*Use case name* **Sign In**

*Participating Actors* Initiated by**Guest**

*Flow of events* 1. **Guest** clicks the Sign In button.

2. **SYSTEM** responds by showing the Sign In Form.

3. **Guest** fills the “username” and “password” fields correctly and clicks the Sign in button.

4. **SYSTEM** responds by showing up an acknowledgment that says “Successfully Logged In” and redirects the **Guest** to the homepage.

*Entry condition* **Guest** is in a page that he/she can see the sign in button.

*Exit conditions* **Guest** logs in and returns to the homepage.

*Exceptions* 3a. **Guest** enters the “username” and “password” fields are

incorrect.

4a. **SYSTEM** gives a feedback that says “Username or password is wrong”.

3b. **Guest** doesn’t fill the “username” or “password” field or both.

4b. **SYSTEM** gives a feedback that says “both fields must be filled.”

*Use case name* **View the Bookings of My Restaurant**

*Participating Actors* Initiated by**Restaurant Owner**

*Flow of events* 1. **Restaurant Owner** clicks the “Bookings for My Restaurant” button.

2. **SYSTEM** responds by showing the List of Bookings.

*Entry condition* **Restaurant Owner** is in homepage.

*Exit conditions* **Restaurant Owner** is seeing the list of bookings.

*Use case name* **Sign Up**

*Participating Actors* Initiated by**Guest**

*Flow of events* 1. **Guest** clicks the Sign Up button.

2. **SYSTEM** responds by showing the Sign Up Form.

3. **Guest** fills the “first name”, “last name”, “username”, “email”, “password” and “re- enter password” fields and clicks the Sign up button.

4. **SYSTEM** responds by showing up an acknowledgment that says “Account has been created”, shows the Recovery Code to the **Guest** and redirects the Guest to the Sign In page.

*Entry condition* **Guest** is in a page that he/she can see the sign up button.

*Exit conditions* Account is created and **Guest** is redirected to the homepage.

*Exceptions* 3a. **Guest** leaves one of the fields empty

4a. **SYSTEM** gives a feedback that says “All fields must be filled”.

3b. **“**username” or “e-mail” that **Guest** has entered are being used by another account.

4b. **SYSTEM** gives a feedback that says “ ‘username’ or ‘e-mail’ is being used by another account”

3c. **“**password” and “re-enter password” that **Guest** has entered are not matching.

4c. **SYSTEM** gives a feedback that says “‘password’ and ‘re-enter password’ fields are not matching.”

*Use case name* **Booking Cancellation**

*Participating Actors* Initiated by**User**

Communicates with **Restaurant Owner**

*Flow of events* 1. **User** clicks the My Bookings button from his/her profile.

2. **SYSTEM** responds by showing the My Bookings page.

3. **User** finds the booking which he/she wants to cancel and clicks the cancel this booking button near the booking.

4. **SYSTEM** responds by showing up an alert that asks “Are you sure you want to cancel this booking?”

5. **User** clicks “Yes”.

6. **SYSTEM** responds by showing up an acknowledgment that says “Your booking has been cancelled.” And **SYSTEM** sends a notification to the related **Restaurant Owner.**

*Entry condition* **User** has at least one active booking.

*Exit conditions* Booking has been cancelled.

*Exceptions* 3a. Current time is not at least one hour earlier than the Booking time.

4a. **SYSTEM** gives a feedback that says “You can’t cancel a booking within last hour”.

5a. **User** clicks “No”.

6a. **SYSTEM** doesn’t execute the function and **User** returns to My Bookings page.

*Use case name* **Submit a Request Ticket**

*Participating Actors* Initiated by**User** OR **Restaurant Owner**

*Flow of events* 1. **User** or **Restaurant Owner** clicks the Support button.

2. **SYSTEM** responds by showing the Support page.

3. **User** or **Restaurant Owner** clicks the “Submit a ticket” button on the support page.

4. **SYSTEM** responds by showing up a form that contains “category” and “description” fields.

5. **User** or **Restaurant Owner** selects a category and describes his request via the text area and clicks the submit button.

6. **SYSTEM** responds by showing up an acknowledgment that says “Your request is saved and will be reviewed by an Admin.”, **User** or **Restaurant Owner** is redirected to the homepage.

*Entry condition* **User** or **Restaurant Owner** is in homepage.

*Exit conditions* Ticket is saved.

*Exceptions* 5a. **User** or **Restaurant Owner** clicks the submit button without selecting a category or leaves the text area empty or both.

6a. **SYSTEM** gives a feedback that warns user by declaring which field is empty.

*Use case name* **Add Favorite Restaurant**

*Participating Actors* Initiated by**User**

*Flow of events* 1. **User** clicks the star icon/button in the restaurant’s profile

2. **SYSTEM** responds by showing an alert box that contains a text which is “Restaurant is added to your favorites”.

*Entry condition* **User** is in a restaurant’s profile

*Exit conditions* Restaurant added to the favorites.

*Use case name* **Respond to Request Ticket**

*Participating Actors* Initiated by**Administrator**

Communicates with **User or Restaurant Owner**

*Flow of events* 1. **Administrator** clicks a request ticket from the Tickets page.

2. **SYSTEM** responds by showing the details of the ticket.

3.**Administrator** reads the ticket, writes a reply to the text area and clicks OK button.

4.**SYSTEM** responds by showing an acknowledgment that says “respond has been sent” and sends a notification to the related **User** or **Restaurant Owner**.

*Entry condition* **Administrator** must be viewing the request tickets.

*Exit conditions* **Administrator** responds to a ticket and **User or Restaurant Owner** receives a notification.