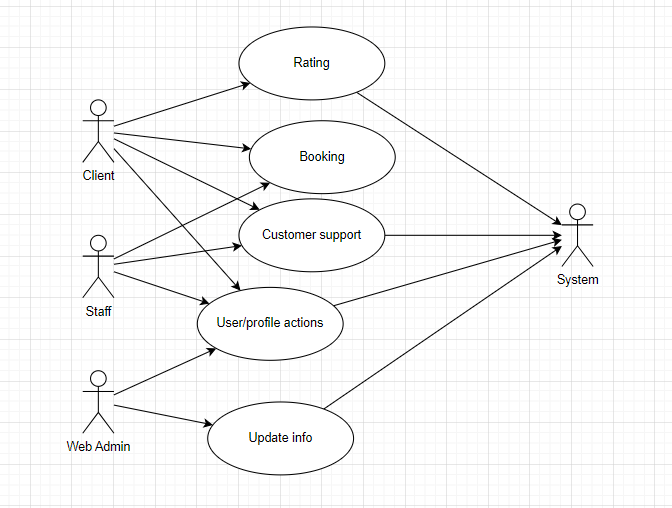
# Use Cases



## Use case 1: Booking

A diagram of a hotel

AI-generated content may be incorrect.

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

A diagram of a company

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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

A diagram of a college level

AI-generated content may be incorrect.

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

A diagram of a process

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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

A diagram of a hotel

AI-generated content may be incorrect.

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.

# ERD

A screenshot of a computer

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There will be 8 database models in total, including users, divided into staff, clients and web admins, hotels, which will have rooms and rating, and bookings made by users.

## Users

Modules: User, Client, Staff, Web Admin

All user profile will have a user entry, including the basic information needed by all users, inkling a name, and contact information. Users will then be broken down into different types with different roles, including clients, or people who want to by hotel rooms, staff, who will handle user interactions with their hotel, including bookings and customer support, and web admins, who will manage the hotel information for their hotel.

## Hotels

Modules: Hotel, Room, Rating

Hotels will have their own model, including general information, including location and contact information to be displayed to the user about their hotel. They will also have rooms, with each having its own price and description, and ratings, made by users based on their experience at the hotel if they have stayed there.

## Bookings

Modules: Bookings

There will also be a bookings model. These will have information about the booking, including who booked the room, when they are staying and in what room (which will have an associated hotel). Once the user has made a booking, it will then have to be approved by a member of staff at that hotel, or removed from the system.

## Customer support

Modules: Query, Feedback

There will be 2 modules for customer support, a queries module, which will contain information on the customers query, including what hotel their query is with, the date at which it was sent, the user that sent it and the query itself. The second module, for feedback, will contain information on the response to the user query, including the member of staff who responded to the query, their response, and when the response was sent. The staff members response will be sent to the user by email, but will also be stored in the database to keep a record of its information.

# Tests

## Feature: Login

User wants to log in

### Scenario: Successfully login

Given The user is in the login page

When the user enters a valid email and password, and clicks log in

Then the user should be redirected to the appropriate page (index for client, staff index for staff and web index for web)

### Scenario: Mismatched data entered

Given the user is in the login page

When the user enters a email and password that do not match and clicks login

Then the user should be told their email and password are incorrect

### Scenario: Unknown data entered

Given the user is in the login page

When the user enters a email and password that aren’t in the system

Then the user should be told the user doesn’t exist

## Feature: Register

New Client want to register an account

### Scenario: Successfully register

Given the user is in the register page

When the user enters valid data and an email that isn’t in use

Then the Client should be registered and directed to the index page

### Scenario: Invalid data entered

Given the user is in the register page

When the user enters invalid data

The user should be informed that the data is invalid

### Scenario: Client account already exists

Given the user is in the register page

When the user enters valid data and an email that is already liked to an account

The user should be informed that an account with this email already exists

## Feature: Book Room

Client wants to book a hotel room

### Scenario: Successfully book

Given user has selected room

When client enters check in and check out date and id logged in

Then booking should be made and user should be brough to profile page

### Scenario: Not logged in as client

Given user is in hotel view

When user selects room and is not logged in

Then user should be redirected to login

## Feature: Confirm/deny booking

Staff wants to confirm/deny booking

### Scenario: Successfully confirm

Given staff is viewing booking and is logged in as staff

When staff selects to approve booking

Then the booking should be approved and staff should be informed

### Scenario: Successfully deny

Given staff is viewing booking and is logged in as staff

When staff selects to deny booking

Then the booking should be removed and the staff should be informed

### Scenario: Not logged in as staff at hotel of booking

Given staff is viewing booking

When staff selects to approve/deny booking when not logged in

Then staff should be redirected to login

## Feature: Pay for booking

A client want to pay for their booking

### Scenario: Successfully pay

Given user is in pay page and is logged in as client

When user enters card correct card information and selects pay

Then booking should be set as paid and user should be told

### Scenario: Invalid card information

Given user is in pay page and is logged in as client

When user enters incorrect card information and selects pay

Then the user should be informed that card information is invalid

### Scenario: User not logged in to correct client account

Given user is viewing the booking

When the user selects to pay for the booking and is not logged in as the client with the booking

Then the user should be redirected to the login

## Feature: Make Query

A client want to make a query

### Scenario: Successfully make query

Given the user is in the query page and is logged in as client

When the user enters their query and selects submit

Then the query should be made and the user should be informed

### Scenario: User not logged in as client

Given the user is in the query page and isn’t logged in as client

When the user enters their query and selects submit

Then the user should be redirected to login

## Feature: Give Feedback

A staff user wants to give feedback to a query

### Scenario: Successfully give feedback

Given a user is logged in as staff and is in the query page

When the user enters the feedback info and selects submit

Then the feedback should be saved, sent as an email to the user and the staff should be informed

### Scenario: User not logged in as staff

Given a user is not logged in as staff for the right hotel and is in the query page

When the user enters the feedback info and selects submit

Then the user should be redirected to the login page

### Scenario: The query has been replied to

Given a user is logged in as staff and is in the query page

When the user enters the feedback info and selects submit

Then the staff member should be informed that this query has already been responded to

## Feature: Leave rating

Client want to leave hotel review

### Scenario: Successfully make first rating

Given the user is logged in as client and is on the hotel page

When the user selects the rating they want to give

Then the rating should be saved and the user should be informed

### Scenario: Successfully update rating

Given the user is logged in as client and is on hotel page of hotel they’ve already rated

When the user selects the rating they want to give

Then their rating of that hotel should be updated and the user should be informed

### Scenario: User is not logged in

Given the user is not logged in and is on the hotel page

When the user selects the rating they want to give

Then they are redirected to the login page

## Feature: Update hotel information

Web admin wants to update the hotel information

### Scenario: Successfully update info

Given the user is logged in as web admin and is on hotel page

When the user selects the field they want to change, enters the change and selects save

Then the change should be saved the user should be informed

### Scenario: Failed with insufficient privilege

Given the user is logged in as web admin with low privilege and is on hotel page

When user select the field they want to change

Then the user should be told they don’t have the privileges to do that