Important Use Cases

# Use-Case Name: Customer Starts a New Kiosk Session

**Main Success Scenario**

1. Customer selects start
2. System presents customer with selection choices
   * Customer Browses Audiobook Collection
   * Customer Picks up Reserved Audiobook
   * Customer Returns Audiobook
3. Customer selects exit session
4. System presents main start screen

*Step 2 repeats until customer selects Exit or session length equals five minutes*

# Use-Case Name: Customer Browses Audiobook Collection

**Main Success Scenario**

1. Customer selects browse
2. System presents customer with screen showing available audiobooks
3. Customer selects desired audiobook
4. System presents customer with detailed description and reviews of audiobook
5. Customer selects add desired audiobook to cart
6. System adds desired audiobook to running list of customers audiobooks
7. Customer selects checkout

* Customer Checks Out

*Steps 2-6 continue until customer selects check out or session length equals five minutes*

**Alternate Scenario**

1. Customer selects more details option (from step 4)
2. System presents customer with detailed view of the desired audiobook
3. Customer selects return to list of audiobooks
4. System presents customer with view of audiobooks starting at the recently viewed audiobook
5. Customer selects add desired audiobook to cart

# Use-Case Name: Customer Checks Out

**Main Success Scenario**

1. Customer selects check out
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 checks for reservations under the customers library card number \*
8. System adds reserved audiobooks to cart
9. System presents customer with view of cart containing all desired audiobooks
10. Customer selects confirm check out
11. System dispenses the desired audiobooks and removes one copy of each title from the system inventory
12. System prints receipt showing all audiobooks checked out and their due dates
13. System returns to start screen

# Use-Case Name: Customer Picks up Reserved Audiobook

**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

# Use-Case Name: Customer Returns Audiobook

**Main Success Scenario**

1. Customer selects return audiobook
2. System activates audiobook return slot
3. System scan audiobook barcode \*
4. System adds one copy of audiobook title to system’s inventory
5. System removes audiobook title from customers library card account
6. System displays audiobook return successful
7. System prompts user to start new kiosk session

* Start New Kiosk Session

# Use-Case Name: Customer Reserves Audiobook

**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