**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.