Use Case Task

**Name**: Karin Esam Nagy

**Team leader**: Magy samwel Farah

**Group**: General (2)

**Section**: (2)

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| * Use Case Name: Cancel a request. | | | | | |
| * ID: UC-4 |
| * Priority: High. | |
| * Actor: Driver (User). | | | |
| * Description: Driver needs to cancel the request after booking. The system will send a message to choose what wants to cancel then the system will cancel it. | | | | | | | |
| * Trigger: Driver cancels the request. | | | | |
| * Type: External. | | |
| * Pre-conditions: | | | | | | |
| 1. Driver has an account and register. | | | | | | |
| 1. Driver has already booked. | | | | | | |

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| * Normal Course: | Information for step: |
| 1. Driver sends a request to cancel the booking. |  |
| 1. The system sends a message to ask the driver if full cancellation or partial cancellation | 🡪 request for determination type |
| 1. The driver cancels all reservation. | 🡨 type of cancellation. |
| 1. The system sends a message to check driver’s email to confirm the request. (Alternative Course 1.4 ) | 🡨Request of confirmation |
| 1. The driver confirms the email. | 🡪Confirmation email response |
| 1. The system notifies driver to confirm the request. | 🡨Confirmation the request |
| 1. The system notifies admin to cancel and | 🡪Cancellation the request |
| 1. The admin cancels the booking. | Cancellation the booking |

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| * Alternative Course: | Information for step: |
| * 1. The driver doesn’t receive the email. |  |
| A. The system notifies driver to resend again. | 🡨Request of confirmation |
| - The driver checks again his email. |  |
| - The driver confirms his email. | 🡪Confirmation email response |
| - The system confirms his request. | 🡨Confirmation the request |
| B. The system asks to enter another email to confirm the request. |  |
| - The driver enters another email. | 🡨Another email |
| - The system resends the confirmation to another email. | 🡨Request of confirmation |
| - The driver confirms the email. | 🡪Confirmation the email |
| - The System confirms the request. | 🡪Confirmation the request |

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| * Post-conditions: |
| 1. Cancellation the booking. |
| 1. Change the time of booking. |
| 1. A manager receives a message to cancel place. |
| 1. Having an empty place is ready to be booked again. |
| * Exceptions: | |
| 1. There is a problem in the system or server during the cancellation | |
| 1. The process can’t be continued and the driver can’t cancel the request. | |
| 1. The system sends a message “Cancellation is failed” to the driver. | |
| 1. The driver has a problem in the email. | |
| 1. The system notifies to enter another email. | |
| 1. The driver does not have another email to be entered. | |
| 1. The process can’t be continued and the driver can’t cancel the request. | |

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| Summary Inputs | Source | Outputs | Destination |
| Determination type of cancellation | Driver | request for determination type. | System |
| Confirmation the email | Driver | Request confirmation | System |
| Enter another email | Driver | Confirmation the request | System |
|  |  | Cancellation the request | System |
|  |  | Cancellation the booking | Manager |
|  |  | Request of confirmation | System |
|  |  | Confirmation the request | System |