|  |  |
| --- | --- |
| Use Case: | Create a customer database |
| Trigger: | The user wants to register into the garage system |
| Main Scenario: |  |
| 1. | The customer asks to register as a new customer in the garage system |
| 2. | The customer enters his personal details |
| 3. | The customer enters his contact information |
| 4. | The garage system verifies the contact information |
| 5. | The garage system verifies save the user’s information into the database |
| 6. | The garage system asks the user to create a username and pin code |
| 7. | The garage system verifies the username and pin code |
| 8. | The customer logs in to the garage system using the username and pin code |
| 9. | The customer adds the vehicle details to the account |
| 10. | The garage system saves the vehicle information |
| Exceptions: |  |
| 4a. | 1. The contact information is wrong. 2. The garage system notifies the customer and asks the customer to enter the correct contact information. |
| 6a. | 1. The username is already used. 2. The garage system notifies the customer and asks the customer to choose another username. |
| 8a. | 1. The username and pin code does not match. 2. The garage system notifies the customer and asks the customer to enter the right username and password. |

|  |  |
| --- | --- |
| Use Case: | Manage appointments |
| Trigger: | The customer wants to take an appointment |
| Preconditions: | The customer is authenticated |
| Main Scenario: |  |
| 1. | The customer asks the appointment and billing team to take an appointment. |
| 2. | The appointment and billing team asks the customer to provide the username and pin code. |
| 3. | The customer provides the username and pin code to the appointment and billing team. |
| 4. | The customer selects a vehicle. |
| 5. | The customer selects the services. |
| 6. | The customer selects a Date and time. |
| 7. | The appointment and billing team verifies the availability |
| 8. | The appointment and billing team confirms the appointment to the customer. |
| Exceptions: |  |
| 3a. | 1. The username and pin code does not match. 2. The garage system notifies the customer and asks the customer to enter the right username and password. |
| 4a. | 1. The vehicle is not registered into the garage system. 2. The appointment and billing team notifies the customer that the vehicle need to be registered into the garage system. |
| 7a. | 1. There is no availability in the selected date and time. 2. The appointment and billing team asks the customer to change the selected data and time. |

|  |  |
| --- | --- |
| Use Case: | Repair the vehicle |
| Trigger: | The customer wants to repair the vehicle |
| Preconditions: | The customer has an appointment |
| Main Scenario: |  |
| 1. | The customer drops the vehicle at the garage. |
| 2. | The service team verifies that the customer has an appointment on the given data and time. |
| 3. | The service team receives the vehicle from the customer. |
| 4. | The service team updates the state of the service to “Under process”. |
| 5. | The service team repairs the vehicle. |
| 6. | The service team updates the state of the service to “Repaired and ready”. |
| Exceptions: |  |
| 1a. | 1. The customer did not drop the vehicle at the garage. 2. The service team asks the appointment and billing team to contact the customer and reschedule the appointment. |
| 2a. | 1. The customer does not have an appointment. 2. The service team asks the appointment and billing team to schedule an appointment for the vehicle. |

|  |  |
| --- | --- |
| Use Case: | Generate Invoice |
| Trigger: | The customer wants to get an invoice |
| Main Scenario: |  |
| 1. | The customer asks the appointment and billing team to generate the invoice. |
| 2. | The appointment and billing team asks the customer to provide the username and the pin code. |
| 3. | The appointment and billing team asks the customer to verify the vehicle information. |
| 4. | The appointment and billing team asks the customer to verify the list of services. |
| 5. | The appointment and billing team asks the customer to provide the discount code. |
| 6. |  |
| Exceptions: |  |
| 1a. |  |
| 2a. |  |

|  |  |
| --- | --- |
| Use Case: |  |
| Trigger: |  |
| Preconditions: |  |
| Main Scenario: |  |
| 1. |  |
| 2. |  |
| 3. |  |
| 4. |  |
| 5. |  |
| 6. |  |
| Exceptions: |  |
| 1a. |  |
| 2a. |  |