



Due Date: FRI, March 16th, 11:45 P.M.

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Draw a conceptual model for the use-case Purchase Tickets with Check.

Consider the following use case.

Use Case: Purchase Tickets with Check.

Actors: Customer (initiator), clerk.

Purpose: Reserve seats on an airplane and capture their check payment.

Overview: A customer arrives at the counter requesting to purchase tickets. The clerk finds a suitable flight and reserves seats on it for him/her. The customer pays for the tickets with check. When done, the customer leaves with purchased tickets.

Type: Primary and Essential.

Actor Actions	System Response
1. This use case begins when a customer comes to the ticket counter requesting tickets.	
2. The clerk asks the customer about the departure city, destination city, and the date and enters them into the system.	3. The system displays the available flights on that date.
4. The clerk then lists the flights to the customer and the customer chooses one. The clerk enters the choice into the system.	5. The system displays the information of only the chosen flight.
6. The clerk asks the customer about the number of passengers and the flight class. The clerk enters this information to the system.	7. The system adds the requested flight information to the running sales transaction. And updates the available seats on the flight.
8. The clerk then asks the customer of any special requests like handicapped access or special meals and enters this information into the system.	9. The system notification the airline of the special requirements for this passenger.
10. The clerk then indicates to the system that data entry is complete.	11. The system calculates the total and presents it to the clerk.
12. The clerk tells the customer the total.	
13. The customer writes a check of the total to the travel agency, signs it, and gives it to the clerk.	
14. The clerk requests identification and upon receiving it, the clerk enters the ID number into the system and indicates to the system that the customer has paid.	15. The system then prints the tickets and logs the sale.
16. The clerk gives the tickets and a	



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receipt to the customer. 17. The customer leaves with the tickets.	
Alternatives: - Line 3, if there are no available flights on the specified date, the system displays flights on the day before and the day after. - Line 7, if the customer asks for more tickets than seats available on the chosen flight; ask him\her to change either flight or number of tickets. - Line 13, if the customer has forgotten his\her check book, cancel the transaction. - Line 14, if the customer has no identification, cancel the transaction.	