Most Important Use Cases (3)

## 

## Use-Case Name: Customer Registers

Goal: The system creates a new account for the customer to access the kiosks.

**Main Success Scenario**

1. Customer accesses the library account creation website
2. Customer enters information required for account creation
3. System creates new account

**Alternate Scenario**

1a. Customer visits library in person

2a. Customer accesses kiosk account creation interface

3a. Customer enters information required for account creation into kiosk (return to main scenario step 3)

## Use-Case Name: Customer Reserves Audiobook

Goal: After finding a desired audiobook in the system, the customer reserves it for later pickup from a kiosk.

**Main Success Scenario**

1. Customer logs into library account website
2. Web system displays all available audiobook collection
3. Customer adds desired audiobooks to cart
4. Customer selects check out
5. System displays all titles in cart
6. System prompts user to select local kiosk location
7. Customer selects desired pickup kiosk
8. System queues audiobook transfer to desired kiosk

* Courier transfers audiobooks

## Use-Case Name: Customer Picks up Reserved Audiobook

Goal: After reserving an audiobook in the system, the customer physically obtains the media from a kiosk.

**Main Success Story**

1. Customer selects pick up reserved audiobook
2. System prompts customer to scan library card
3. Customer scans library card
4. System prompts customer to enter address zip code for verification
5. Customer enters zip code
6. System validates library card and zip code information
7. System displays currently reserved audiobooks for the library card number
8. System displays options to customer

* Customer Checks Out (start at step 8)
* Customer Browses Audiobook Collection