

UC1: The customer using the website for booking an appointment.

Customers on the homepage will be able to select from options either viewing services, gallery, view contact information and to (mainly) book an appointment using the website. After booking an appointment customers will be able to view the appointment to see the details.

Primary Actors: Customer

Secondary Actor: Technician

Preconditions: Access to internet, have either an email or phone

Basic Flow:

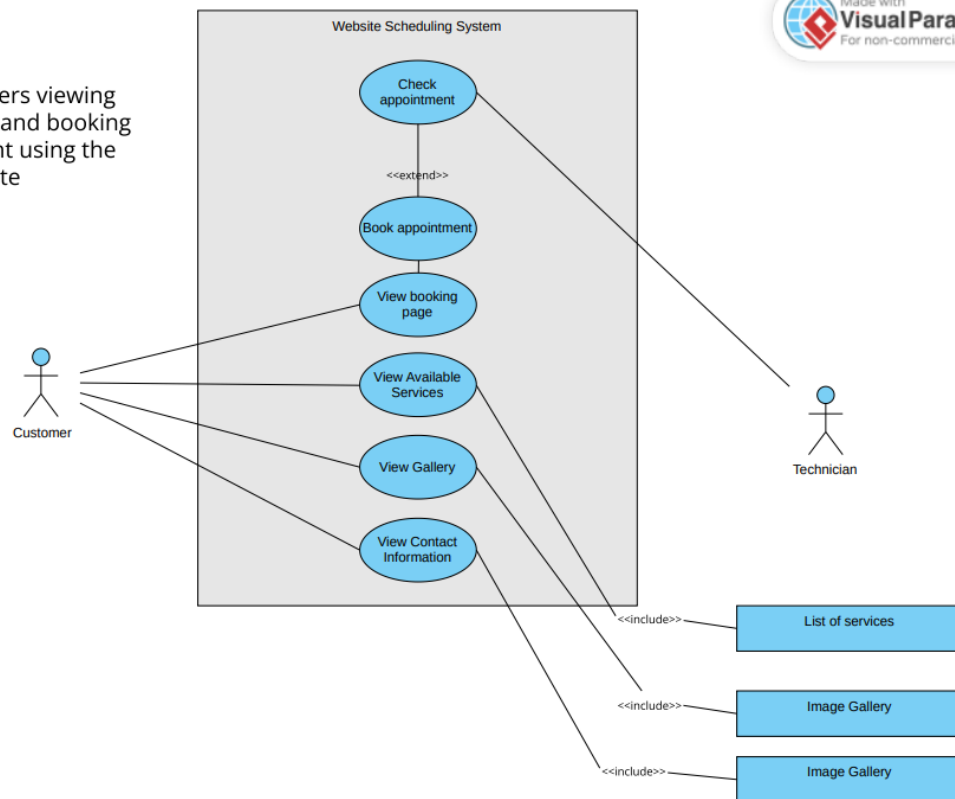
1. On the homepage, the customer selects an option:
 - Book an appointment
 - Gallery
 - Services
 - Contact Information
2. If either Gallery, Services, or Contact information is selected, the customer will be redirected to the appropriate page.
3. If Book an Appointment is selected, the customer will be redirected to the appointment page in which the customer will have to fill out and confirm the appointment.
4. Customers will be able to view their appointments if they provide the appointment details.

Alternate Paths

1. During any point of the Book an Appointment process, the customer will be able to cancel the process.
2. Checking the status of the appointment requires the contact information of the customer that booked it. Customers that don't provide correct appointment details will be prompted to enter details again.

Post Condition: Customer waiting until their appointment date and time.

GOAL: Customers viewing services, gallery and booking an appointment using the website



The website scheduling system aims to create a simple and relatively straightforward path towards booking an appointment. With access to the internet and a means to contact the customers, they will be able to navigate the website to book an appointment. This use case aims to focus on mainly the navigation options and basic flow of booking an appointment from the home page but will also be able to see the gallery, available services, and contact information of the business.

Customers will mainly arrive at the homepage of the website which then will have to navigate to get where they want. The options provided will mainly be booking and appointment, viewing the gallery, viewing services, and the contact information of the business. If the customer selected either the gallery, service, or contact information option, they will be redirected to the appropriate page for those options. If customers are trying to book an appointment, they will be redirected to the appointments page in which customers will have to select options such as technician, date, and time. Once done with that they will provide contact information and confirm their appointment in which they will be able to view their appointment provided they use the correct contact information.

As for alternate paths, during any point of the booking an appointment process, customers will be able to cancel the process. If the customer provides incorrect information about their appointment details, they will not be able to view the appointment's details.

After the appointment has been confirmed and when the customer receives their appointment details, customers will have to wait until the date and time of the appointment. During the time waiting for the appointment date, customers and technicians will be able to view the appointment. In another use case, technicians will be able to edit existing appointments in case of changes that need to be done.

UC2: Technicians using the website to view and edit existing appointments.

Technicians will be able to view upcoming appointments from the website. From there, they will be able to edit the appointments if necessary to make changes.

Primary Actors: Technicians

Secondary Actors: Customers

Pre-Conditions: Internet access

Basic Flow:

1. Technicians will log into the website with a pre-existing account.
2. Technician will be automatically loaded into the upcoming schedule page.
3. Technician will select an appointment to view/edit.
4. If view is selected, the appointment details will show by a pop up menu
5. If edit is selected, the technician will be able to:
 - Deleted appointment
 - Change appointment details
 - Edit appointment details
 - Add notes to appointment

Alternate Paths

1. Technician forgets login credentials
 - Notify user and direct them to contact ITS for assistance.
2. Website will not validate failed login attempts more than 4 times.
3. Website will not validate login credentials due to internet outages.