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Scenario Analysis (Project No.9 Flight Booking)

A scenario for booking a flight

Initial assumption: The user has searched for a flight and is ready to book it.

Normal: The user clicks the check-in luggage button and then chooses one of two options "10kg" or "23kg." The user repeats this step again making the amount of luggage check-in 2, which is the maximum.
The user then fills in a form with the correct information about his/her full name, gender, date of birth, and an optional text field for their email address.
After that, the user goes through the payment process, if that is successful an e-ticket is displayed for the user to be saved or printed. The user also gets a pdf copy of the e-ticket sent to their email address.

What can go wrong?
Alternative: The user does not provide their email address. Everything should go on normally since that part is optional.

Error: The payment process is unsuccessful. The user shall go through the payment process again, entering the correct information in all the fields in order for it to be successful.
Error: The user does not fill in all required fields in the booking form. The system should show them an error and shall not let them go to the next step before filling the fields.

Other Activities: When a user enters the flight booking page, the system must temporarily reserve a seat on the flight for him/her so that they don't lose it by the time they fill in the form.

System state on completion: All the information provided in the flight booking form and payment form are saved in the database and the flight is booked.