

System requirements Luis Koni

1. Use Case: Efficient Check-in

-Summary: This use case involves the process of quickly and easily checking in guests.

-Actors: Front desk staff, guests.

-Preconditions: Guest has a reservation, front desk staff are available and logged into the system.

-Description of the Main Sequence:

1. Front desk staff selects the check-in option in the system.
2. System prompts staff to input guest reservation details or scan guest identification.
3. System verifies guest information and displays available rooms.
4. Front desk staff selects a room based on guest preferences and confirms check-in.
5. System processes payment and issues room key.

-Description of the Alternative Sequence:

If guest information is incomplete or inaccurate, system prompts staff to manually verify details and may require additional input from the guest.

-Non-functional Requirements:

Response time for check-in process should be under 3 minutes.

System should be user-friendly and require minimal training for staff.

Post-conditions: Guest is checked in, room assignment is updated in the system, and payment is processed.

2. Use Case: Room Assignment

-Summary: This use case involves assigning rooms to guests based on availability and preferences.

-Actors: Front desk staff, guests.

-Preconditions: Guest has a reservation, available rooms are listed in the system.

-Description of the Main Sequence:

1.Front desk staff selects the room assignment option in the system.

2.System displays available rooms based on guest preferences and reservation details.

3.Front desk staff selects a room and assigns it to the guest.

-Description of the Alternative Sequence:

If preferred room type is not available, system suggests alternative options or prompts staff to check with the guest for their preference.

-Non-functional Requirements:

Room assignment process should not exceed 1 minute per guest.

System should prioritize room assignments based on guest preferences and special requests.

-Post-conditions: Room is assigned to the guest, and room availability is updated in the system.

3. Use Case: Notification Handling

-Summary: This use case involves managing email notifications related to reservations and guest requests.

-Actors: Front desk staff, email system.

-Preconditions: System is integrated with the hotel's email service, notifications are enabled.

-Description of the Main Sequence:

1.System receives email notifications related to reservations and guest requests.

2.Front desk staff access the notification dashboard in the system.

3.Staff prioritize and manage notifications, taking appropriate actions as needed.

-Description of the Alternative Sequence:

If email notifications fail to be received, staff manually check for updates or contact guests directly.

-Non-functional Requirements:

Notification handling should be real-time, with emails received and processed within 30 seconds.

System should provide a user-friendly interface for managing notifications.

-Post-conditions: Notifications are processed, and relevant actions are taken by front desk staff.

4. Use Case: Guest Complaint Management

-Summary: This use case involves recording, tracking, and resolving guest complaints effectively.

-Actors: Front desk staff, guests, management.

-Preconditions: Guest complaint is received or identified, staff are logged into the complaint management system.

-Description of the Main Sequence:

1. Front desk staff log the details of the guest complaint into the system.

2. System assigns a priority level to the complaint based on severity.

3. Staff take appropriate actions to address the complaint, such as offering compensation or resolving the issue.

4. System tracks the status of the complaint and sends alerts for unresolved issues.

-Description of the Alternative Sequence:

If a complaint cannot be resolved immediately, system escalates the issue to management for further assistance.

-Non-functional Requirements:

Complaint resolution process should be completed within 24 hours for non-urgent issues and immediately for urgent matters.

System should provide reporting capabilities for analyzing trends in guest complaints.

-Post-conditions:

Guest complaint is resolved to the satisfaction of the guest, and any necessary follow-up actions are taken.