Use Case Descriptions

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| 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 | 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. |

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| 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 | 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. |

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| 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 | 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” |

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| 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 | 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. |

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| 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 | 1. The user can view the available time slots.  2. The user can select a booking slot.  3. The user can confirm booking.  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).  5. User’s mobile will receive an SMS with the booking details. |
| Exceptions |  |
| Post-Conditions | 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. |

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| 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 | 1. The customer will enter the relevant card details. 2. Relevant amount gets transferred to the system’s account. (Every two-weeks, all due amounts are credited to the sports arenas’ accounts. 3. The customer will receive a notification “payment successful”. |
| 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. |

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| 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 | 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. |

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| 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 | 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 | If process successful Display “cancel booking is successful”.  If not successful display “You are not allowed! You have passed the cancellation period”. |

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| 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 | 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. 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. |

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| 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 | 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 | 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. |

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| 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 | 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. |

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| 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 | 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. |

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| 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 | The user must be currently logged into the system.  The time slot must be free. |
| Course of Events | 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. |

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| 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 | 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. |

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| 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 | 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 | User gets redirected to the sports arena profile.  Remove the sports arena from the search listings for that particular time period. |

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| 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 | The user must be currently logged into the system.  There should be a valid feedback. |
| Course of Events | 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 | 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. |

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| 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 | 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 |  |

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| Use-Case Name | Remove Sports Arena Account |
| Use-Case ID | 20 |
| Summary | Admin can remove sports arenas |
| Actors | Admin |
| Pre-conditions | There should be an existing sports arena account.  The user should be logged in to the system.  The sports arena account should be blacklisted. |
| Course of Events | 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 |

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| 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 | 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. |

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| 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 | 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 |