**Pet Appointment Booking**

**Actors:**

* **User:** Nour
* **Platform:** Pet appointment booking app
* **Veterinarian:** Mohamed

**Goal:** Nour schedules an appointment for her cat Liza with Mohamed at "Better Life" clinic through the platform.

**Preconditions:**

* Nour and Mohamed have registered accounts on the platform.
* Liza's profile is complete with breed, age, and vaccination history.
* Mohamed has availability during Nour's desired period.

**Steps:**

1. **Search & Booking:**
   * **User:** Uses the platform to search for veterinarians by location, specialty, and reviews.
   * **Platform:** Filters and displays search results based on user criteria.
   * **User:** Selects Mohamed from "Better Life" clinic and chooses a date/time slot.
   * **Platform:** Verifies availability and displays appointment details for confirmation.
   * **User:** Briefly describes Liza's reason for visit (optional) and confirms the appointment.
   * **Platform:** Processes booking, records appointment details, and sends confirmation to both parties.
2. **Communication & Preparation:**
   * **Platform:** Sends appointment reminder notifications to user to verify the date.
   * **Veterinarian (optional):** Sends messages to user through the platform for clarification or additional information.
   * **User (optional):** Responds to veterinarian's messages through the platform.
3. **Clinic Visit:**
   * **User:** Arrives at "Better Life" clinic at the scheduled time.
   * **Veterinarian:** Reviews Liza's profile and medical history (if available).
4. **Payment & Records:**
   * **User:** Pays for the appointment through the platform or directly at the clinic (depending on policy).
   * **Platform:** Processes payment and updates user's account.
   * **Veterinarian:** Updates Liza's medical records in the platform system.
   * **Platform:** Delivers updated medical records to the user electronically.
5. **Feedback (optional):**
   * **User:** Leaves a review and rating for the veterinarian and clinic on the platform.
   * **Platform:** Displays reviews and ratings on veterinarian and clinic profiles.

**Alternative Flows:**

* Appointment rescheduling due to user or veterinarian unavailability.
* Emergency care needed instead of routine checkup.

**Postconditions:**

* Liza receives necessary medical care, contributing to her health and well-being.
* Nour has a seamless booking experience and peace of mind knowing Liza is well-cared-for.
* Mohamed provides professional services and earns income through the application.
* The platform facilitates a smooth and transparent experience for all parties.

**Pet Walking Request**

**Actors:**

* **Pet Owner:** Ahmed, owner of a 3-year-old German Shepherd named Luna.
* **Service Provider:** Sarah, a registered pet walker on the application with experience.

**Goal:** Ahmed needs a reliable pet walker to take Luna for daily walks while he works.

**Preconditions:**

* Ahmed and Sarah have both created accounts and profiles on the application.
* Luna's profile is complete with information about her breed, age ,walking preferences, and any special needs.
* Sarah has availability during Ahmed's desired walking times and has indicated she can handle dogs of Luna's size and energy level.

**Steps:**

1. **Ahmed creates a pet walking request:**
   * He specifies the desired days and times for walks.
   * He enters Luna's preferred walking route or allows the walker to choose a safe and appropriate route.
   * He sets a budget per walk.
   * He can choose to filter search results based on service provider location, experience, ratings, or other criteria.
2. **Sarah receives a notification about Ahmed's request:**
   * She can see the details of the request, including Luna's information, preferred route, and walking schedule.
   * She can access Ahmed's profile to learn more about him and any previous pet walking ratings.
3. **Sarah accepts the request:**
   * She sends a message to Ahmed confirming her availability and interest.
   * She may discuss specific walking routes, Luna's needs, or any concerns.
   * Both agree on the terms and pricing.
4. **Sarah walks the dog:**
   * She arrives at Ahmed's home at the agreed-upon time.
   * She collects Luna and follows the agreed-upon route or Ahmed's instructions.
   * She ensures Luna's safety and well-being during the walk, providing appropriate exercise and socialization.
   * She may send Ahmed updates and photos of Luna throughout the walk (optional).
5. **Sarah returns Luna:**
   * She returns Luna to Ahmed at the agreed-upon time.
   * She logs the walk details in the platform, including distance covered, duration, and any observations about Luna's behaviour.
   * Ahmed pays Sarah based on the agreed-upon price.
6. **Ahmed receives feedback:**
   * He can view Sarah's notes and photos from the walk.
   * He can leave a review and rating for Sarah based on his experience (optional).
   * Sarah can also leave a review for Ahmed (optional).

**Alternative Flows:**

* Sarah may be unavailable for the requested times or decline the request for other reasons.
* Ahmed may choose a different service provider based on his preferences.
* The walking schedule may need to be modified or cancelled due to bad circumstances.

**Postconditions:**

* Luna gets her daily exercise, leading to better health and behaviour.
* Ahmed has peace of mind knowing Luna is well-cared for and exercised while he is at work.
* Sarah earns income by providing her pet walking services.
* Both Ahmed and Sarah can leave feedback on the platform, helping others make informed decisions.

**Add item to the store**

**Actor:** Registered service provider

**Goal:** Add a product to their online store

**Preconditions:**

* The service provider is logged in to the system.
* The service provider has a verified password.

**Steps:**

1. The service provider clicks on the "Add product to online store" button.
2. The system displays a form for the service provider to enter the product details, such as the product name, description, price, and photos.
3. The service provider enters the product details and clicks on the "Submit" button.
4. The system validates the product details and saves the product to the service provider's online store.
5. The system displays a confirmation message to the service provider.

**Postconditions:**

* The product is added to the service provider's online store.
* The service provider can view and manage their products in the "My Products" section of their account.

**Alternative flows:**

* If the service provider does not have a verified password, the system will prompt them to reset their password before they can add a product to their online store.
* If the service provider enters invalid product details, the system will display an error message and prompt them to correct the errors.