

## Use case Document- Bus Ticket Booking App

### SIGN UP

- **Use Case: Sign Up.**

- **Brief Description** – Customer can sign up to create their account.

- **Actors** – Customer.

- **Preconditions** –None.

- **Basic Flow** –

- Customer can select the "Sign Up" option.

- Customer fill out the required fields in the sign-up form, such as name, email address, password, and any additional information you may need.

- If the validation is successful, create a new account for the user using the provided information.

- **Alternate Flows** – None

- **Post Conditions:** Customer successfully created an account.

## LOGIN

- **Use Case: Login.**

- **Brief Description** – Both the Customer and Admin can login into their account.

- **Actors** – Customer, Admin.

- **Preconditions** – Both the actors should have an account.

- **Basic Flow** –

- Customer and Admin can select the "Login" option.

- Provide Username and Password.

- **Alternate Flows** – None

- **Post Conditions:** Actors will be logged into their account.

## BOOK BUS TICKET

- **Use Case: Book bus ticket.**

- **Brief Description** – The customer can search for available buses for a destination and book a ticket.

- **Actors** – Customer

- **Preconditions** – Customer is logged into the system.

- **Basic Flow** –

- Customer selects the "Book ticket" option.

- Customer search for buses for a given destination and source.

- Select bus and choose the number of seats.

- Provide boarding and dropping point.

- Provide passenger details, such as names and contact information.

- Proceed to the payment process.

- Receive a confirmation with the booking details.

- **Alternate Flows** – None

- **Post Conditions:** Booking details are successfully added to the system.

## CANCEL BUS TICKET

- **Use Case:** Cancel bus ticket.

- **Brief Description** – The customer can cancel booked ticket.

- **Actors** – Customer

- **Preconditions** – Customer is logged into the system  
– Customer should have booked a ticket.

- **Basic Flow** –

- The customer navigates to the "My Bookings" section of the app.

- The app displays a list of the customer's booked tickets.

- The customer selects the ticket they want to cancel.

- The app prompts the customer to confirm the cancellation.

- The customer confirms the cancellation.

- The app updates the ticket status as "Cancelled" and releases the reserved seats.

- **Alternate Flows** – None

**Post Conditions:** The app notifies the customer via email or in-app notification about the cancellation and provides any refund details, if applicable.

## SEARCH BUS

- **Use Case:** Search bus.

- **Brief Description** – The customer can search for available buses for a destination.

- **Actors** – Customer

- **Preconditions** – None

- **Basic Flow** –

- The customer can search buses for desired destinations.

- **Alternate Flows** – None

- **Post Conditions:** Customer can view the results of search.

## VIEW BOOKED BUS TICKET

- **Use Case:** View booked bus ticket.

- **Brief Description** – The customer can view booked ticket.

- **Actors** – Customer

- **Preconditions** – Customer is logged into the system.

- **Basic Flow** –

- The customer opens the bus ticketing app and logs into their account.

- The customer navigates to the "My Bookings" or "Upcoming Trips" section of the app.

- The app displays a list of the customer's booked tickets.

- **Alternate Flows** – None

- **Post Conditions:** Customer can view their booked tickets.

## ADD RATING

- **Use Case:** Add rating.

- **Brief Description** – The customer can add rating for a journey.

- **Actors** – Customer

- **Preconditions** – Customer is logged into the system.

- **Basic Flow** –

- The customer opens the bus ticketing app and logs into their account.

- The customer navigates to the "My Bookings" and select "Rate Us" option.

- Customer can rate accordingly.

- **Alternate Flows** – None

- **Post Conditions:** Customer can view their rating.

## ADD BUS DETAILS

- **Use Case: Add Bus Details**

- **Brief Description** – The administrator adds bus details into the system.

- **Actors** – Administrator

- **Preconditions** – Administrator is logged into the system.

- **Basic Flow** –

- Administrator selects the "Add Bus Details" option.

- Administrator provides the necessary bus details such as bus number, departure and arrival locations, departure time, ticket price and number of tickets available for a specific date.

- The system validates the input data.

- The system adds the bus details to the database.

- The system auto creates bus tickets for next three days.

- **Alternate Flows** – None

- **Post Conditions:** Bus details are successfully added to the system.



## VIEW BUS DETAILS

- **Use Case: View Bus Details**
- **Brief Description** – The administrator can view bus details added into the system.
- **Actors** – Administrator
- **Preconditions** – Administrator is logged into the system.
- **Basic Flow** –
  1. Administrator selects the "View Bus Details" option.
  2. Administrator can view bus details such as bus number, departure and arrival locations, departure time, ticket price and number of tickets available for a specific date.
- **Alternate Flows** – None
- **Post Conditions:** Bus details are viewed by the admin.

## UPDATE BUS DETAILS

- **Use Case: Update Bus Details**

- **Brief Description** – The administrator updates bus details that are previously added.

- **Actors** – Administrator

- **Preconditions** – Administrator is logged into the system.

- **Basic Flow** –

- 1. Administrator selects the "Update Bus Details" option.

- 2. Administrator provides the changes to necessary bus details such as bus number, departure and arrival locations, departure time, ticket price and, number of tickets available for a specific date of a detail that is previously added.

- 3. The system validates the input data.

- 4. The system updates and add the bus details to the database.

- **Alternate Flows** – None

- **Post Conditions:** Bus details are successfully updated and added to the system.

## DELETE BUS DETAILS

- **Use Case: Delete Bus Details**

- **Brief Description** – The administrator deletes bus details from the system

- **Actors** – Administrator

- **Preconditions** – Administrator is logged into the system.

- **Basic Flow** –

- 1. Administrator selects the "Delete Bus Details" option.

- 2. Administrator provides the bus number of the bus detail to be deleted.

- 3. The system checks whether bus details are available on the given bus number.

- 4. The system deletes the bus detail from the database.

- **Alternate Flows** – None

- **Post Conditions:** Bus details are successfully deleted from the system.

## VIEW RATING

- **Use Case:** View rating.

- **Brief Description** – The admin can view customer's rating.

- **Actors** – Admin

- **Preconditions** –Admin is logged into the system.

- **Basic Flow** –

- The admin opens the bus ticketing app and logs into their account.

- The admin navigates to the “View Rating” option.

- Admin can view all the ratings.

- **Alternate Flows** – None

- **Post Conditions:** Admin can view all the ratings.