**Part D: Casual Use Case Specification**s – Maintain Service Requests

Business Rules:

Br 1: Every horse must have a unique identifier, name, and a phone number.

Br 2: Every pet must belong to a client and have a name, species, breed, age, colour and sex.

**Scenario 1: Add a service request for a new client**

**Brief description: This use case enables the Office Manager to create a Service Request for a new client.**

**Preconditions: The Office Manager is logged in and the system displays the main menu.**

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|  | **Actor ( Racing Secretary )** | **System** | **Data Used** |
| **1** | Selects Create Service Request option | Displays a list of clients.  Prompt to add a new client | clientList |
| 2 | Select to enter a new client | Display a client entry screen including:  Client name  Address  Home phone  Cell phone  Work phone | clientName  homePhone  cellPhone  workPhone |
| 3 | Fill in the form, by entering name, address and phone numbers | Validates data:  Client name must be entered  At least one phone number must be entered  Data is valid and the system generates a unique identifier.  Prompt for confirmation | clientID |
| 4 | Chooses to save the data | Saves the data |  |
|  | Loop |  |  |
| 5 |  | Prompts for entry of a pet including name, species, breed, age, colour and sex | Pet  clientID  petID  petName  species  breed  age  colour  sex |
| 6 | Enters a pet name, selects a species from a list, selects a breed from a list, selects a sex from a list, enters colour, and age | Validates data:  Pet Name must be entered  Species must be selected  Breed must be selected  Colour must be entered  Age must be entered  Sex  Data is valid and a unique identifier is generated. Prompts to save. | speciesList  breedList  sexList |
| 7 | Chooses to save and enter another pet |  |  |
| End loop | Indicates that all pets have been entered | Displays Client and Pet Information prompting for the selection of a pet |  |
| 8 | Selects the pet that has a problem | Displays a list of symptoms. Prompts for selection of symptoms | symptomList |
| 9 | Selects the symptoms that apply and chooses to create a service request | Service Request is created for the met and displayed for approval | serviceRequest  petID |
| 10 | Approves the service request | Saves the service request. Displays the main menu |  |

**Successful Post conditions: Client is created. Pets are added for the client and a service request is created for a pet.**