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| Use case name: | Create voucher | |
| Scenario: | Create voucher for customer | |
| Triggering event: | Promo and Event Dept. wants to prepare or increase number of available vouchers | |
| Brief description: | P&E Dept. will prepare the template of voucher outside the system and define what is the benefit that will be given away by using that voucher. | |
| Actors: | Promo and Event Department | |
| Related use cases: | Announce promo | |
| Stakeholders: | Front-office division (Movie Dep.) and Front-office division (Movie Dep.) | |
| Preconditions: | Template must be prepared priorly  Voucher file size must be lesser than 75mb  Resolution must match actual paper size (not stretched) | |
| Postconditions: | New voucher must be created and saved  ID of the created voucher must be unique and available  A voucher must associate with one customer only | |
| Flow of activities: | Actor | System |
| 1. Promo and Event Dep. design voucher prototype 2. Promo and Event Dep. Assign discount/benefit to the voucher 3. Promo and Event Dep. Create the designed voucher | * 1. System saves the design   2.1. System writes down the benefit or amount of discount in the voucher 2.2. System writes down unique id in the voucher  2.3. System associates the voucher with a customer  3.1. System saves the designed voucher |
| Exception conditions: | 2.3. There are no registered member/customers | |

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| Use case name: | Announce client messages | |
| Scenario: | Announce client information to related department | |
| Triggering event: | External department receive request/order from client. | |
| Brief description: | External Dept. view client messages and forward it to the related department by announce it to their inbox. | |
| Actors: | External Department | |
| Related use cases: | View client messages | |
| Stakeholders: | Employees (general/all) | |
| Preconditions: | Client message must be available  Targeted department must be available | |
| Postconditions: | New messages must be forwarded to each referred department inbox  New tasks will be assigned to each referred department  Status of the message that has been announced priorly will be updated | |
| Flow of activities: | Actor | System |
| 1. Ex Dept. read all the messages/requests from client 2. Ex Dept. insert the messages/requests from client 3. Ex Dept. announce the message/requests to the related department | * 1. System looks up and show unhandled client messages   2.1. System prompts for new message  2.2. System saves new message to database   * 1. System prompts for message and receiver   2. System forwards selected message to the related department |
| Exception conditions: | * 1. There are no new/unhandled client messages   2.2. Database services unavailable  3.1. Receiver doesn’t exist or currently unavailable | |

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| Use case name: | Announce promo | |
| Scenario: | Conduct interesting promo or event for customer. | |
| Triggering event: | Promo and event department wants to attract more customers | |
| Brief description: | Promo Dept. select and list all of the suitable customer from the customer list and attach the designed voucher within the blasted message | |
| Actors: | Promotion and Event Department | |
| Related use cases: | Create voucher | |
| Stakeholders: | Promotion and Event Department | |
| Preconditions: | Customer email must be registered  Customer Membership must still be valid | |
| Postconditions: | Customer must be received an email with promo information in it.  Customer must be able to use that unique voucher as payment for all transaction in SITM | |
| Flow of activities: | Actor | System |
| 1. Promo Dept. desire to conduct an event or promotion 2. Promo Dept. set some member that looks suitable to take the promo 3. Promo Dept. upload some news for selected customer about the event promo. | * 1. Systems prompts for promo announcement (brochure/voucher)   2. System saves created event or promo   2.1. Systems load all registered member  2.2. Systems looks up for promo candidate automatically   * 1. System track member email address   2. System sends message and voucher for each member |
| Exception conditions: | * 1. Size of file is too big   2.2. Membership valid date no longer effective  3.1. Customer email address are not registered | |

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| Use case name: | Propose fund request | |
| Scenario: | Propose fund request for buying any tools/equipment for operation | |
| Triggering event: | Broken tools, stock shortage, or any fund requirement | |
| Brief description: | Storage views inventory/equipment status and food stock, if they need to restock or rebuy it, propose fund request to acc & financial dep. And buy the required item. | |
| Actors: | Storage Dep. | |
| Related use cases: | View food stock  View inventory/equipment status | |
| Stakeholders: | Accounting and Financial Dep., Kitchen div., and Movie Dep. | |
| Preconditions: | Broken item must exist  stock shortage must occur | |
| Postconditions: | Storage will receive fund from company  Item/Equipment/Food stock must soon be replenished | |
| Flow of activities: | Actor | System |
| 1. Storage checks if they need to buy anything 2. Storage sends fund request proposal to acc & finance | * 1. System shows food stock and inventory status   2. System looks up for broken equipment or out of stock inventory   2.1. System saves the request |
| Exception conditions: | * 1. There are no needs of buying things.   2. Fund requests exceed available fund quotas | |

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| Use case name: | Propose personal leave | |
| Scenario: | Propose personal leave due to urgent matter | |
| Triggering event: | Employee got important thing to attend to during work time | |
| Brief description: | Employee proposes personal leave, it will be forwarded, reviewed, and probably accepted. | |
| Actors: | Employee | |
| Related use cases: | View Employee data | |
| Stakeholders: | Human Resource Department | |
| Preconditions: | Employees must have urgent matter  Employee must inform 1 day before the day | |
| Postconditions: | Proposal accepted and employees are allowed to leave their job | |
| Flow of activities: | Actor | System |
| 1. Employee proposes personal leave request 2. Employee enters leaving reason 3. Employee submit the request to system | * 1. System check employee request availability   2. System creates and saves new leave permission request   2.1. System prompts leaving date  2.2. System prompts leaving reason   * 1. System saves the request |
| Exception conditions: | * 1. Leave request quotas no longer available/has exceed personal leave limit | |

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| Use case name: | Propose worktime change request | |
| Scenario: | Request for work time change | |
| Triggering event: | Employee has conflicting schedule or business | |
| Brief description: | Employee checks for any conflicting event for the next 1 month, then request working time change to HR | |
| Actors: | Employee | |
| Related use cases: | View monthly Schedules | |
| Stakeholders: | Human Resource Department | |
| Preconditions: | Employee must have valid reason  Employee total working time must not be deducted | |
| Postconditions: | Employee working time shifted to another day | |
| Flow of activities: | Actor | System |
| 1. Employee views monthly worktime schedule 2. Employee requests for worktime change 3. Employee enters change reason 4. Employee enters new schedule | * 1. System looks up schedule and return employee worktime schedule according to that month   2.1. System creates new request for worktime change   * 1. System prompts for change reason   2. System prompts for alternate date   3. System updates the worktime accordingly to the stated reason and alternate date |
| Exception conditions: | * 1. Chosen alternate date is non-working day | |

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| Use case name: | Report for broken facility | |
| Scenario: | Report any broken facility through system | |
| Triggering event: | Employees found any broken facility (equipment, tools, etc.) | |
| Brief description: | Employee doing their jobs and find broken equipment, create a report in the system | |
| Actors: | Employee | |
| Related use cases: | View inventory/equipment status | |
| Stakeholders: | Storage Department, Accounting and Finance Department, and Manager | |
| Preconditions: | Equipment must be recorded priorly in the inventory/equipment status repository | |
| Postconditions: | Report for broken/damaged equipment or inventory must be created  Employee and broken equipment data must be saved | |
| Flow of activities: | Actor | System |
| 1. Employee looks up for damaged facility 2. Employee reports the damaged facility by the system | * 1. System shows all equipment status   2. System creates the broken stuff report   3. System records the associated employee and item   4. System saves the broken equipment report |
| Exception conditions: | 2.1. Items are not listed in inventory/equipment status repository | |

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| Use case name: | Insert movie sales | |
| Scenario: | Insert movie sales for every ticket buyer | |
| Triggering event: | Customers buy movie ticket | |
| Brief description: | Customer came in to SITM place, and order a ticket, then the Front-office Movie Dept. will record the sales data. | |
| Actors: | Front-office -> Movie Department | |
| Related use cases: | Apply voucher | |
| Stakeholders: | Manager, External Department, and Accounting and Financial Department. | |
| Preconditions: | Ordered movie must still be available in our cinema  Fee must be paid inside the transaction process(no debt/pay later system) | |
| Postconditions: | Ticket must be given to customer  Sales must be recorded and saved to system | |
| Flow of activities: | Actor | System |
| 1. Front-office enters the purchase detail 2. Front-office enters any voucher used by customer 3. Front-office show the total fee to the customer | * 1. System prompts movie name   2. System prompts movie schedule   3. System prompts movie seat   2.1. System prompts voucherID  2.2. System checks voucher validity  2.3. System checks transaction validity  2.4. System calculates transaction actual price   * 1. System looks up for transaction   2. System shows the referred transaction |
| Exception conditions: | * 1. Movie is not available (not showing)   2. Picked schedule must   3. CustomerID that is assigned to the voucher is not match | |

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| Use case name: | Delete membership | |
| Scenario: | Delete member’s membership | |
| Triggering event: | Customer wants to revoke or cancel their membership | |
| Brief description: | Customer wants their membership to be removed or if it’s no longer available | |
| Actors: | Movie Department -> Front-office Division | |
| Related use cases: | View membership  Update membership  Delete membership | |
| Stakeholders: | Customer, Promotion and Event Department, External Department, and Manager | |
| Preconditions: | Member must exist in the system | |
| Postconditions: | Membership is removed from system  Ex-Member lose all membership benefits | |
| Flow of activities: | Actor | System |
| 1. Front-office search for member information 2. Front-office enter one or more member 3. Front-office enters reason of membership revoking | * 1. System shows all customer membership details   2.1. System prompts for customer unique ids or specific keyword  2.2. System returns specific customer membership details   * 1. System prompts membership revoking reason   2. System updates and saves changes made by Front-office |
| Exception conditions: | * 1. No member registered in the system | |

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| Use case name: | Update worktimes change request | |
| Scenario: | Update the approved worktime change request | |
| Triggering event: | Human resource Dep. Receive change worktime request | |
| Brief description: | HRD receive the change worktime request, they view the request along with the reason behind it and update the worktime. | |
| Actors: | Human Resource Department | |
| Related use cases: | View worktimes change request | |
| Stakeholders: | Employees | |
| Preconditions: | Employee must be registered in employee database  Request must be proposed in the beginning of the month | |
| Postconditions: | Employee worktime must be updated and saved | |
| Flow of activities: | Actor | System |
| 1. HRD view worktime change request 2. HRD approve the worktime change request | * 1. System shows all worktime change request   2. System prompts for which employee request   3. System shows employee worktime change request detail   2.1. System checks worktime amount is not decreased  2.2. System updates and saves the worktime into requested time |
| Exception conditions: | * 1. Employee is not registered in the system   2. Request submitted too late   2.2. Number of active employees is not enough to run the cinema | |