers'/company admins) link 2. the system shows all blocks accounts 3. admin clicks on unblock link for any account 4. system mark this account as unblocked 5. system reload accounts list 6. system send unblock message to the account 7. end use case | **Events** |
| - | **Alternative** |
| - | **Exceptions** |
| The account must be blocks  The system displays only blocked account in blocked accounts list | **Precondition** |
| The account selected will be marked as unblock in the system | **post condition** |

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| **16** | **ID** |
| **Browse company accounts** | **Name** |
| Browse list of company accounts With the possibility of modification and delete any account | **Description** |
| From admin control panel:   1. admin clicks on company accounts link 2. the system shows all available company accounts 3. end use case | **Events** |
| - | **Alternative** |
| No company accounts available:  System shows message: "no company accounts available | **Exceptions** |
| - | **Precondition** |
| - | **post condition** |

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| **17** | **ID** |
| **Browse customer accounts** | **Name** |
| Browse list of customer accounts With the possibility of modification and delete any account | **Description** |
| From admin control panel:   1. admin clicks on customer accounts link 2. the system shows all available customer accounts 3. end use case | **Events** |
| - | **Alternative** |
| No customer accounts available:  System shows message: "no customer accounts available | **Exceptions** |
| - | **Precondition** |
| - | **post condition** |

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| **ID** | **18** |
| **Name** | **Browse reports** |
| **Description** |  |
| **Actor** | primary actor : system admin |
| **Event** | 1. the system loads the reports sent by company admin. 2. The system displays all the details of the reports. |
| **Alternative** | **-** |
| **Exception** | **-** |
| **Pre-condition** | system admin should login into the system |
| **Post-condition** | **-** |

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| **ID** | **19** |
| **Name** | **add trip** |
| **Description** | **-** |
| **Actor** | primary actor : company admin |
| **Events** | 1. The company admin requests add trip service 2. The company admin enters trip details:  * Starting station * stop station * stations in between * Departure date * Number of seats available * Ticket price for one seat * pictures  1. the system validates trip info 2. The system stores this details 3. The system search of the customers who follow this company   then notify them   1. The system redirect to trips page 2. End use case |
| **Alternative** | **-** |
| **Exception** | **-** |
| **Pre-condition** | company admin should login into the system |
| **Post-condition** | * Trip information added to the system * The system send notification to each customer follow this company |

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| **ID** | **20** |
| **Name** | **edit trip** |
| **Description** | **-** |
| **Actor** | primary actor : company admin |
| **Events** | 1. The company admin requests "edit trip" service 2. The company select a trip he wants to edit 3. The company admin enters new trip details:  * Number of seats available  1. The system updates and save this details 2. The system redirects company admin to trips page 3. End use case |
| **Alternative** | **-** |
| **Exception** | **-** |
| **Pre-condition** | company admin should login into the system |
| **Post-condition** | **-** |

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| **ID** | **21** |
| **Name** | **delete trip** |
| **Description** | **-** |
| **Actor** | primary actor : company admin |
| **Events** | 1. The company admin requests "delete trip" service 2. The company admin chooses the trip which he wants   to delete it.   1. The system displays confirmation message 2. The company admin clicks on delete link 3. The system updates and save this details 4. The system redirect to trips page |
| **Alternative** | **-** |
| **Exception** | **-** |
| **Pre-condition** | company admin should login into the system |
| **Post-condition** | **-** |

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| **ID** | **22** |
| **Name** | **Browse requests from users** |
| **Description** | Company admin can browse the requests from user for payment by cache |
| **Actor** | primary actor : company admin |
| **Events** | 1. The company admin requests "Browse requests from users "   service   1. the system loads the requests from users 2. The system displays the details (phone numbers)   of this requests. |
| **Alternative** | **-** |
| **Exception** | In step No:2  if no request from users:  the system displays : "no requests message" |
| **Pre-condition** | company admin should login into the system |
| **Post-condition** | **-** |

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| **ID** | **23** |
| **Name** | **Browse statistics about trips** |
| **Description** | This use case enable company admin to view statistics about the trips |
| **Actor** | primary actor : company admin |
| **Events** | 1. The company admin requests this service 2. the system does statistics about trips:  * best trips * famous customer * best followers  1. The system displays this details. 2. End use case |
| **Alternative** | **-** |
| **Exception** | **-** |
| **Pre-condition** | company admin should login into the system |
| **Post-condition** | **-** |

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| **ID** | **24** |
| **Name** | **Browse trips for company admin** |
| **Description** | Company admin can browse his trips |
| **Actor** | primary actor : company admin |
| **Events** | 1. The company admin requests this service 2. the system loads only the company admin trips 3. The system displays the details of each trip 4. End use case |
| **Alternative** | **-** |
| **Exception** | In step No:2  If no trips available:  The system displays " no trips available" message |
| **Pre-condition** | company admin should login into the system |
| **Post-condition** | **-** |

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| **ID** | **25** |
| **Name** | **Report a customer** |
| **Description** | Company admin can report any user for specific reasons |
| **Actor** | primary actor : company admin |
| **Event** | 1. The company admin selects a customer 2. The company admin Chooses report this customer 3. The system requests the reason 4. The company admin enters the reason 5. The system stores previous information 6. The system update company admin page 7. End use case |
| **Alternative** | **-** |
| **Exception** | **-** |
| **Pre-condition** | company admin should login into the system and open browse customer page |
| **Post-condition** |  |