

USE CASES

#	SCENARIO	TYPE
1.	Request for service	MAIN
2.	Filling out the form yourself	ALTERNATIVE
3.	Filling in the application form together	ALTERNATIVE
4.	Luggage delivery time hasn't expired	EXCEPTIONAL

1. TASK: <Accompaniment to the service>

1.1 Actors

1.1.1 Primary Actors

- **Passengers** who want immediate help from staff or service. At the time of the problem, he is at the airport, which means that he is waiting for his flight or has completed his flight. The main actor is a novice and badly orientated at the airport and is not familiar with all the services provided by the airport and the airline.

1.1.2 Alternative Primary Actors

- **Aircompany employees** who help passengers who have questions about luggage, transportation of animals, passengers with disabilities, lost items, passengers with rebooking, cancellation, and return. These departments: LH Service Center, LH transfer Service, Unaccompanied minors.

1.1.3 Secondary Actors

- Temi robot

1.2 Goal

1.2.1 Actor's Goals

The main goal of the actor is to find a person or service that can help him to solve his problem with lost luggage in a short time. This means that he needs to choose a way of

solving the problem, which will help him to quickly find a service or a person and get the necessary information and make a decision that will meet the requirements of the actor.

1.2.2 Business Goals

- Intense cost management
- Raising customer satisfaction
- Cover maximum issues of customers

1.3 Quality Measurement

- Increase customer satisfaction based on survey results.

1.4 Business Rules

1.5 Trigger

Passenger lost luggage.

1.6 Input

1.6.1 Precondition

The actor didn't see his suitcase on the tape. Roughly knows he needs help with his luggage but doesn't know who to go to.

1.6.2 Data

- info about flight;
- passport details;
- boarding pass;
- airport info.

1.7 Result

1.7.1 Postcondition

- found a person or service.

1.7.2 Data

- map with points;
- PIR number,
- info about luggage;
- info about service (schedule, contacts).

1.8 Use Case Scenarios

1.8.1 Main Scenario - Request for service

In this scenario, the main actor has landed and is waiting for his luggage. The main actor at the luggage issue, it's been more than 40 minutes, but he can't see his second suitcase.

Primary Actor	Expected System Reaction
1. The actor is looking for information on how to act in this situation.	2. The system offers assistance and offers to scan luggage tags.
3. The actor accepts help and lets you scan your luggage tag.	4. The system offers 3 options: - Contact the staff or service; - Fill out the online application form yourself; - Fill out an application form together.
5. The actor chooses to contact the personnel.	6. The system shows the variants, location and working time of the services.
7. The actor is turning to the service.	
End of scenario.	

Extensions:

4a - Doesn't give you the possibility to choose or look if the service is not working at the moment of choosing.

4b - In this scenario, when the service is not running, it is used alternatively to the script.

1.8.2 Alternative Scenario - Filling out the form yourself.

In this scenario, the main actor has landed and is waiting for his luggage. The main actor at the luggage issue, it's been more than 40 minutes, but he can't see his second suitcase.

Primary Actor	Expected System Reaction
1. The actor is looking for information on how to act in this situation.	2. The system offers assistance and offers to scan luggage tags.
3. The actor accepts help and lets you scan your luggage tag.	4. The system offers 3 options: - Contact the staff or service;

	- Fill out the online application form yourself; - Fill out an application form together.
5. The actor chooses to fill out the online application form yourself.	6. The system shares data with the actor and provides additional information.
7. The actor fills out the application form himself.	
End of scenario.	

Extensions:

4a - Doesn't give you the possibility to choose or look if the service is not working at the moment of choosing.

1.8.3 Alternative Scenario - Filling in the application form together

In this scenario, the main actor has landed and is waiting for his luggage. The main actor at the luggage issue, it's been more than 40 minutes, but he can't see his second suitcase.

Primary Actor	Expected System Reaction
1. The actor is looking for information on how to act in this situation.	2. The system offers assistance and offers to scan luggage tags.
3. The actor accepts help and lets you scan your luggage tag.	4. The system offers 3 options: - Contact the staff or service; - Fill out the online application form yourself; - Fill out an application form together.
5. The actor chooses to fill the form together.	6. The system asks for additional data. And he's giving PIR number to the actor.
7. The actor saves the PIR number.	
End of scenario.	

Extensions:

4a - Doesn't give you the possibility to choose or look if the service is not working at the moment of choosing.

1.8.4 Exceptional Scenario - Luggage delivery time hasn't expired

In this scenario, the main actor has landed and is waiting for his luggage. The main actor at the luggage issue, it's been more than 10 minutes, but he can't see his second suitcase. He doesn't travel often, he's nervous, he's afraid he won't get his luggage.

Primary Actor	Expected System Reaction
1. The actor is looking for information on how to act in this situation.	2. The system offers assistance and offers to scan luggage tags.
3. The actor accepts help and lets you scan your luggage tag.	4. The system replies that time has not expired and asks to wait another 30 minutes.
End of scenario.	