| UC ID and Name: | UC-3: Book Appointment | | |
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| Created By: | truongtqhe186765@fpt.edu.vn | Date created: | 07/02/2025 |
| Primary Actor: | Customer | Secondary Actor: | Customer |
| Trigger: | * Customer initiates appointment booking process through the Pet Medical Appointment System | | |
| Description: | * The use case describes how a customer books a medical examination for their pet, selecting services, scheduling, and completing payment. | | |
| Preconditions: | * Customer is logged into the system (using system account or Google account) * Customer has valid payment method * Clinic has available time slots * Veterinarian schedules are approved by clinic manager | | |
| Post conditions: | * Appointment is recorded in the system * Payment is processed * Confirmation notification sent to customer * Appointment appears in customer's booking history | | |
| Normal Flow: | 1. Customer logs into the system  2. Customer views available medical examination services  3. Customer selects desired examination service  4. Customer chooses number of pets (determining potential 15% discount)  5. Customer selects available time slot  - If no specific veterinarian is chosen, system allows clinic staff to assign  6. Customer proceeds to payment  7. System processes online payment  8. System confirms appointment  9. System sends confirmation via email/text message  10. Appointment is recorded in system history | | |
| Alternative Flows: | **1-AF: Customer books for multiple pets**  System automatically applies 15% discount  **3-AF: Customer chooses specific veterinarian**  System shows only approved veterinarian schedules | | |
| Exceptions: | **1-E. Insufficient payment funds**  - Booking canceled  - Error message displayed  **2-E. No available time slots**  - System shows alternative slots  **3-E Booking attempted outside 24-hour advance window**  - Booking prevented  - Error message displayed | | |
| Priority: | High | | |
| Frequency of Use: | High | | |
| Business Rules: | * BR-01. Appointments can only be made 24 hours in advance * BR-02. 15% discount for two or more pets * BR-03. Payment required before appointment confirmation * BR-04. Cancellations 24 hours before examination result in full refund * BR-05. Only approved veterinarian schedules are bookable | | |
| Other Information: | * Requires 256-bit encryption for transaction * Supports multiple notification preferences | | |
| Assumptions: | * Customer has internet access * Customer has valid payment method * Clinic maintains up-to-date service and schedule information | | |