

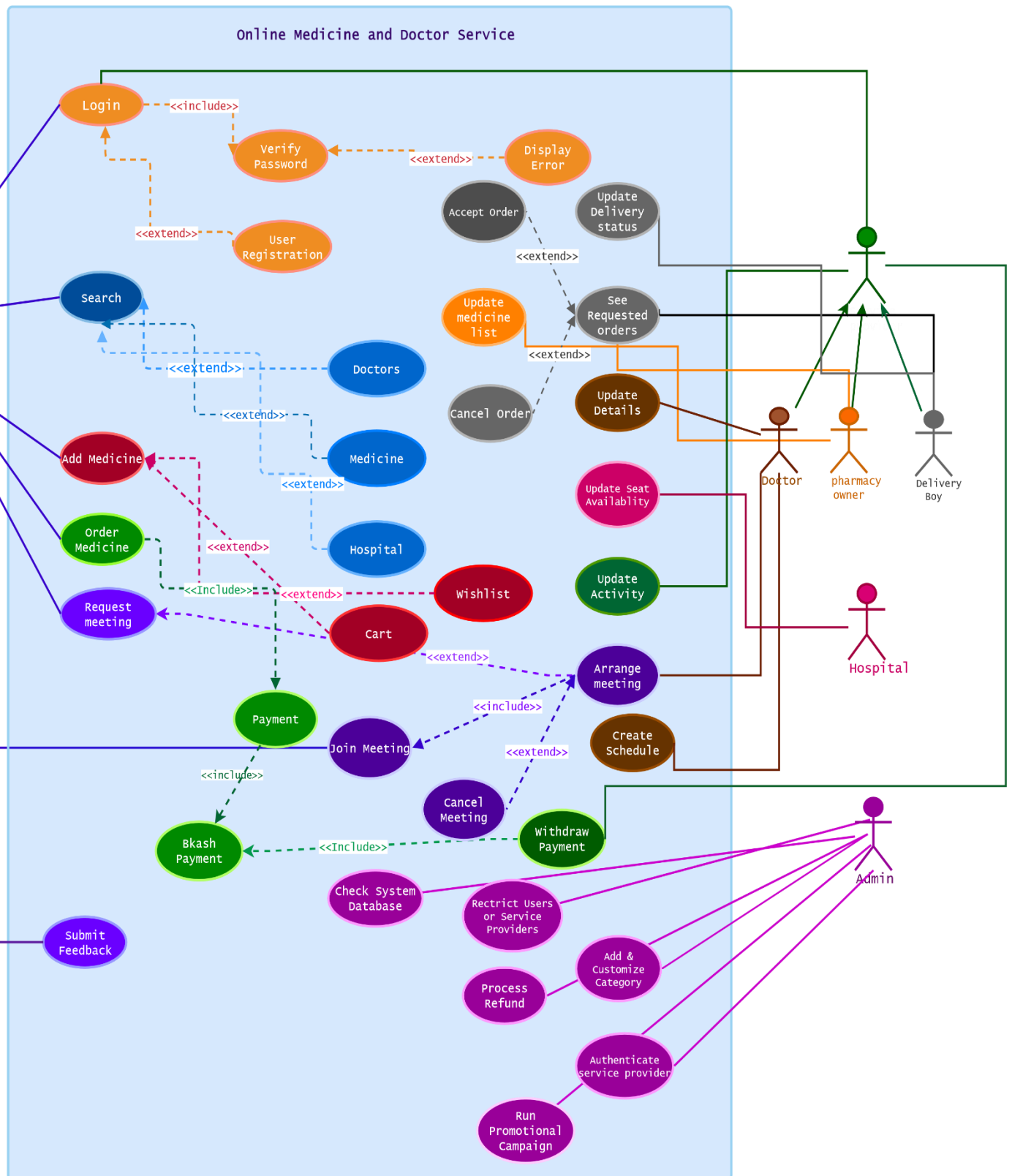
Scenario: Online medicine and doctor service

Spydotech is known for its work on the field of digitalization human life by bringing medicine, hospital booking services, healthcare online. They have a Head Office in Dhaka where admins and management committee decides the plan in every half year. Based on this, admins execute the plan. Admins are responsible for customer complaints and solving the issues which are reported by users and monitoring user's feedback. Automatic server are responsible for managing and signing new vendors such as medicine corner, hospitals, doctors and delivery man. admins also handle vendor's issues and monitoring vendors demand and suggesting them accordingly, clarify any refund, payment issue if there is any request for it. They also manage and modify the cost of services if there is any campaign. Hospital management can manage hospital's seat status, users query about emergency seat. Medicine shopkeepers are responsible for ensuring right medicine and quality of medicine, they can create a request list if there is any medicine request and that is not in shelves. Application will immediately send delivery request to delivery man as the medicine shopkeeper mark order as accepted. Application will notify the user if the requested medicine is arrived and can update the database immediately. Delivery man can manage the assigned delivery list as delivered, no response from user end, not delivered etc. categorically. They are responsible for acceptance or rejection of any delivery request if they want. Doctors are capable to accept meeting request and organize a telemedicine conference with patients. They can change or create their schedule if necessary. Admins are responsible for process refund, authenticate service provider, add and customize category, run any kind of promotional campaigns for publicity. Customers are capable for booking a doctor's schedule, a hospital seat, ambulance and can order medicine from medicine corner. Server will update the main database of the particular vendor and notify them about customer query. User can also give review and report any issue if they face one. They can also cancel their booking or order within a particular time, also can ask for refund.

Note : Use-case diagram and Activity Diagram with swim lanes Link

<https://drive.google.com/drive/folders/1G7Z3gB8rBR6Y132ditP2Y2IHfez-ADeK?usp=sharing>

Use-case Diagram



Activity Diagram with Swim Lanes

