

Use Case Descriptions

Use-Case Name	Sign Up for Customer Account
Use-Case ID	01
Summary	The user can create their profiles.
Actors	Visitor
Pre-Conditions	The user must visit the platform.
Course of Events	<ol style="list-style-type: none">1. The user enters the relevant personal details including the mobile number.2. Verify the mobile number with a verification code.3. Activate the user account.
Exceptions	If the mobile number entered is invalid, or already has an account with the mobile number, then the user has to try again.
Post-Conditions	The user gets redirected to his/her account.

Use-Case Name	Login
Use-Case ID	02
Summary	User can login to the system
Actors	Customer, Book Handling Staff, Administration Staff, Manager, Admin
Pre-conditions	User must have an account User must not be currently logged into the system

Course of Events	<ol style="list-style-type: none"> 1. User clicks the relevant login icon 2. User submits a form displayed with username and password. (For sports arena, they should enter the sports arena name too). 3. System checks whether the username and hash password provided matches with those in the database 4. Start a session
Exceptions	If the credentials entered are invalid, an error message pops up
Post-conditions	User will be logged into the system under the relevant privilege.

Use-Case Name	Edit profile
Use-Case ID	03
Summary	The user can edit profile details
Actors	Customer.
Pre-Conditions	The user must be currently logged into the system.
Course of Events	<ol style="list-style-type: none"> 1. Go to my profile and select the details the user wants to change. 2. If it's a username, check the availability of the new username. 3. If it's a mobile number, verify the mobile number via a system generated code. 4. If it's a password, verify the password.
Exceptions	If the user can't verify, the user can try again.
Post-Conditions	If process successful Display "Edit profile is successful"

Use-Case Name	Search for Sports Arena
Use-Case ID	04
Summary	The user can search for sports arenas and available time-slots.
Actors	Visitor, Customer.
Pre-Conditions	The user must visit the platform.
Course of Events	<ol style="list-style-type: none"> 1. Enter the Sports Arena name. 2. Enter filters such as category, sports arena, date and perform the search. 3. Display the matched results. 4. Select the preferable time slots. 5. Check the available facilities of the sports arena.
Exceptions	Alternatively, can enter the name of the sports arena and search too. The user can select a sports arena and view additional details of that particular sports arena. Furthermore, a user can add a sports arena to my favorite list.
Post-Conditions	The user can book a required time slot(s) if it's a customer.

Use-Case Name	Booking sports arena.
Use-Case ID	05
Summary	The user can book a sports arena.
Actors	Customer.
Pre-Conditions	The user should be logged in to the search window of the site.
Course of Events	<ol style="list-style-type: none"> 1. The user can view the available time slots.

	<p>2. The user can select a booking slot.</p> <p>3. The user can confirm booking.</p> <p>4. If the sports arena requires card payments, the system will redirect the user to the payment gateway. (Cash payments are handled after using the facilities).</p> <p>5. User's mobile will receive an SMS with the booking details.</p>
Exceptions	
Post-Conditions	<p>After booking a slot, if the sports arena allows only card payments, the user will get directed to the payment gateway. Else, the user can share the booking details with the friends via social media.</p>

Use-Case Name	Do Payment
Use-Case ID	06
Summary	The user can perform a payment to confirm the booking.
Actors	Customer.
Pre-Conditions	The user should select an available time slot.
Course of Events	<p>1. The customer will enter the relevant card details.</p> <p>2. Relevant amount gets transferred to the system's account. (Every two-weeks, all due amounts are credited to the sports arenas' accounts.</p> <p>3. The customer will receive a notification "payment successful".</p>
Exceptions	The transaction might get declined if the card details are invalid or due to insufficient balance.
Post-Conditions	The user will get the option to share the booking details with friends via social media.

Use-Case Name	Share booking
Use-Case ID	07
Summary	The user can share a booking via social media.
Actors	Customer
Pre-Conditions	The user should have made a booking via the site.
Course of Events	<ol style="list-style-type: none"> 1. The user could select the share option respective to the booking. 2. Alternatively, the user can click to share my booking after successfully completing a payment with the respective booking. 3. The user can select the respective social media platform and share it with the relevant parties.
Exceptions	Sharing might get declined if a valid social media account doesn't exist.
Post-Conditions	The user gets redirected to his/her account.

Use-Case Name	Cancel Booking
Use-Case ID	08
Summary	The user can cancel booking and must enter the reason for cancelling reason
Actors	Customer.
Pre-Conditions	User must be currently logged into the account

	Booking must have at least three days (72 hours) for the booking day before cancellation.
Course of Events	<ol style="list-style-type: none"> 1. User can select the booking from my booking list 2. Click cancel booking icon 3. Enter the reason for cancellation 4. System sends a verification code 5. Enter verification code 6. Display refund information 7. System changes the booking slot an available time slot.
Exceptions	If the user couldn't enter a valid verification code, the user can try again. If it's a cash transaction, no refund is made.
Post-Conditions	<p>If process successful Display "cancel booking is successful".</p> <p>If not successful display "You are not allowed! You have passed the cancellation period".</p>

Use-Case Name	Rate Sports arena
Use-Case ID	09
Summary	The user can provide a rating to a sports arena.
Actors	Customer
Pre-Conditions	The customer should have done a booking for a particular sports arena and the customer should have used its service.
Course of Events	<ol style="list-style-type: none"> 1. After the finish time of the booked time slot, the site will pop up with a feedback sheet. 2. If clicked the cancel button at that time, the user can alternatively view his/her past bookings over my bookings segment in their profile and select the rating option from the booking.

	<ol style="list-style-type: none"> 3. The user can click and provide a star-rating. 4. Optionally, the user can enter any feedback too. 5. The user could submit the feedback or alternatively cancel the option.
Exceptions	
Post-Conditions	Customer rating will get added to the sports arena's profile and to the average rating of that sports arena.

Use-Case Name	Help & Support
Use-Case ID	10
Summary	After an administration staff, manager or a customer posts an issue, the admin will follow the issue and will provide necessary solutions.
Actors	Administration Staff, Manager, Customer, Visitor, Admin
Pre-Conditions	A complete and reasonable issue must be available.
Course of Events	<ol style="list-style-type: none"> 1. The user can post their issues if it's not answered on the site under FAQs. 2. The user gets notified that the question is successfully posted. 3. Admin will get notified about the posted issue. 4. If it's a new complaint, generate a complaint reference number. 5. System sends the complaint reference number. 6. Admin will provide necessary solutions. 7. The user will get notified with the solution for their issue.
Exceptions	If any such similar issue is not available under the FAQs, Admin can add the questions to the FAQs depending on the relevance.

Post-Conditions	The issue will be marked as answered.
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Use-Case Name	View My Bookings
Use-Case ID	11
Summary	Customer can view their bookings through their profile.
Actors	Customer
Pre-Conditions	The user must be logged in to the system.
Course of Events	<ol style="list-style-type: none"> 1. User can go my profile. 2. Select My bookings.
Exceptions	
Post-Conditions	The user will get directed their profile once the back button is clicked.

Use-Case Name	Register a Sports Arena account
Use-Case ID	12
Summary	Authorized people from a particular sports arena can create their respective sports arena's profiles.

Actors	Administration Staff, Manager, Admin
Pre-Conditions	The user must not have a listed sports arena with the same name and address under the same category.
Course of Events	<ol style="list-style-type: none"> 1. User enters the details of the sports arena including name, address of the sports arena, category of sport(s), equipment availability, other facilities, payment option, etc. 2. Submit the application. 3. Admin clicks on the applied sports arena application. 4. Contact the sports arena. 5. Verify the sports arena via Google Maps and other methods. 6. Accept the sports arena account if successfully verified. 7. List the account on site. 8. User has the option to add user accounts to the sports arena account.
Exceptions	If sports arena's details aren't properly verified, quit the process, and notify the applicants. Applicants could try again.
Post-Conditions	The user will get notified once the sports arena is listed on the site after the manual verification process and will get re-directed to the homepage.

Use - case Name	Edit Sports Arena Profile
Use - case ID	13
Summary	User edits the details, pictures, and features(facilities) in the profile.
Actors	Manager, Administration Staff

Pre-conditions	The user must be currently logged into Edit Window in the system.
Course of Events	<ol style="list-style-type: none"> 1. Select the Detail to want to change 2. Change the detail 3. Verify the validity of the detail 4. Save and end the session 5. User receives successful notification
Exceptions	If the changing detail is not valid, then the user can try with a different value. If the user going to change the sports arena address, that cannot be done and get a notification to delete the profile and create a new profile.
Post-conditions	User gets redirected to the sports arena profile.

Use - case Name	Make Bookings via Sports Arena
Use - case ID	14
Summary	The user can book a time slot manually.
Actors	Manager, Administrations Staff
Pre-conditions	<p>The user must be currently logged into the system.</p> <p>The time slot must be free.</p>
Course of Events	<ol style="list-style-type: none"> 1. View Booking slots. 2. Select the time slot. 3. Enter the customer details. 4. Get the payment (optional). 5. Book the time slot. 6. Send the Notification.

Exceptions	If the time slot is not free, the booking cannot be done.
Post-conditions	User gets redirected to the sports arena profile.

Use - case Name	View Booking
Use - case ID	15
Summary	The user views the bookings.
Actors	Manager, Administrations Staff, Booking handling Staff
Pre-conditions	The user must be currently logged into the system.
Course of Events	<ol style="list-style-type: none"> 1. Select view Bookings. 2. Filter the Bookings (optional). 3. Generate the Booking Table.
Exceptions	
Post-conditions	User gets redirected to the sports arena profile.

Use - case Name	Emergency Booking Cancellation
Use - case ID	16
Summary	The User cancels the booking, because of an emergency
Actors	Manager, Administration Staff

Pre-conditions	The user must be currently logged into the System.
Course of Events	<ol style="list-style-type: none"> 1. Go to bookings 2. Select the Time period / Date. 3. Select the Booking. 4. Enter the reason for Cancellation. 5. Cancel the Bookings. 6. When canceling the booking, send a notification to the customers.
Exceptions	If the reason is not submitted, the booking cancellation cannot be done.
Post-conditions	<p>User gets redirected to the sports arena profile.</p> <p>Remove the sports arena from the search listings for that particular time period.</p>

Use - case Name	Reply Customer Feedbacks
Use - case ID	17
Summary	The user reply to the feedback of the customers.
Actors	Manager, Administration staff
Pre-conditions	<p>The user must be currently logged into the system.</p> <p>There should be a valid feedback.</p>
Course of Events	<ol style="list-style-type: none"> 1. Go the customer feedbacks 2. Select the relevant feedback 3. Reply to the feedback
Exceptions	

Post-conditions	User gets redirects to the feedback page.
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Use - case Name	Generate Reports
Use - case ID	18
Summary	The ground manager can get the reports
Actors	Manager
Pre-conditions	The user must be currently logged into the System.
Course of Events	<ol style="list-style-type: none"> 1. Select the relevant time period. 2. Select the statistics. 3. Obtain the generated reports.
Exceptions	
Post-conditions	User gets redirected to the sports arena profile.

Use-Case Name	Remove Negative Ratings
Use-Case ID	19
Summary	Admin can remove negative ratings of the sports arena
Actors	Admin
Pre-conditions	Admin must be currently logged into the system.

	A sports arena should have negative reviews.
Course of Events	<ol style="list-style-type: none"> 1. User checks on the negative reviews of the sports arena. 2. User contacts sports arena to inform them. 3. Wait until the changes mentioned are done. 4. After confirmation, remove the ratings
Exceptions	If the changes are not made within the requested time period, then blacklist the sports arena.
Post-conditions	

Use-Case Name	Remove Sports Arena Account
Use-Case ID	20
Summary	Admin can remove sports arenas
Actors	Admin
Pre-conditions	<p>There should be an existing sports arena account.</p> <p>The user should be logged in to the system.</p> <p>The sports arena account should be blacklisted.</p>
Course of Events	<ol style="list-style-type: none"> 1. View complaints of a Sports Arena. 2. If the sports arena is in blacklist, remove the account. 3. Admin clicks on the sport arena profile. 4. Remove account. 3. Notify the sports arena.
Exceptions	If the sports arena is not in blacklist, notify the sports arena without removing.
Post-conditions	The sports arena would be removed from the system

Use-Case Name	Remove Customers
Use-Case ID	21
Summary	Admin can remove customer accounts
Actors	Admin
Pre-conditions	A customer not abiding by the terms & conditions.
Course of Events	<ol style="list-style-type: none"> 1. Admin clicks on the customer account to be removed. 2. Remove the customer account. 3. Notify the customer via an SMS.
Exceptions	
Post-conditions	Removed customer would no longer be a customer of the system.

Use-Case Name	Logout
Use-Case ID	22
Summary	User can log out of the system
Actors	Customer, Book Handling Staff, Administration Staff, Manager, Admin
Pre-conditions	User must be currently logged into the system.
Course of Events	<ol style="list-style-type: none"> 1. User clicks the logout icon 2. A pop-up appears to ensure logout

	3. End the session
Exceptions	If the process is cancelled, system redirects user to the current page.
Post-conditions	User is logged out of the system