|  |
| --- |
| **Name:** Login |
| **Stakeholders and goals:** Member, Agent, Staff, Admin – would like to use the system so must login |
| **Description:** The user enters in a username and password to login to the system |
| **Actors:** Member, Agent, Staff, Manager, Admin |
| **Trigger:** Start up the program |
| **Normal Flow:**  1. The user enters E-mail address  2. The user enters Password  3. The user clicks login  4. The system checks username / password combination  5. The system successfully logs in the user |
| **Sub-flows:**  None |
| **Alternative/Exceptional Flows:**  2a. The user clicks ‘Forgot Password’  2b. The system sends e-mail to user containing their password  4a. The system realises a bad username / password combination  4b. The system notifies user with on screen display that their information is incorrect |

|  |
| --- |
| **Name:** Become Member |
| **Stakeholders and goals:** Non-member – register to the system so they may use it |
| **Description:** User enters details to create an account on the system |
| **Actors:** Non-member |
| **Trigger:** Click on register new account |
| **Normal Flow:**  1. The user enters e-mail  2. The user enters password  3. The user registers account  4. The system sends user with account details and notifies user of success |
| **Sub-flows:**  None |
| **Alternative/Exceptional Flows:**  1a. The system notifies the user that the username is taken  1b. The user enters a different username  2a. The system notifies the user that the e-mail is already in use  2b. The user enters a different E-mail |

|  |
| --- |
| **Name:** Change account information |
| **Stakeholders and goals:** Member, Agent, Staff, Manager, Admin – Would like to change their account information |
| **Description:** User can alter either password, e-mail or other details but not their username |
| **Actors:** Member, Agent, Staff, Manager, Admin |
| **Trigger:** Click on change account information |
| **Normal Flow:**  1. The user changes any account information they may wish to change (password and passenger details used when booking flights)  2. The user clicks to save changes  3. The system checks changes and notifies users on success |
| **Sub-flows:**  pre-1. Login |
| **Alternative/Exceptional Flows:**  3a. The user may enter invalid information and is prompted accordingly  3b. The user enters valid information |

|  |
| --- |
| **Name:** Search for Flight |
| **Stakeholders and goals:** Customers – Would like to look for the flight they wish to use |
| **Description:** Search for a flight by time, departure city and destination city |
| **Actors:** Non-member, Member, Agent |
| **Trigger:** Click search flight |
| **Normal Flow:**  1. The user click to search for flights  2. The system displays a form of which to pick a date, destination and departure cities.  3. The user enters day they would like to depart on  4. The user enters city of departure  5. The user enters destination city  6. The user clicks search  7. The system displays all matching flights for specified time, destination and departure cities as well as alternative times within certain timeframe of specified time |
| **Sub-flows:**  None |
| **Alternative/Exceptional Flows:**  None |

|  |
| --- |
| **Name:** Book Flight |
| **Stakeholders and goals:** Customers – to place a booking for a flight |
| **Description:** Customer searches for flight and then selects a flight to book |
| **Actors:** Member, Agent |
| **Trigger:** Selects flight from displayed flights received in search flight |
| **Normal Flow:**  1. The user selects flight they wish to book  2. The system brings up list of options (seat selection, in-flight services, passenger details (which include users account details as first passenger))  3. The user may select a seat they want  4. The user may select any in-flight services they want  5. The user fills in any additional passengers information  6. The user selects if they want any extra baggage  7. The system notifies the user of total price including any services purchased and displays a confirm booking button  8. The user confirms booking  9. The system sends a confirmation e-mail to user and notifies user of successful booking |
| **Sub-flows:**  Pre-1. Login  Pre-1. Search Flight |
| **Alternative/Exceptional Flows:**  None |
| **Name:** Change / Add In-Flight Services |
| **Stakeholders and goals:** Customers – to change in-flight services associated with a booking |
| **Description:** Customer wishes to add or change services to their previously booked flight |
| **Actors:** Member, Agent |
| **Trigger:** Selects the change in-flight services button |
| **Normal Flow:**  1. The user changes the in-flight services  1a. The user adds a new service  1b. The user changes details about an already purchased service  2. The system saves changes and charges or refunds required amount to user |
| **Sub-flows:**  Pre-1. Login |
| **Alternative/Exceptional Flows:**  None |

|  |
| --- |
| **Name:** Cancel Flight |
| **Stakeholders and goals:** Customers – to cancel a flight already been booked |
| **Description:** Customer – cancels a flight booking |
| **Actors:** Member, Agent |
| **Trigger:** Selects cancel booking button |
| **Normal Flow:**  1. The customer selects a booking they wish to cancel  2. The system asks for confirmation that they wish to cancel booking  3. The customer confirms they wish to cancel booking  4. The system refunds customer if booking cancelled 48 hours prior to flight |
| **Sub-flows:**  Pre-1. Login |
| **Alternative/Exceptional Flows:**  None |