**Organizer**

**Use Case: Organizer Registration**

* Preconditions:
  + The organizer is not already registered on the platform.
* Scenario:
  + The organizer clicks on the sign up link and fills out the information form.
  + The organizer confirms info - validates
  + Website shows registration successful
* Postconditions:
  + The organizer's account is successfully created and activated.
  + The organizer can log in to the platform using the provided credentials.
* Limitations:
  + Cannot register twice (unique email address and name)

Comment: the organizer can define what product they will sell, either tour packages only, or also include accommodation, restaurants, event venue, transportation as separate products

**Use Case: Organizer Subscription**

* Preconditions:
  + The organizer is already registered on the platform.
* Scenario:
  + The organizer clicks on each subscription and reads the different services.
  + The organizer chooses a subscription and validates the payment
  + Website shows subscription successful + “Accéder à votre espace”
* Postconditions:
  + The organizer's space is successfully created and activated.
  + The organizer can now customize the space and add products.
* Limitations:
  + Can’t have 2 subscriptions

**Use Case: Listing Products**

* Preconditions:
  + The organizer is logged in to the platform.
* Scenario:
  + The organizer goes to his “espace” and clicks on the tab to see the Products The organizer clicks on the button to create a new product The organizer fills out the information form (+ photos ?)
  + The organizer confirms the Product details (confirmation)
* Postconditions:
  + The product is successfully listed on the platform with all the provided details.
* Limitations:
  + Each product must be unique

**Use Case: Connecting with Service Providers**

* Preconditions:
  + The organizer is logged in to the platform.
* Scenario:
  + The organizer goes to his space. Clicks the tab “service providers”
  + Search the list of service providers
  + Send a “partnership” request (by filling up an information form?)
* Postconditions:
  + The connection request is sent to the selected service providers.
* Limitations:
  + Only one request at a time per provider.

**Use Case: Booking Services**

* Preconditions:
  + The organizer is logged in to the platform.
* Scenario:
  + *Scenario on the customer’s part*
* Postconditions:
  + The booking is confirmed, and the organizer receives a confirmation notification.
* Limitations:
  + N/A

**Use Case: Managing Bookings**

* Preconditions:
  + The organizer is logged in to the platform.
* Scenario:
  + The organizer goes to his account, clicks on the tab “réservations” and gets access to the list of reservations (table with travel and client info)
* Postconditions:
  + The organizer can view, update, or cancel bookings through the centralized dashboard.
* Limitations:
  + N/A

**Use Case: Customizing Packages**

* Preconditions:
  + The organizer is logged in to the platform.
* Scenario:
  + The organizer clicks the tab “my packages” on his account.
  + The organizer can then select the package he wants to modify and click on “customize”
* Postconditions:
  + The tour package is updated with the requested customizations.
* Limitations:
  + N/A

**Use Case: Handling Payments**

* Preconditions:
  + The organizer has valid payment information on file.
* Scenario:
  + *Transaction itself, not really on the organizer’s part.*
* Postconditions:
  + The payment for the booking is successfully processed, and the transaction status is updated.

**Use Case: Reviewing Providers**

* Preconditions:
  + The organizer has completed a booking with the service provider.
* Scenario:
  + The organizer clicks on “review your provider”.
  + Star (/5) and leaves a comment.
* Postconditions:
  + The review and rating are submitted and published on the platform.
* Limitations:
  + The organizer can only give one rating by partner
  + The comment cannot be modified further on
  + Limited number of letters (to be defined)

**Use Case: Customer Support**

* Preconditions:
  + The organizer has encountered an issue or request for support.
* Scenario:
  + The organizer goes to his space and clicks the tab “help”
  + Access to a messaging service that sends an email to the super-admin.
  + Fills out form and message (user info, reason help needed, message)
* Postconditions:
  + The organizer receives assistance or resolution for the issue through customer support channels.
* Limitations:
  + Limited number of letters to the message.

**Use Case: Analyzing Performance**

* Preconditions:
  + The organizer has completed bookings and transactions on the platform.
* Scenario:
  + The organizer goes to his account and clicks the tab “business analytics”
* Postconditions:
  + The organizer can access performance analytics and reports.
* Limitations:
  + The organizer can only access a certain type (to be defined) of data and only his own.

**Use Case: Updating Products**

* Preconditions:
  + The organizer is logged in to the platform.
* Scenario:
  + The organizer clicks the tab “products ” on his account.
  + The organizer clicks on “modify products’s info” and arrives to the detailed description of the product
* Postconditions:
  + The product is successfully updated with the changes.
* Limitations:
  + N/A

**Use Case: Managing Customer Information**

* Preconditions:
  + The organizer is logged in to the platform.
* Scenario:
  + The organizer gets access to the list of his customers through his personal user space (tab : “my clients”)
  + He can search for/update/delete customer info on request
* Postconditions:
  + Customer information and communication history are stored and accessible.
* Limitations:
  + The organizer can only change customer’s info on request (not as he wishes)

**Use Case: Collaborating with Other Organizers**

* Preconditions:
  + The organizer is logged in to the platform.
* Scenario:
  + The organizer gets access to the list of our organizers through his personal user space (tab : “collaborate”)
  + The organizer can select of of the organizer and “send collaboration request” (through a messaging system)
* Postconditions:
  + Collaboration with other organizers is established, and resources are shared.
* Limitations:
  + One request per organizer.

Provider

**Use Case: Provider Registration**

* Preconditions:
  + The provider is not already registered on the platform.
* Scenario:
  + The provider clicks on the sign up link and fills out the information form.
  + The provider confirms info - validates
  + Website shows registration successful + “Accéder à votre espace”
* Postconditions:
  + The provider's account is successfully created and activated.
  + The provider can log in to the platform using the provided credentials.
* Limitations:
  + Cannot register twice (unique email address and name)

**Use Case: Listing Services**

* Preconditions:
  + The provider is logged in to the platform.
* Scenario:
  + The provider goes to his “espace” and clicks on the tab to see the tour packages
  + The provider clicks on the button to create a new tour package.
  + The provider fills out the information form (+ photos ?)
  + The provider confirms the tour package details (confirmation)
* Postconditions:
  + The service (e.g., hotel room, vacation rental, car rental) is successfully listed on the platform with all the provided details.
* Limitations:
  + Each service must be unique (unique combination of data)

**Use Case: Managing Listings**

* Preconditions:
  + The provider is logged in to the platform.
* Scenario:
  + The provider goes to his account, clicks on the tab “mes services” and gets access to the list of reservations (table with travel and client info)
* Postconditions:
  + The provider can update, deactivate, or delete their listings through the dashboard.

**Use Case: Receiving Booking Requests**

* Preconditions:
  + The provider is logged in to the platform.
  + The provider has available services listed on the platform.
* Scenario:
  + The provider goes to his account, clicks on the tab “demandes reçues” and gets access to the list of requests (table with service selected and organizer’s info)
* Postconditions:
  + The booking request is received and displayed in the provider's dashboard.
* Limitations:
  + N/A

**Use Case: Confirming Bookings**

* Preconditions:
  + The provider is logged in to the platform.
  + The provider has received a booking request.
* Scenario:
  + Once in the tab “demandes reçues”, the provider can confirm and turn down the request according to his capacity.
  + The system displays a “you are about to… please confirm your decision” pop up page
* Postconditions:
  + The booking is confirmed, and the customer receives a confirmation notification.
* Limitations:
  + Confirmation/or disapproval of request is irreversible

**Use Case: Managing Bookings**

* Preconditions:
  + The provider is logged in to the platform.
* Scenario:
  + The organizer goes to his account, clicks on the tab “réservations” and gets access to the list of reservations (table with travel and client info)
* Postconditions:
  + The provider can view, update, or cancel bookings through the centralized dashboard.
* Limitations:
  + N/A

**Use Case: Handling Payments**

* Preconditions:
  + The provider has valid payment information on file.
* Scenario:
  + *Transaction management not really an action of the receiving end (provider in this case)*
* Postconditions:
  + The payment for the booking is successfully processed, and the transaction status is updated.

**Use Case: Managing Customer Reviews**

* Preconditions:
  + The provider is logged in to the platform.
* Scenario:
  + The provider goes to his account, clicks on the tab “avis clients” and gets access to the list of customer reviews
  + Can answer to the reviews by clicking “reply to comment”
* Postconditions:
  + The provider can view and respond to customer reviews and ratings.
* Limitations:
  + Limited number of characters available
  + Only one answer by comment

**Use Case: Customer Support**

* Preconditions:
  + The provider has encountered an issue or received a support request from a customer.
* Scenario:
  + The provider goes to his space and clicks the tab “help”
  + Access to a messaging service that sends an email to the super-admin.
  + Fills out form and message (user info, reason help needed, message)
* Postconditions:
  + The provider receives assistance or resolution for the issue through customer support channels.
* Limitations:
  + Limited number of characters to the message.

**Use Case: Analyzing Performance**

* Preconditions:
  + The provider has completed bookings and transactions on the platform.
* Scenario:
  + The provider goes to his account and clicks the tab “business analytics”
* Postconditions:
  + The provider can access performance analytics and reports for their services.
* Limitations:
  + The provider can only access a certain type (to be defined) of data and only his own performance.

**Use Case: Promotions and Marketing**

* Preconditions:
  + The provider is logged in to the platform.
* Scenario:
  + The provider gets access to his account and clicks the tab “my subscriptions”
  + There, the provider can see his subscription and select several options to promote his services and facilitate his marketing policy towards the organizers
  + The provider selects a promotions and marketing solution
  + The provider pays for the solution
  + The system shows a confirmation page
* Postconditions:
  + The promotional campaign is activated, and the provider's services are highlighted.

**Use Case: Collaborating with Other Providers**

* Preconditions:
  + The provider is logged in to the platform.
* Scenario:
  + The provider gets access to the list of our organizers through his personal user space (tab : “collaborate”)
  + The provider can select of of the organizer and “send collaboration request” (through a messaging system)
* Postconditions:
  + Collaboration with other providers is established, and resources are shared.
* Limitations:
  + One request per provider.

End-user (customer)

**Use Case: User Registration**

* Preconditions:
  + The user is not already registered on the organizer’s platform.
* Scenario:
  + The customer clicks on the sign up link and fills out the information form.
  + The customer confirms info - validates
  + Website shows registration successful + “Accéder à votre espace”
* Postconditions:
  + The user's account is successfully created and activated.
  + The user can log in to the platform using the provided credentials.
* Limitations:
  + Cannot register twice (unique email address and name)

**Use Case: Browsing Services**

* Preconditions:
  + The user is logged in to the organizer’s platform.
* Scenario:
  + The customer has access to a search bar as soon as he is logged in.
  + The customer can also search through the tab dedicated to it “nos offres et services”
* Postconditions:
  + The user can view and search for various services (e.g., hotels, vacation rentals, car rentals) listed on the platform.
* Limitations:
  + N/A

**Use Case: Viewing Service Details**

* Preconditions:
  + The user is logged in to the platform.
* Scenario:
  + The customer can click on the search result that interests him.
  + The system displays a new page dedicated to the service.
* Postconditions:
  + The user can access detailed information about a specific service, including pricing, availability, and amenities.
* Limitations:
  + N/A

**Use Case: Making a Booking**

* Preconditions:
  + The user is logged in to the organizer’s platform.
  + The user has selected a preferred service and chosen booking dates.
* Scenario:
  + The customer clicks on the button “Je réserve”.
  + The customer then accesses a customer’s information form (automatically filled out for his personal info part / to fill out for the booking details).
  + The customer confirms booking info and gets to the payment page.
  + The customer pays for the service (payment info form + validation).
  + The system shows booking confirmation page
* Postconditions:
  + The booking request is successfully submitted to the service provider.
  + The user receives a booking confirmation *upon the provider's acceptance.*
* Limitations:
  + N/A

**Use Case: Managing Bookings**

* Preconditions:
  + The user is logged in to the organizer’s platform.
* Scenario:
  + The customer clicks on tab “mes réservations”
* Postconditions:
  + The user can view, modify, or cancel their bookings through the user dashboard.
* Limitations:
  + N/A

**Use Case: Managing Payment and Transactions**

* Preconditions:
  + The user has valid payment information on file.
* Scenario:
  + N/A (already paid through the booking process)
* Postconditions:
  + The payment for the booking is successfully processed, and the transaction status is updated.
* Limitations:
  + N/A

**Use Case: Providing Reviews and Ratings**

* Preconditions:
  + The user has completed a booking and utilized the service.
* Scenario:
  + The customer clicks the tab “mes avis”
  + The customer’s past comments are visible there
  + The customer can leave a new comment by clicking “laisser un avis” in his “history” tab (displays all the past reservations)
* Postconditions:
  + The user can leave reviews and ratings for the service, contributing to the platform's feedback system.
* Limitations:
  + One comment per service/booking

**Use Case: Customer Support**

* Preconditions:
  + The user has encountered an issue with a booking or needs assistance.
* Scenario:
  + The customer goes to his space and clicks the tab “help”
  + Access to a messaging service that sends an email to the super-admin.
  + Fills out form and message (user info, reason help needed, message)
* Postconditions:
  + The user receives support and resolution for the issue through customer support channels.
* Limitations:
  + Limited number of characters to the message.

**Use Case: Exploring Travel Destinations**

* Preconditions:
  + The user is logged in to the organizer’s platform.
* Scenario:
  + The customer clicks the tab “explorer nos destinations”
* Postconditions:
  + The user can access information and recommendations about various travel destinations.

**Use Case: Accessing Travel Guides and Tips**

* Preconditions:
  + The user is logged in to the organizer’s platform.
* Scenario:
  + The customer clicks the tab “laissez-vous guider”
* Postconditions:
  + The user can access travel guides, tips, and informative content to enhance their travel experience.
* Limitations:
  + N/A

**Use Case: Personalized Recommendations**

* Preconditions:
  + The user has a history of previous bookings and preferences.
* Scenario:
  + The customer clicks the “mon historique” tab
  + The system displays travel history
  + The customer can click on “des voyages qui pourraient vous plaire”
* Postconditions:
  + The user receives personalized recommendations for services and destinations based on their interests.
* Limitations:
  + The customer needs to have a travel history (at least one past travel)

Super-admin

**Use Case: Super Admin Login**

* Preconditions:
  + The super admin has valid login credentials.
* Scenario:
  + The super-admin fills out the login form (username and password)
* Postconditions:
  + The super admin is successfully authenticated and granted access to the admin dashboard.
* Limitations:
  + Cannot be connected on two devices at once

**Use Case: Managing Organizers**

* Preconditions:
  + The super admin is logged in to the admin dashboard.
* Scenario:
  + The super-admin clicks the tab “organisateurs”
* Postconditions:
  + The super admin can view, add, modify, or deactivate organizer accounts.
  + Changes made to organizer accounts are reflected in the platform.
* Limitations:
  + Can do so on personal request only or if there was a breach in the rule compliance

**Use Case: Managing Providers**

* Preconditions:
  + The super admin is logged in to the admin dashboard.
* Scenario:
  + The super-admin clicks the tab “prestataires de services”
* Postconditions:
  + The super admin can view, add, modify, or deactivate provider accounts.
  + Changes made to provider accounts are reflected in the platform.
* Limitations:
  + Can do so on personal request only or if there was a breach in the rule compliance

**Use Case: Managing Subscription Fees**

* Preconditions:
  + The super admin is logged in to the admin dashboard.
* Scenario:
  + The super-admin clicks the tab “abonnements”
  + The super-admin clicks the “modifier l’abonnement”
* Postconditions:
  + The super admin can set and update subscription fees for organizers and providers.
  + Changes to subscription fees are applied to the corresponding accounts.
* Limitations:
  + Can only modify subscription fee once a month

**Use Case: Viewing Platform Analytics**

* Preconditions:
  + The super admin is logged in to the admin dashboard.
* Scenario:
  + The system displays business analytics (maybe organized by client category)
* Postconditions:
  + The super admin can access and analyze platform usage data, such as user registrations, bookings, and revenue.
* Limitations:
  + N/A

**Use Case: Handling Customer Support Issues**

* Preconditions:
  + The super admin receives customer support escalations.
* Scenario:
  + The super-admin answers the customer support messages (messaging system)
  + Proceeds to the modifications needed to address the support message issue (if it is possible)
* Postconditions:
  + The super admin resolves customer support issues, ensuring customer satisfaction.
* Limitations:
  + Limited number of characters (answering support request messages)

**Use Case: Managing Content and Information**

* Preconditions:
  + The super admin is logged in to the admin dashboard.
* Scenario:
  + The super-admin clicks on the button “modifier le contenu du site”
* Postconditions:
  + The super admin can update and manage platform content, including travel destination information, travel guides, and tips.
* Limitations:
  + N/A

**Use Case: System Monitoring and Maintenance**

* Preconditions:
  + The super admin monitors system performance and detects any potential issues.
* Postconditions:
  + The super admin takes necessary actions to maintain and optimize the platform's performance and security.

**Use Case: User Management**

* Preconditions:
  + The super admin is logged in to the admin dashboard.
* Scenario:
  + The super-admin clicks the tab “clients”
* Postconditions:
  + The super admin can view and manage user accounts, including travelers and other admins.
  + Changes made to user accounts are reflected in the platform.
* Limitations:
  + Can do so on personal request only or if there was a breach in the rule compliance

**Use Case: Reporting and Compliance**

* Preconditions:
  + The super admin performs regular compliance checks and audits.
* Postconditions:
  + The super admin ensures that the platform complies with relevant regulations and addresses any identified issues.