Group Nice

NiceH&R
Use-Case Specification: Book Room-Table

Version <1.0>

Revision History

Date	Version	Description	Author
17/11/2023	1.0	PA2 Version	Group Nice

Table of Contents

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1. Use-Case Name

1.1 Brief Description

The use case diagram illustrates the primary functionalities involved in booking a room or table on our website. It showcases actors interacting with the system to accomplish tasks related to room or table reservations, emphasizing the key actions and relationships between users and the system components

2. Flow of Events

2.1 Basic Flow

2.1.1 Reserve Room

1. User accesses "Book now" section of the website.
2. System displays options to "Book Room".
3. User enters the required details.
4. System checks room availability based on the provided information.
5. If rooms are available:
   - System displays a list of available rooms matching the criteria.
   - User selects a preferred room.
6. User confirms the reservation request.
7. System prompts for payment details.
8. User provides payment information.
9. System processes the reservation and confirms the booking, providing a confirmation number and details.
10. System inform successful reservation

2.1.2 Reserve Table

1. User accesses "Book now" section of the website.

2. System displays options to "Book Table".

3. User enters the required details.

4. System checks table availability based on the provided information.

5. If tables are available:
   - System displays a list of available areas matching the criteria.
   - User selects a preferred area.

6. User confirms the table reservation request.

7. System processes the reservation and confirms the booking

8. System inform successful reservation

NiceH&R	Version: <1.0>
Use-Case Specification: Book Room-Table	Date: 17/11/2023
<document identifier>	

2.2 Alternative Flows

2.2.1 Payment Failure

1. After confirming the reservation details and proceeding to payment, the System encounters a payment failure.

2. System prompts the User about the payment issue.

3. User tries a different payment method or re-enters payment details.

    - If successful:

        System completes the reservation and provides confirmation

    - If unsuccessful:

        User may choose to:

        ▪ Contact system through our email address for assistance.

        ▪ Cancel the reservation or retry payment later.

2.2.2 Overbooking Management

1. Due to system error, the System overbooks rooms or tables.

2. System identifies the overbooking scenario.

3. System immediately notifies the affected guests about the overbooking situation.

4. System provide a full refund.

3. Special Requirements

3.1 Usability Requirements

The website interface must be user-friendly and accessible, ensuring ease of navigation for individuals of varying technical abilities.

3.2 Performance Requirements

- The system should be capable of handling concurrent submissions during peak times without significant performance degradation or timeouts.

- Response time for checking room/table availability and processing reservations should be quick to provide a seamless user experience

3.3 Security

- Compliance with data protection laws to safeguard users' privacy and personal information.

- Adherence to industry standards and regulations related to online transactions and payments for secure payment processing.

3.4 Compatibility

The book room-table submission functionality should be compatible across various web browsers (e.g., Chrome, Firefox, Safari) and devices (desktops, tablets, mobile phones) to cater to a wide range of users.

4. Preconditions

4.1 Reserve Room

4.1.1 System Availability

The book room system must be operational and accessible to users.

4.1.2 User Authentication

The user must be logged into their account or identified as a guest with the necessary access privileges to make a room reservation.

4.1.3 Payment Method

If required, the user must have a valid payment method available for the room reservation.

4.2 Reserve Table

4.2.1 System Availability

The book table system must be operational and accessible to users

4.2.2 User Authentication

The user must be logged into their account or identified as a guest with the necessary access privileges to make a table reservation.

4.2.3 Payment Method

If required, the user must have a valid payment method available for the table reservation.

5. Postconditions

5.1 Reserved Room-Table State

The system updates the room's or table's status to " unavailable" in the inventory database, marking it as unavailable for further bookings during the specified reservation period.

5.2 Confirmation Sent

A confirmation notification is sent to the guest/user, including details such as room's and table's number

6. Extension Points

6.1 Membership Benefits

If the user is a member or part of a loyalty program, the system may offer exclusive benefits such as discounts and complimentary services for booking a room-table.