Homepage

Use Case 1: Homepage Navigation

Primary Actor
- Website User

Preconditions
- The user has accessed the GlobeTrotter homepage.

Postconditions
- The user navigates to one of the services or sections available from the homepage.

Main Success Scenario
1. **User Action**: User lands on the GlobeTrotter homepage.
2. **System Action**: Displays the homepage with the image carousel, navigation bar, search panel, user testimonials, travel tips and news, and newsletter subscription call to action.
3. **User Action**: Selects an option from the navigation bar (e.g., Flights, Hotels, Car Rentals, Special Offers, Customer Support).
4. **System Action**: Redirects the user to the selected page or section.

Use Case 2: Interacting with the Image Carousel

Primary Actor
- Website User

Preconditions
- The user is viewing the homepage.

Postconditions
- The user has interacted with the image carousel to view various popular destinations.

Main Success Scenario
1. **User Action**: Watches the auto-rotating image carousel or manually navigates through the images.
2. **System Action**: Displays images of popular destinations, potentially with brief descriptions or promotions.
3. **User Action**: Clicks on an image if interested in learning more about a destination or related offers.
4. **System Action**: Takes the user to a detailed page about the destination or the offer.

Use Case 3: Starting a Booking from the Homepage

Primary Actor
- Website User

Preconditions
- The user is on the homepage.

Postconditions
- The user has initiated a booking process for flights, hotels, or car rentals.

Main Success Scenario
1. **User Action**: Enters basic booking criteria into the search panel (e.g., dates, destination).

2. **System Action**: Displays a dynamic form appropriate for the selected service (flights, hotels, car rentals).
3. **User Action**: Completes the form with specific details and submits the search.
4. **System Action**: Redirects the user to the search results page for the selected service with relevant options.

Use Case 4: Subscribing to the Newsletter
Primary Actor
- Website User

Preconditions
- The user is interested in receiving travel tips, news, and special offers.

Postconditions
- The user subscribes to the GlobeTrotter newsletter.

Main Success Scenario
1. **User Action**: Scrolls to the newsletter subscription section.
2. **System Action**: Prompts the user to enter their email address and select interests.
3. **User Action**: Enters their email and selects topics of interest, then submits the form.
4. **System Action**: Adds the user to the newsletter mailing list and sends a confirmation email.

Use Case 5: Accessing Travel Tips and News
Primary Actor
- Website User

Preconditions
- The user is on the homepage and interested in travel advice and the latest news.

Postconditions
- The user has accessed the travel tips and news section.

Main Success Scenario
1. **User Action**: Navigates to the travel tips and news section.
2. **System Action**: Displays the latest articles, tips, and news items.
3. **User Action**: Selects an article to read.
4. **System Action**: Opens the full article for the user to read.

Use Case 6: Reviewing User Testimonials
Primary Actor
- Website User

Preconditions
- The user is on the homepage and interested in reading testimonials from other users.

Postconditions
- The user has read one or more user testimonials.

Main Success Scenario
1. **User Action**: Scrolls to the user testimonials section.
2. **System Action**: Displays a selection of testimonials from users who have used GlobeTrotter services.
3. **User Action**: Reads through the testimonials.

4. **System Action**: Optionally, allows the user to navigate through more testimonials if available.

Flight Search Engine:

Use Case 1: Initiate Flight Search
Primary Actor
- Website User

Stakeholders and Interests
- **Website User**: Wants to easily initiate a search for flights.
- **Website Owner**: Seeks to provide an intuitive search initiation process.

Preconditions
- The user is on the GlobeTrotter homepage or the Flights page.

Postconditions
- The user has successfully entered search parameters and initiated a flight search.

Main Success Scenario
1. **User Action**: Navigates to the "Flights" section.
2. **System Action**: Displays the dynamic search form.
3. **User Action**: Inputs departure and arrival locations, dates, passenger numbers, and class of service.
4. **System Action**: Displays the "Search" button.
5. **User Action**: Clicks the "Search" button.
6. **System Action**: Processes the request and prepares to display search results.

Use Case 2: Destination Autofill Suggestions
Primary Actor
- Website User

Preconditions
- The user is inputting a departure or arrival location in the search form.

Postconditions
- The user selects a location from the autofill suggestions.

Main Success Scenario
1. **User Action**: Begins typing a location name.
2. **System Action**: Dynamically displays matching suggestions in real-time.
3. **User Action**: Selects the correct location from the suggestions.

Use Case 3: Use Flexible Dates Feature
Primary Actor
- Website User

Preconditions
- The user is on the search form with dates input fields visible.

Postconditions
- The user has viewed and possibly selected alternative dates based on price differences.

Main Success Scenario
1. **User Action**: Clicks on the departure or return date field.

2. **System Action**: Displays a calendar view with price differences for nearby dates.
3. **User Action**: Selects a date based on the displayed prices.
4. **System Action**: Updates the search form with the selected date.

Use Case 4: Apply Filters to Search Results

Primary Actor
- Website User

Preconditions
- The user has initiated a flight search and is viewing the results.

Postconditions
- The user has refined the search results using various filters.

Main Success Scenario
1. **User Action**: Chooses to apply filters such as stopovers, airlines, flight duration, and price.
2. **System Action**: Displays the filters for the user to select their preferences.
3. **User Action**: Selects desired filters and applies them.
4. **System Action**: Updates the flight search results based on the selected filters.

Use Case 5: View Flight Details

Primary Actor
- Website User

Preconditions
- Flight search results are displayed.

Postconditions
- The user has viewed detailed information about a flight.

Main Success Scenario
1. **User Action**: Selects a flight from the search results.
2. **System Action**: Displays detailed information for the selected flight, including departure and arrival times, total duration, layover details, and amenities.
3. **User Action**: Reviews the flight details.

Use Case 6: Modify Search Parameters

Primary Actor
- Website User

Preconditions
- The user has already initiated a flight search and is viewing the search results.

Postconditions
- The user has modified their search parameters and initiated a new search.

Main Success Scenario
1. **User Action**: Chooses to modify search criteria such as locations, dates, or passenger numbers.
2. **System Action**: Allows user to change the search parameters in the dynamic search form.
3. **User Action**: Inputs new search criteria.
4. **System Action**: Displays updated flight search results based on the new criteria.

Use Case 7: Compare Flights

Primary Actor
- Website User

Preconditions
- The user is viewing flight search results.

Postconditions
- The user has compared multiple flights based on their details.

Main Success Scenario
1. **User Action**: Selects multiple flights for comparison.
2. **System Action**: Displays a side-by-side comparison of selected flights, highlighting differences in price, duration, layovers, and amenities.
3. **User Action**: Reviews the comparison to make an informed decision.

Use Case 8: Save Flight Search

Primary Actor
- Website User

Preconditions
- The user has performed a flight search.

Postconditions
- The user has saved the search criteria or specific flights for future reference.

Main Success Scenario
1. **User Action**: Chooses to save the search criteria or specific flight results.
2. **System Action**: Prompts the user to confirm saving the search or flights.
3. **User Action**: Confirms the action.
4. **System Action**: Saves the search criteria or selected flights to the user's profile for easy access in the future.

Use Case 9: Share Flight Details

Primary Actor
- Website User

Preconditions
- The user is viewing details of a specific flight.

Postconditions
- The user has shared flight details with others.

Main Success Scenario
1. **User Action**: Selects the option to share flight details.
2. **System Action**: Provides options for sharing via email, social media, or a direct link.
3. **User Action**: Chooses a sharing option and specifies recipients if necessary.
4. **System Action**: Sends the flight details to the chosen recipients or platforms.

Hotel Booking System:

Use Case 1: Search for Hotels

Primary Actor
- Website User

Preconditions
- The user has access to the GlobeTrotter website.

Postconditions
- The user has successfully searched for hotels based on specific criteria.

Main Success Scenario
1. **User Action**: Navigates to the "Hotels" section.
2. **System Action**: Displays the hotel search form.
3. **User Action**: Inputs search criteria such as city, landmark, or hotel name, check-in and check-out dates, and guest numbers.
4. **System Action**: Processes the search and displays a list of hotels that match the criteria.

Use Case 2: Utilize Interactive Maps

Primary Actor
- Website User

Preconditions
- The user is viewing hotel search results.

Postconditions
- The user has explored hotel locations and nearby attractions using the interactive map.

Main Success Scenario
1. **User Action**: Chooses to view the interactive map.
2. **System Action**: Displays an interactive map with hotel locations marked.
3. **User Action**: Interacts with the map to explore different hotel locations and nearby attractions.
4. **System Action**: Provides information about the selected hotels and attractions on the map.

Use Case 3: View Hotel Details

Primary Actor
- Website User

Preconditions
- The user is viewing a list of hotel search results.

Postconditions
- The user has viewed detailed information about a hotel.

Main Success Scenario
1. **User Action**: Selects a hotel from the search results.
2. **System Action**: Displays detailed information about the hotel, including room amenities, dining options, available services, and cancellation policies.

Use Case 4: Sort Hotel Search Results

Primary Actor
- Website User

Preconditions
- The user has searched for hotels and is viewing the results.

Postconditions
- The user has sorted the hotel search results based on their preference.

Main Success Scenario
1. **User Action**: Chooses to sort the search results by price, star rating, or guest reviews.
2. **System Action**: Sorts the search results based on the selected criterion.

Use Case 5: Book a Hotel

Primary Actor
- Website User

Preconditions
- The user has decided on a hotel.

Postconditions
- The user has successfully booked a room.

Main Success Scenario
1. **User Action**: Selects a hotel and chooses a room type.
2. **System Action**: Displays room selection, including any additional services.
3. **User Action**: Selects room and any additional services, then proceeds to payment.
4. **System Action**: Guides the user through the payment process.
5. **User Action**: Completes payment.
6. **System Action**: Confirms the booking and sends a confirmation email to the user.

Use Case 6: Modify or Cancel Booking

Primary Actor
- Website User

Preconditions
- The user has made a hotel booking.

Postconditions
- The user has modified or canceled their booking.

Main Success Scenario
1. **User Action**: Navigates to their booking through their user profile or a link in the booking confirmation email.
2. **System Action**: Displays booking details with options to modify or cancel.
3. **User Action**: Selects to modify or cancel the booking.
4. **System Action**: If modifying, allows changes to be made and updates the booking details. If canceling, processes the cancellation and updates the user.

Use Case 7: Manage User Preferences and Profiles for Hotel Searches

Primary Actor
- Website User

Preconditions
- The user has created a profile on the GlobeTrotter website.

Postconditions
- The user has personalized their search preferences for future hotel searches.

Main Success Scenario
1. **User Action**: Navigates to their profile settings.
2. **System Action**: Displays options for setting search preferences (e.g., preferred hotel amenities, preferred locations, budget range).
3. **User Action**: Selects and saves their preferences.
4. **System Action**: Updates the user's profile with the new preferences.

Use Case 8: Review and Rate Booked Hotels

Primary Actor
- Website User

Preconditions
- The user has completed a stay at a booked hotel.

Postconditions
- The user has submitted a review and rating for the hotel.

Main Success Scenario
1. **User Action**: Navigates to their booking history.
2. **System Action**: Lists past bookings with options to review.
3. **User Action**: Chooses a hotel to review and submits a rating and written feedback.
4. **System Action**: Processes and displays the review on the hotel's page after moderation.

Use Case 9: Receive Recommendations Based on Past Searches and Bookings

Primary Actor
- Website User

Preconditions
- The user has previously searched for or booked hotels.

Postconditions
- The user receives personalized hotel recommendations.

Main Success Scenario
1. **User Action**: Visits the GlobeTrotter homepage or the Hotels section.
2. **System Action**: Analyzes the user's past searches and bookings to generate personalized recommendations.
3. **User Action**: Views the recommendations.
4. **System Action**: Provides an option to book or learn more about the recommended hotels.

Use Case 10: Utilize Deals and Special Offers for Hotels

Primary Actor
- Website User

Preconditions
- Special offers or deals are available for hotel bookings.

Postconditions
- The user has taken advantage of a special offer or deal for their hotel booking.

Main Success Scenario
1. **User Action**: Searches for hotels or browses the Special Offers section.
2. **System Action**: Displays available offers and deals for hotels.
3. **User Action**: Selects a hotel with an appealing offer and proceeds with booking.
4. **System Action**: Applies the offer to the booking process and finalizes the discounted rate.

3. Car Rental Service:

Use Case 1: Selecting Rental Details
Primary Actor
• Website User
Preconditions
• The user is on the Car Rental section of the GlobeTrotter website.
Postconditions
• The user has entered all necessary details for a car rental search.
Main Success Scenario
1. **User Action**: Navigates to the "Car Rentals" section.
2. **System Action**: Displays the car rental search interface.
3. **User Action**: Inputs rental location, pick-up and drop-off dates.
4. **System Action**: Enables the selection of car preferences.

Use Case 2: Choosing Car Preferences and Add-ons
Primary Actor
• Website User
Preconditions
• The user has specified the basic rental details.
Postconditions
• The user has selected their car preferences and any desired add-ons.
Main Success Scenario
1. **User Action**: Specifies car type or model preferences.
2. **System Action**: Displays available cars that match preferences.
3. **User Action**: Chooses additional options like rental car insurance or other add-ons.
4. **System Action**: Updates the booking summary to reflect the selected options.

Use Case 3: Viewing Car Model Descriptions
Primary Actor
• Website User
Preconditions
• The user is selecting a car model.
Postconditions
• The user has viewed detailed descriptions of car models.
Main Success Scenario
1. **User Action**: Explores available car models.

2. **System Action**: Displays detailed descriptions for each model, including passenger capacity, luggage space, and fuel efficiency.
3. **User Action**: Reviews the details to make an informed decision.

Use Case 4: Comparing Prices Across Providers

Primary Actor
- Website User

Preconditions
- The user has input rental details and is viewing available cars.

Postconditions
- The user has compared rental prices across different providers.

Main Success Scenario
1. **User Action**: Indicates a desire to compare prices.
2. **System Action**: Presents a comparison of prices across various car rental providers for the selected model and rental period.
3. **User Action**: Reviews the comparison to find the best deal.

Use Case 5: Receiving Rental Summary

Primary Actor
- Website User

Preconditions
- The user has selected a car and any additional options.

Postconditions
- The user receives a detailed summary of their rental before booking confirmation.

Main Success Scenario
1. **User Action**: Proceeds towards booking confirmation.
2. **System Action**: Generates and displays a detailed summary of the rental, including location, dates, car model, add-ons, and total price.
3. **User Action**: Reviews the summary to ensure accuracy.

Use Case 6: Confirming and Paying for Rental

Primary Actor
- Website User

Preconditions
- The user has reviewed the rental summary.

Postconditions
- The user has successfully confirmed and paid for the car rental.

Main Success Scenario
1. **User Action**: Confirms the details are correct and chooses to proceed with payment.
2. **System Action**: Guides the user through the secure payment process.
3. **User Action**: Completes payment.
4. **System Action**: Confirms the booking and sends a confirmation email to the user.

Use Case 7: Modifying or Canceling a Rental Booking

Primary Actor
- Website User

Preconditions
- The user has an existing car rental booking.

Postconditions
- The user has modified or canceled their booking.

Main Success Scenario
1. **User Action**: Navigates to their booking history and selects a booking to modify or cancel.
2. **System Action**: Displays options for modification or cancellation.
3. **User Action**: Chooses and confirms the desired action.
4. **System Action**: Processes the modification or cancellation and updates the user.