**Use Case: Search Ticket**

# Actor Brief Descriptions

## Customer

# Preconditions

Customer able to connect to the internet

# Basic Flow of Events

1. The use case begins when customer connect to the train ticket homepage
2. Customer select search ticket button
3. Customer enter the start location
4. Customer enter the destination
5. Customer selects date
6. Customer selects time
7. Customer selects the quantity of ticket
8. Customer clicks “Search” button

# Key Scenarios

## The start location does not exist

1. Start Location box will suggest the closest station to customer’s previous input

## The destination does not exist

1. Destination box will suggest the closest station to customer’s previous input

## There is no train works on the date customer selected

1. Date box will suggest the closest working days

**Use Case: Display available itineraries**

# Actor Brief Descriptions

## Customer

# Preconditions

Customer able to choose the appropriate train locations, date and time

# Basic Flow of Events

1. The use case begins when customer click search
2. Customer view the provided list of available itineraries that matches or close to customer’s preferences in different price ranges, classes date and time
3. Customer filters the list by price
4. Customer sort the list from the cheapest to most expensive price
5. Customer filter the list by both price and exact selected day and hours
6. Customer selects the ticket check box

# Key Scenarios

## There are cheaper ticket but on the date before or after the selected date

1. The website will suggest that ticket to the customer

## The ticket does not available on the selected hours

1. The website will suggest the closest matching option by time

## The ticket only have price for one class type.

1. The website will suggest the other tickets at the closest date or time which has multiple class options.

**Use Case: Add to Cart**

# Actor Brief Descriptions

## Customer

# Preconditions

Customer able to find the desirable ticket

# Basic Flow of Events

1. The use case begins when customer press “add ticket to cart” button
2. Customer presses the cart button
3. Customer views the selected ticket
4. Customer selects the appropriate quantity
5. Customer view the total price
6. Customer chooses to add the promo code
7. Customer views the adjusted price
8. Customer proceeds to checkout

# Alternative Flows

## Customer does not have promo code

1. Customer proceed to checkout without applying promo code

# Key Scenarios

## The ticket is sold out or does not have enough number of ticket right at the moment customer view the cart

1. The system will show sold out message and ask customer to go back to search result and find another ticket

## The promo code is expired or invalid

1. System will display error and ask customer to apply another promo code

## The ticket shows in the cart are not what the customer is looking for

1. Customer can press “delete” button to discard the ticket

**Use Case: Checkout**

# Actor Brief Descriptions

## Customer

# Preconditions

Customer able to add tickets to cart

# Basic Flow of Events

1. The use case begins when customer check and make sure that they add the right tickets to cart
2. Customer select checkout button
3. System asks if customer want to checkout as guest or as returned customer
4. Customer select scheckout as guest
5. Customer enters Name, Billing Address, Travelers’ information, phone number, email address
6. Customer reviews the orders
7. Customer places orders
8. System asks if customer want to register to save time during the next checkout

# Alternative Flows

## Customer have a registered account

1. Customer proceed to enter email address and password

# Key Scenarios

## One of the information boxes is filled out incorrectly or empty

1. System will prompt error and ask customer to refill it

## The payment info is denied by the bank

1. System will ask the customer to choose a different mean of payment

## The tickets are sold out the moment customer place the order

1. System will ask customer to return to the search page

**Use Case: Register new account**

# Actor Brief Descriptions

## Customer

# Preconditions

Customer able to connect to the website

# Basic Flow of Events

1. The use case begins when customer press the Sign-up button, or when customer agree to create a new account when the system askes
2. Customer enters the name, address, telephone
3. Customer enters the email address
4. Customer enters the password and retype the passwords
5. Customer enters the payment info and select it as preferred payment method
6. Customer presses Sign up Button
7. System will send verification link to Customer’s email
8. Customer visits their mailbox and presses the verification link to verify their email.

# Key Scenarios

## The password either is not complex enough or contains invalid character

1. System will prompt error and ask customer fix their password

## The payment method cannot be verified

1. System will ask the customer to choose different payment method

## The email is already existed in the system

1. System will ask customer enter different email or sign-in

**Use Case: Sign In**

# Actor Brief Descriptions

## Customer

# Preconditions

Customer already registered for the account

# Basic Flow of Events

1. The use case begins when customer clicks the Log in button
2. Customer enters their emails
3. Customer enters passwords
4. Customer checks “Remember me” box
5. Customer presses Log In button

# Key Scenarios

## The email is incorrect

1. System will prompt error and ask customer to re-enter email

## The password is incorrect

1. System will prompt error and ask customer to re-enter password or select “Forgot password” in order to receive the new password in email

## After 7 retries, password is still incorrect

1. System will prompt error and let the customer know that the account is locked and a new password is sent to customer email.

**Use Case: Manage User Profile**

# Actor Brief Descriptions

## Customer

# Preconditions

Customer able to log in to their account

# Basic Flow of Events

1. The use case begins when customer click on their account setting
2. Customer views their profile setting
3. Customer changes password
4. Customer changes billing address and information
5. Customer changes payment method
6. Customer choose to save all the changes

# Key Scenarios

## The new payment method is invalid

1. The system will prompt error and ask customer to change payment method

## The password either is not complex enough or contains invalid character

1. System will prompt error and ask customer to change password

## Customer does not want to save changes

1. Customer can press “discard changes” at the bottom of the page