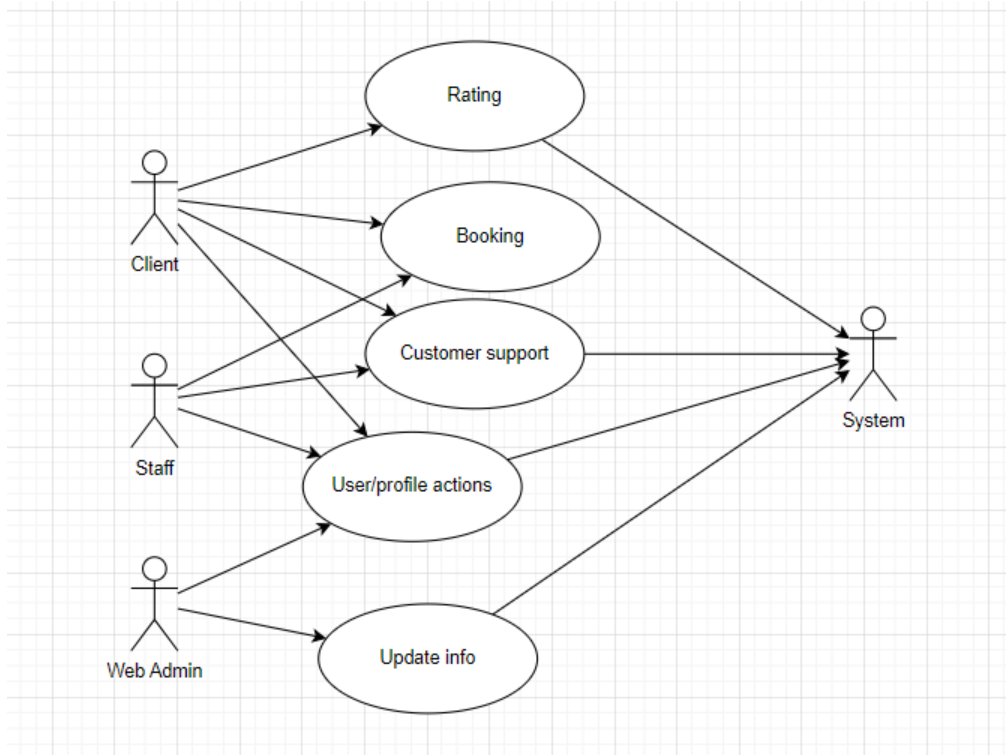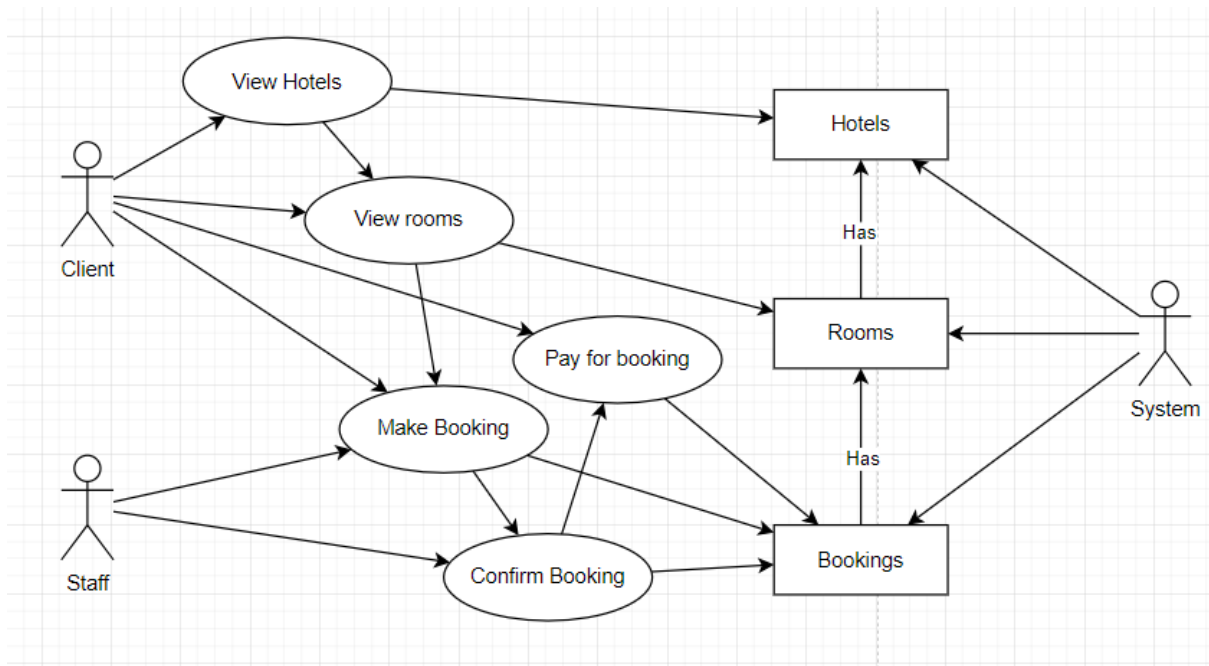# Use Cases
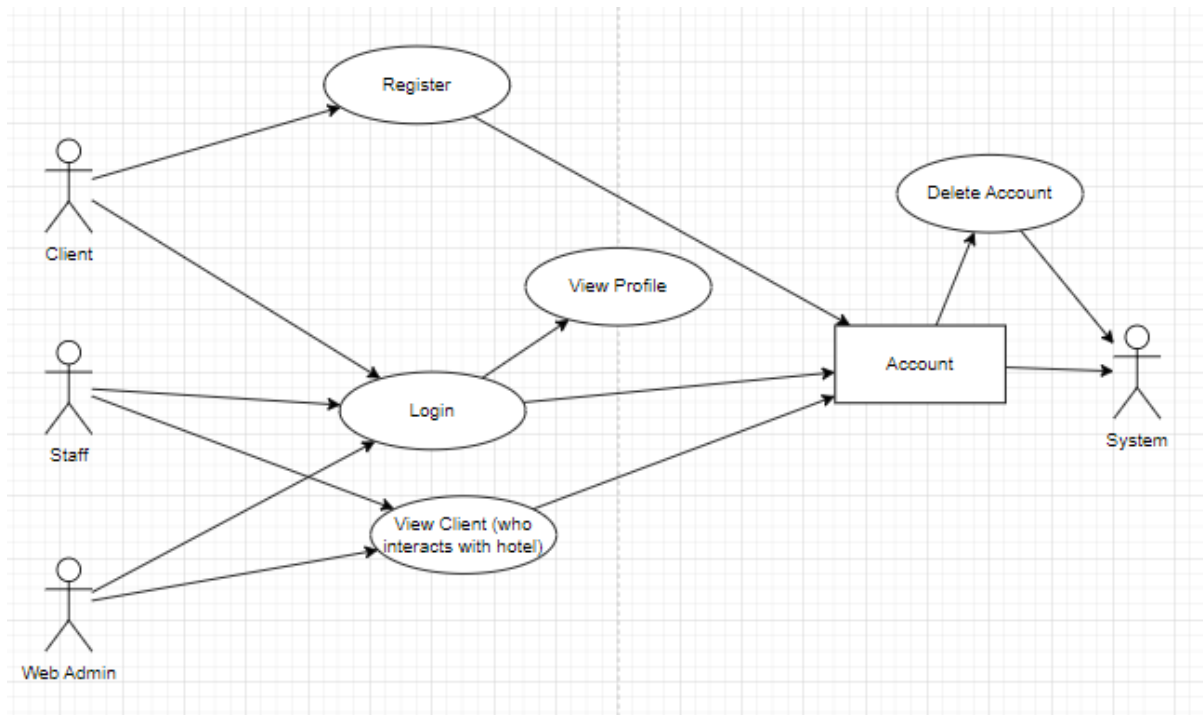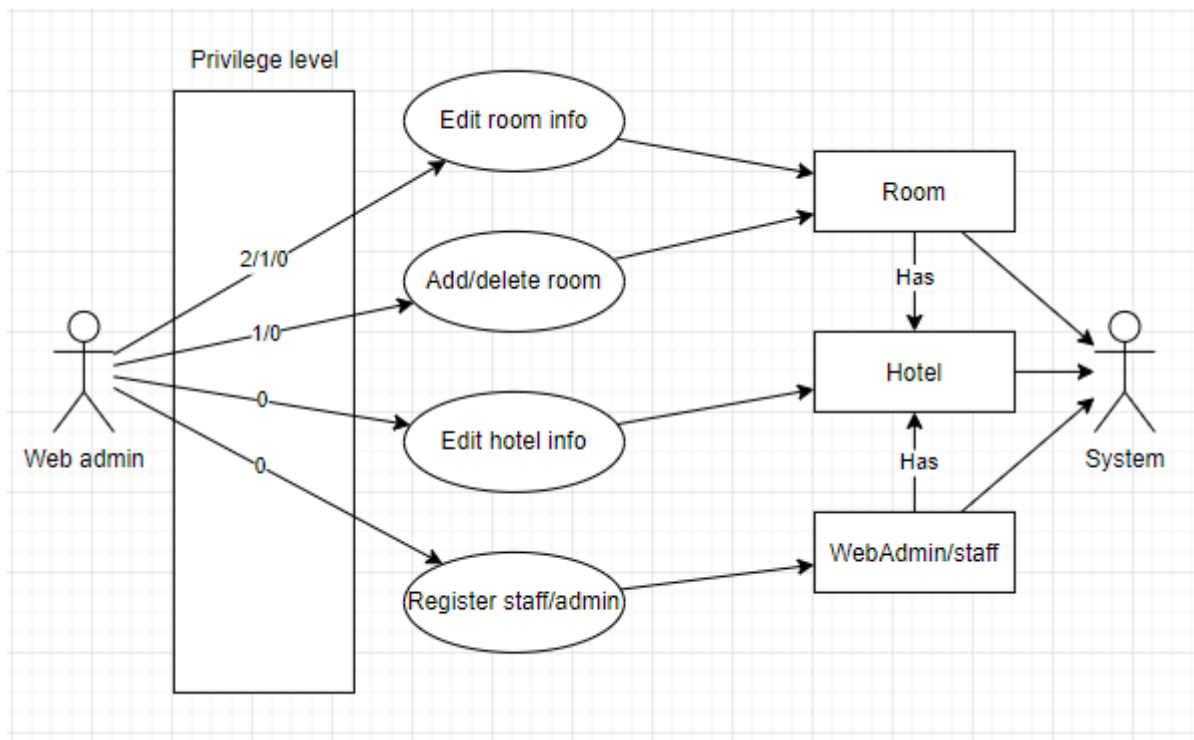


# Use case 1: Booking

This includes all tasks associated with bookings. Users who have logged in will be able to make and cancel their own bookings. They will also be able to view their bookings at any time. Hotel staff will also have to approve or deny these bookings. Once these bookings have been confirmed by hotel staff the client can pay for the booking through the site.
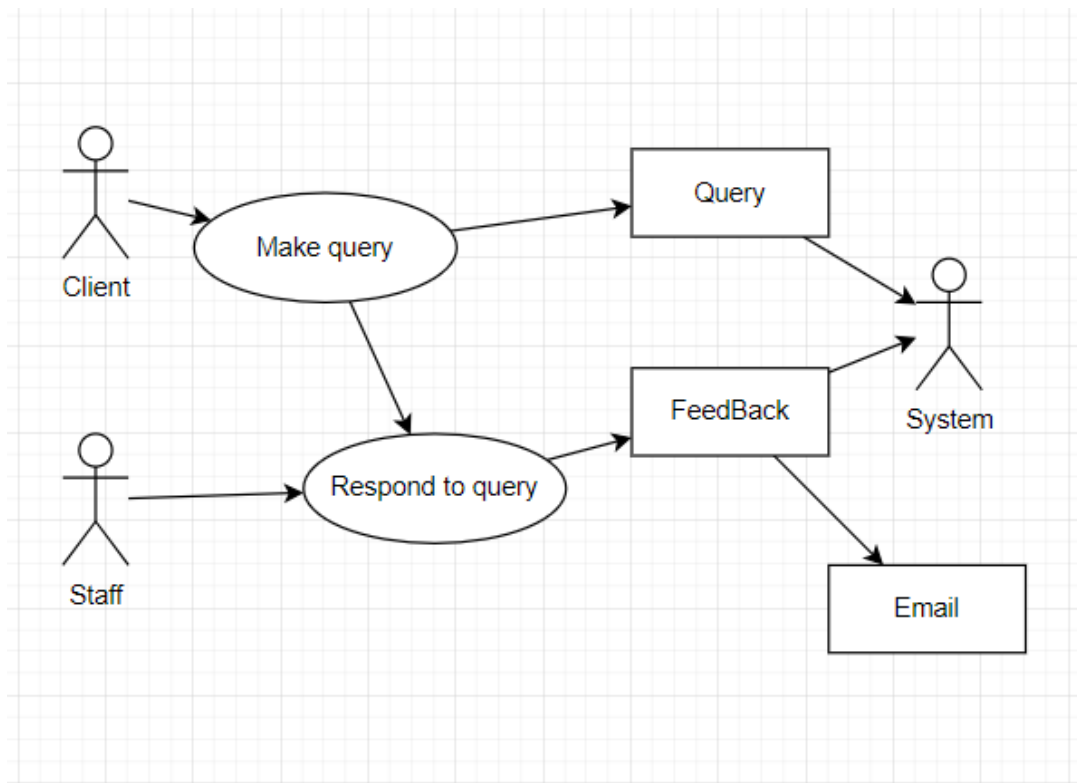
## Use case 2: User profile actions



This includes everything having to do with user accounts. All users will be able to log in and clients will be able to register new accounts. All users will be able to view their profile information and edit it, or delete their accounts if they wish.
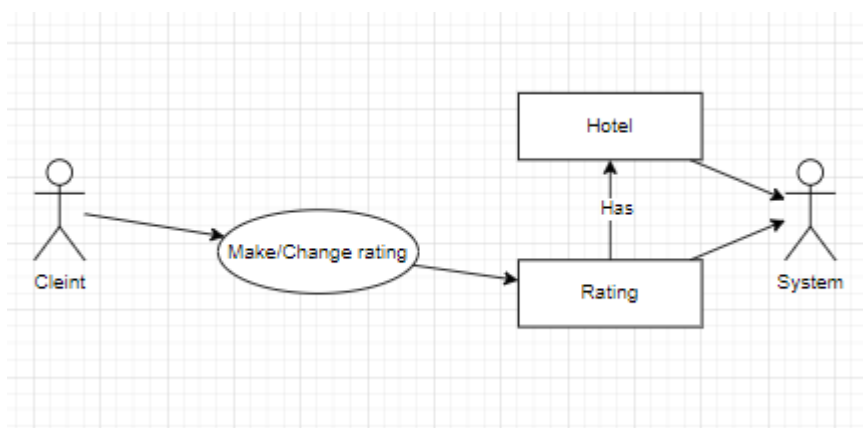
## Use case 3: Admin functionality



This mainly involves web admin functionality, to edit hotel and room information. This is differentiated super admins such that web admins will only have control over own hotels. Web admins will also have different levels of privileges will be able to different tasks, depending on their level of privilege. Web admins with the highest level of privilege will also be responsible for registering staff and new web admins in their hotel.

## Use case 4: Customer support



Customer support will be provided to users, allowing them to ask any questions they have regarding their profile, bookings or any other information about the site or hotels. Staff will be handling these queries where possible, but they may be passed on to Web admins if needed.

## Use case 5: Rating hotels



Uses will be able to leave and view hotel ratings, allowing users to get a sense of whether or not it is somewhere they would want to stay and allowing users to express their opinions on their experiences.