Healing Paws System – Accept appointment

Name:
Accept appointment

Description:
This use case describes how employees handle user reservations.

Actors:
Staff

Triggers:
The use case is triggered by the prospect submitting the reservation information on the platform.

Precondtions:
None

Postconditions:
After the use case is complete, there will be a new reservation created or the user will be informed that there is no suitable table available.

Courses of events:
Basic course of events:
1. The user fills out the reservation form and submits the details of the pet, along with the time he wants to make an appointment, to the reservation form. There are two types of appointment forms: emergency and standard.
2. The employee checks the user's reservation. If the user's reservation is classified as urgent, the employee immediately contacts the user by private letter to discuss the ideal reservation time with the customer.
3. After communicating with the user, the employee arranges the ideal appointment time for the user and confirms the user's appointment.

Alternate course of events (1):
1. The user fills out the reservation form and submits the details of the pet, along with the time he wants to make an appointment, to the reservation form. There are two types of appointment forms: emergency and standard.
2. The employee checks the user reservation, and if the reservation category is a standard reservation, checks the reservation time filled by the user.
3. If there is a vacancy within the reservation period filled by the user, confirm the user's reservation.

Alternate course of events (2):

1. The user fills out the reservation form and submits the details of the pet, along with the time he wants to make an appointment, to the reservation form. There are two types of appointment forms: emergency and standard.
2. The employee checks the user reservation, and if the reservation category is a standard reservation, checks the reservation time filled by the user.
3. If the reservation time filled by the user is full, then the employee will send a private message to the user asking for the other ideal time.
4. After communicating with the user, the employee arranges the ideal appointment time for the user and confirms the user's appointment.

Extension Points:
None

Inclusions:
Display Date