An airline check-in process for an international flight

Here is what you got through an interview with a check-in agent:

"I call the next customer in line. When he gets to my desk, I ask for a ticket. If the passenger is using an e-ticket, I need the booking record locator. Most of the passengers are not organized enough to have it written down, so I ask them their name and the flight they are on. Most people don't know the flight number, so I usually ask for their destination. They must know that!

"I make sure I have the right passenger and the right flight. It would be pretty embarrassing to give away someone else's seat or to send a passenger to the wrong destination. Anyway, somehow I locate the passenger's flight record in the computer. If he has not already given it to me, I ask for the passenger's passport. I check that the picture looks like the passenger and that the passport is still valid.

"If there is no frequent-flyer [FF] number showing against the booking, I ask the passenger if he belongs to our mileage scheme. Either he hands me the plastic card with the FF number, or I ask him and if he wishes to join I give him the sign-up form. We can put temporary FF numbers against the flight record so the passenger is credited for that trip.

"If the computer has not already assigned a seat, I find one. This usually means I ask if the passenger prefers a window or an aisle seat, or, if the plane is already almost full, I tell him what I have available. Of course, if the computer has assigned a seat, I always ask if it is okay. One way or another we settle on a seat and I confirm it with the computer system. I can print the boarding pass at this stage, but I usually do the bags first.

"I ask how many bags the passenger is checking and, at the same time, verify that he is not exceeding the carry-on limit. Some people are unbelievable with what they want to carry into a fairly space-restricted aircraft cabin. I ask the security questions about the bags and get the passenger's responses. I print out the bag tags and securely attach them to the bags, and then I send the bags on their way down the conveyor belt.

"Next I print the boarding pass. This means that I have everything done as far as the computer is concerned. But there is one more thing to do: I have to make sure that everything agrees with the passenger's understanding. I read out from the boarding pass where he is going, what time the flight is, and what time it will board, and if a gate has been assigned, I tell him that, too. I also read out how many bags have been checked and confirm that their destination matches the passenger's destination. I hand over the documents and wish the passenger a good flight."

Here are the first few steps in the use case flow:
1. Get the passenger's ticket or record locator.
2. Check that this is the right passenger, flight, and destination.

Based on the information given above, please fill out the **Use Case Description template** on page **2**.

Business Use Case Name:

Trigger:

Preconditions:

Post conditions:

Actors:

Basic Flow:

1.

2.

3.

4.

5.

6.

7.

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