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| --- | --- | --- | --- |
| Subject | Verb | Object | Response |
| Customers | Books | Appointment | New appointment added to the system for staff to review and a confirmation message is sent to the user |
| Customers | Edits/Updates | Appointment | Selected appointment is updated and a confirmation message is sent to the user |
| Customers | Deletes | Appointment | Selected appointment has been deleted for the user and is re-listed on the list for other users to book. A confirmation message is sent to the user |
| Customers | Views | Appointment Collection | List of appointments are listed by the system |
| Customers | Filters | Appointment | Appointments are listed based on the users selection of date |
| System | Validate | Appointment Collection | Appointments are either accepted or declined if field types are incorrect. If incorrect, a message appears notify the users of the error |
| Staff | Adds | Appointments | Appointment is added on the system for customers to book |
| Staff | Accepts | Appointment | Appointment is accepted by the system and a message is sent to the customer |
| Staff | Updates | Appointment | Appointment is updated |
| Staff | Declines | Appointment | Appointment is declined by the system and a message is sent to the customer |

# Event Table Appointments