Deliverable 3

Project Report

Group 23

Description of the behavior of the state machine regarding an Appointment:

Just a small note: a = appointment

- First: Appointment is Booked
  The booking process starts with a user booking an appointment, the state of the Appointment is now booked.
  When an appointment is booked, it can be canceled or updated up until the day before the appointment. Otherwise the appointment can not be changed nor canceled.
  So, if this condition is true then the user can even change to a complete different service.
  When an update is made, the Appointment stays in the same state which is Booked in this case.

  From this state the appointment can be started or terminated.

  If the customer arrives to the appointment, the owner starts it.
  Else if the customer does not show up, the appointment is removed by the owner and the customer's account now have an increase by 1 in the number of no shows.
  The last possibility is if the customer cancels the appointment (with the condition stated above being true). Then the appointment is just removed from the application.

- Second: Appointment is InProgress
  When a booked appointment is started it becomes InProgress, the state changes.
  Now, we have 2 possible cases. The appointment can be updated with 2 conditions : the main Service is still the same and the technician of the specific optional service that the user wants to add is available. In this case the appointment stays in the same state as it was.
  Otherwise, the Appointment is finished, either the endTime has passed or the owner of the CarShop has ended it. In this case the appointment is in the Final state which means that is not available anymore in the application.

- Third: Appointment is in the Final state
  Here the appointment was either canceled or finished.
  What is important is that from this state we know that the appointment is not available anymore in the system , and is not used by anyone.
  Every appointment should end in this state.

Project Covshop: Deliverable 3
UML state machine