# Use Case [#11]: view appointments

## Description

The customer has made an appointment and decides to check their appointment details for confirmation and to check if they can reschedule.

## Level

Sub-Function

## Trigger

The Customer clicks the view appointments hyperlink.

## Primary Actor

The Primary Actor is the Customer who has made an appointment.

## Additional/Supporting Actors

Secondary Actors:

* Bookings admin Representative

## Stakeholders

Stakeholders:

* Bookings administrator
* Appointment fulfilment team

## Preconditions

The Customer [Primary Actor] must have an active internet connection, logged onto the [company.com/shop] site open in the browser.

## Main Success Scenario

1. Customer views appointments.
2. Customer appointments are displayed to customer.

## Extensions

1. **Exception**: customer has no appointments:
2. System displays a warning message and suggests customer makes appointment.
3. Actor makes appointment.
4. The System responds.
5. **Alternative**: Actor makes appointment.
6. System confirms appointment.
7. System processes appointment information.
8. Actor can view appointments

## Post Conditions

### Success End Condition

The customer can view appointments.

### Minimal Guarantees

The customer is logged out of page. The system logs the appointment request and updates the customer appointment history.

### Failure End Condition

No appointment is shown (customer cannot view appointments).

## Frequency

Allow multiple customers to view appointments simultaneously.

## Special Requirements

### Performance

The customer should be taken to the view appointments screen within 10 seconds of selecting the view appointments option.

### Security

Customer is only able to view bookings they made using their profiles, only admin can view all appointments.

### Usability / Accessibility

Order page must comply with South African Disabilities Act requirements.

Customer must be able to view page in English, and on different sized screens.

### Other