**User Stories (Reserve and Cancel Flights)**

**User Story #1 – Reserve a Flight**

**As** a customer,

**I want** to be able to reserve a flight,

**So that** I can make it to my destination

**As a** programmer,

**I want** to be able to create software that allows customers to reserve flights,

**So that** customers can reserve flights.

The software shall allow a customer to reserve a flight. When picking from flights, the customer should be able to view the details of the flight and choose which flight they want to purchase.

**User Story #2 – Cancel a Flight**

**As a** customer,

**I want** to be able to cancel a prebooked flight,

**So that** I am not charged for a flight that I am unable to make.

**As a** manager,

**I want** to be able to track the number of cancellations,

**So that** I can make the seat available again

**As a** programmer,

**I want** to be able to create a software that track the number of cancellations,

**So that** the software can allow the manager to see how many open seats are available.

After a customer has booked a flight, they should be able to cancel the flight and be refunded their money. This allows them to be able to book a new flight. Upon cancelling the flight, the software shall make that seat available so that a new customer can purchase the flight. The software shall track these cancellations and allow a manager/admin to view details regarding total number of flight cancellations.

**Use Cases for User Story #1 and User Story #2**

**Use Case for User Story #1 – Reserving a Flight**

**Use Case:** Reserving a flight

**Primary Actor:** Customer

**Goal in context:** To allow a customer to reserve a flight

**Preconditions:** The customer has the funds to purchase the flight

**Trigger:** Customer needs to travel via plane

**Scenario:**

1. Customer: Navigates to the airline reservation software
2. Customer: Selects option to reserve a flight
3. Customer: Views and selects desired flight to reserve
4. Customer: Customer purchases and reserves flight

**Exceptions:**

1. Flight is full
2. Customer payment is not successful
3. Flight reservation web tool is down
4. Customer is not connected to the internet

**Priority:** Essential, must be implemented

**When Available:** First Increment

**Frequency of Use:** Many times per day (many customers may be using the service)

**Channel to actor:** Via web GUI

**Secondary Actors:** Technical support team

**Channels to secondary actors:** Support team: email / phone number

**Open issues:**

1. Does the customer need an account to reserve a flight?
2. Should a customer be allowed to purchase multiple conflicting flights at a time?

**Use Case for User Story #2 – Cancelling a Flight**

**Use Case:** Cancelling a flight

**Primary Actor:** Customer

**Goal in context:** To cancel a flight after one has already been reserved.

**Preconditions:** Student has successfully reserved a flight

**Trigger:** A situation arises such that the customer is no longer able to make the reserved flight / accidently booked an incorrect flight.

**Scenario:**

1. Customer: Reserves a flight successfully
2. Customer: Scenario arises such that they need to cancel the reserved flight
3. Customer: Is able to cancel the flight and be refunded their money.

**Exceptions:**

1. The flight they are trying to cancel has not been reserved by the customer.
2. The flight they are trying to cancel has already departed.

**Priority:** Essential, must be implemented

**When Available:** First increment

**Frequency of Use:** Many times per day (many customers may be using the service)

**Channel to actor:** Web GUI

**Secondary Actors:** Technical support team

**Channels to secondary actors:** Support team: email / phone number

**Open issues:**

1. Should there be a way to prevent the customer from cancelling a flight?
2. Should there be a time window such that a customer is unable to select the flight cancellation service?