Jacob:

User Story: As a busy parent I want to be able to book a wildlife encounter for my child’s birthday quickly and easily so that I can focus on other things rather than spending excessive time getting the appointment set up.

* 1. Type: use-case scenario
  2. Satisfaction Criteria:
     + Customer is able to book an appointment with as few amount of clicks as possible
     + Booking can be completed and sent to either database or the manager for processing
  3. Use Case:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author: | Jacob | | Date: | 1/27/19 |
|  |  | |  |  |
| Use-Case Name: | | Simple Booking on client side | | Use Case Type:  Service Use Case |
| Use-Case ID: | |  | |
| Priority: | |  | |
| Source: | |  | |
| Primary Business Actor: | | Clients booking an appointment | | |
| Other Participating Actors: | | Wildlife Encounters Scheduling manager | | |
| Other Interested Stakeholders: | | Other Wildlife Encounters Employees | | |
| Description: | | The scheduling and booking system is simple enough people won’t have to spend an excessive amount of time using it. | | |

User Story:As a person with social anxieties, I want to have a comprehensively detailed listing and FAQ section so that I can understand what the event will entail and how to book without having to ask a person over email or phone.

* 1. Type: use-case scenario
  2. Satisfaction Criteria:
     + Comprehensive FAQ, including questions the management have often fielded, on website. This includes anything important to know to use the booking, or that may be confusing to casual scrutiny.
     + Customer can easily find the FAQ due to its placement on the website
     + FAQ includes basic instructions for how to use the booking system
  3. Use Case:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author: | Jacob | | Date: | 1/27/19 |
|  |  | |  |  |
| Use-Case Name: | | Website FAQ for Bookings | | Use Case Type:  Service Use Case |
| Use-Case ID: | |  | |
| Priority: | |  | |
| Source: | |  | |
| Primary Business Actor: | | Website users who want to only use the website. | | |
| Other Participating Actors: | | Wildlife Encounter website developers | | |
| Other Interested Stakeholders: | | Other Wildlife Encounter Employees | | |
| Description: | | A comprehensive FAQ allowing people to find answers to common questions. This optimally will ensure people won’t have to use another point of contact to book an appointment. | | |

User Story: As a person working with the animals for Wildlife Encounters, I want to be able to know when and where an appointment is and how long it will take to get there at a glance so I can know when to get the animals ready to arrive on   
Or: In order to ready animals and arrive to booked events on time, the relevant employees needs to be able to check their schedule on the back end of the website or through an existing calendar app. The data needs to be up to date and correct for each individual appointment.

* 1. Type: Technical case
  2. Satisfaction Criteria
     + Employee-side calendar/schedule
     + Employees can check schedule and know when to leave so they can arrive on time
     + Employees can get up to date information for appointments
     + Protect personal data if saved, keep it employee side only.
  3. Use Case:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author: | Jacob | | Date: | 1/27/19 |
|  |  | |  |  |
| Use-Case Name: | | Employee Calendar at a glance | | Use Case Type:  Business Use Case |
| Use-Case ID: | |  | |
| Priority: | |  | |
| Source: | |  | |
| Primary Business Actor: | | Wildlife Encounters Employees handling animals | | |
| Other Participating Actors: | | Wildlife Encounters Managers, Animals | | |
| Other Interested Stakeholders: | | Other Wildlife Encounters Employees | | |
| Description: | | Employees can use the calendar quickly and easily to prepare animals for their encounters. They can check it, get information, and see this calendar. Information for employees only such as personal information will be employee side only if there is a client side calendar. | | |

User Story: As the person managing the Wildlife Encounter website, I want a system that allows me to be a bit more hands off with the scheduling and booking of programs so that I can do the parts of the job I enjoy more, such as caring for the animals.

* 1. Type: use-case scenario
  2. Satisfaction Criteria:
     + System has an auto-updated calendar.
     + Calendar can be checked by employee users
     + Calendar can be adjusted by employees
     + All vital details for appointments is included in the entries(client name, address, time, any specific notes on location, etc)
  3. Use Case:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author: | Jacob | | Date: | 1/27/19 |
|  |  | |  |  |
| Use-Case Name: | | Scheduler Linked Calendar | | Use Case Type:  Business Use Case |
| Use-Case ID: | |  | |
| Priority: | |  | |
| Source: | |  | |
| Primary Business Actor: | | Wildlife Encounters schedule manager | | |
| Other Participating Actors: | | Wildlife Encounter Employees | | |
| Other Interested Stakeholders: | | People with booked appointments | | |
| Description: | | The scheduler automatically updates the existing calendar with new information given to the system from booked appointments. This can be adjusted by employees in the case of clients requests or employee needs. | | |

User Story: As a person with dyslexia I want the website to be easily legible for myself and others with dyslexia so that I can use the site without aid for my needs.

* 1. Type: use-case scenario
  2. Satisfaction Criteria:
     + Website is readable to dyslexic persons, accomplishable by switching to a dyslexic-aiding font or integrating line-reading.
       1. 12-14 point sans serif font, and **bolding of text** for highlighting are commonly believed to be best for dyslexics
       2. Glossy and bright white backgrounds, *italics,* ALL CAPS, and underlining have been found to impair reading for dyslexics
       3. Using common fonts can help, or ones that have every letter be more distinct.
       4. <https://en.wikipedia.org/wiki/OpenDyslexic> and other fonts are intended to help dyslexic individuals.
  3. Use Case:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author: | Jacob | | Date: | 1/27/19 |
|  |  | |  |  |
| Use-Case Name: | | Dyslexic/Reading Accessibility Compliance | | Use Case Type:  System Use Case |
| Use-Case ID: | |  | |
| Priority: | |  | |
| Source: | |  | |
| Primary Business Actor: | | People with Dyslexia or other reading accessibility issues. | | |
| Other Participating Actors: | | Wildlife Encounters Website developers | | |
| Other Interested Stakeholders: | | Other people accessing the Website | | |
| Description: | | The fonts used on the website are replaced with one known to be easily legible to people with reading accessibility needs, either one made for the purpose or one proven by research to be helpful. | | |

NAME: William

User Story: As a person working for Wildlife Encounters, I want to allow clients to schedule events through the website so that I can reduce the workload that comes with manual scheduling (answering calls, responding to emails, and coordinating a time/day that works with other events on the schedule).

* 1. Type: use-case scenario
  2. Satisfaction Criteria:
     + User can complete the same scheduling steps in an online form that would otherwise be completed if they were to schedule over the phone or through email.
  3. Use Case:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author: | William | | Date: | 1/27/19 |
|  |  | |  |  |
| Use-Case Name: | | Online Scheduler | | Use Case Type:  Business Use Case |
| Use-Case ID: | |  | |
| Priority: | |  | |
| Source: | |  | |
| Primary Business Actor: | | Wildlife Encounters employees who manage scheduling | | |
| Other Participating Actors: | | Wildlife Encounters clients who want to schedule an event | | |
| Other Interested Stakeholders: | | Other Wildlife Encounters employees | | |
| Description: | | User is able to submit a form with all of the initial necessary steps to schedule an event rather than completing this step by contacting the company via email or phone. | | |

User Story: As a person interested in booking an event with Wildlife Encounters, I want to be able to view available event dates/times so I can know in a timely fashion whether or not it will work with my schedule.

* 1. Type: use-case scenario
  2. Satisfaction Criteria:
     + The online scheduler is an up-to-date and accurate representation of available times/dates for events
  3. Use Case:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author: | William | | Date: | 1/27/19 |
|  |  | |  |  |
| Use-Case Name: | | View available dates/times on online scheduler | | Use Case Type:  System Use Case |
| Use-Case ID: | |  | |
| Priority: | |  | |
| Source: | |  | |
| Primary Business Actor: | | Wildlife Encounters employees who keep schedule up-to-date | | |
| Other Participating Actors: | | Wildlife Encounters clients who want to view schedule | | |
| Other Interested Stakeholders: | | Other Wildlife Encounters employees | | |
| Description: | | A schedule is posted/updated on the website which is available for anyone to view. The schedule will show blocked out days/times and available days/times. | | |

User Story: As a person working for Wildlife Encounters, I want to display an FAQ page on our website so that I can reduce my time answering repetitive questions from clients.

* 1. Type: use-case scenario
  2. Satisfaction Criteria:
     + A list of general questions are listed on the website
     + These questions should be filtered by category and should be listed from most frequently asked questions to least frequently asked questions
  3. Use Case:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author: | William | | Date: | 1/27/19 |
|  |  | |  |  |
| Use-Case Name: | | Display FAQ page | | Use Case Type:  System Use Case |
| Use-Case ID: | |  | |
| Priority: | |  | |
| Source: | |  | |
| Primary Business Actor: | | Wildlife Encounters employees that have knowledge of questions that are frequently asked. | | |
| Other Participating Actors: | | Wildlife Encounters clients who have specific questions. | | |
| Other Interested Stakeholders: | | Other Wildlife Encounters employees  Wildlife Encounters clients who may not have specific questions, but may be curious to questions they may not have thought of. | | |
| Description: | | There will be an easily discoverable FAQ link on the site which users can go to. This FAQ page will allow users to narrow down questions by listing ‘question categories’. The questions in each category will be displayed with the most frequently asked questions on the top and the least frequently asked questions at the bottom. There should be a visual distinction between the questions and the answers. | | |

User Story: As a communications technology, send a notification to a Wildlife Encounters employee when a client submits a request (form including event information, date, time, address, etc.) so that they can review it before the event is finalized.

* 1. Type: technical story
  2. Satisfaction Criteria:
     + A user can submit a form on the website
     + The user is notified that the request is under review and information on how they will be contacted following the review process
     + The form contains sufficient information that can determine if the requested event can be finalized
  3. Use Case:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author: | William | | Date: | 1/27/19 |
|  |  | |  |  |
| Use-Case Name: | | Get notified when request is submitted | | Use Case Type:  System Use Case |
| Use-Case ID: | |  | |
| Priority: | |  | |
| Source: | |  | |
| Primary Business Actor: | | Wildlife Encounters employees that finalize scheduled events. | | |
| Other Participating Actors: | | Wildlife Encounters clients who want to schedule an event. | | |
| Other Interested Stakeholders: | | Other Wildlife Encounters employees | | |
| Description: | | When a request is submitted (assuming there is a way for a client to submit a request on the website) the system will send an employee (one which is responsible for finalizing events) an email with the form details. | | |

User Story: The online scheduler should adjust available times depending on the clients address to ensure enough travel/set up time in-between events.

* 1. Type: technical story
  2. Satisfaction Criteria:
     + The user must enter valid event address before they can schedule within a time block
     + The scheduler can accurately determine travel time from one event location to another
  3. Use Case:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author: | William | | Date: | 1/27/19 |
|  |  | |  |  |
| Use-Case Name: | | Travel time buffer on online scheduler | | Use Case Type:  Business Use Case |
| Use-Case ID: | |  | |
| Priority: | |  | |
| Source: | |  | |
| Primary Business Actor: | | Wildlife Encounters employees that have knowledge of how long it takes to travel from one event to another, set up an event, and conclude an event. | | |
| Other Participating Actors: | | Wildlife Encounters clients who want to schedule an event. | | |
| Other Interested Stakeholders: | | Wildlife Encounters employees who are looking to fit in an event within existing schedule. | | |
| Description: | | The system will require the user to enter an address before selecting a timeblock for a new scheduled event. Once the address is entered and validated, the travel time from each existing event to that location will be added on the buffer between available time blocks. An advanced system may also take day of the week and time of the day into consideration, adding additional time during high traffic/rush hour conditions. | | |

NAME: Alex Schulte

User Story: As a animal handler I want to keep animals happy so they will have positive interactions with event goers.

* 1. Type: use case scenario
  2. Satisfaction Criteria:
     + arrive at the site in a timely manner.
     + Take no unnecessary detours.
  3. Use Case:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author: | Alex | |  |  |
|  |  | |  | ` |
| Use-Case Name: | | Location confirmation | |  |
| Use-Case ID: | |  | |
| Priority: | |  | |
| Source: | |  | |
| Primary Business Actor: | | Animal handlers that are travel to a site | | |
| Other Participating Actors: | | The administration that would be contacted by the party holder if they were checking the status of their handler. | | |
| Other Interested Stakeholders: | | Party holders wanting confirmation their animals are coming. | | |
| Description: | | Make sure the animals are going to the correct address to eliminate as much stress for everyone involved. | | |

User Story:As the business owner I want to satisfy my customers by giving them as much information as possible so that they recommend my service to their friends..

* 1. Type: use case scenario
  2. Satisfaction Criteria:
     + Handlers show up at the parties on time.
     + Customers are happy with the animals they paid for(are aware that the animals that are available on a given day can change).
  3. Use Case:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author: | Alex | |  |  |
|  |  | |  |  |
| Use-Case Name: | |  | |  |
| Use-Case ID: | |  | |
| Priority: | |  | |
| Source: | |  | |
| Primary Business Actor: | | Wildlife Encounters as an entity | | |
| Other Participating Actors: | | Animal handlers | | |
| Other Interested Stakeholders: | | The people that hire wildlife encounters | | |
| Description: | | Customers have as much information as possible so that they are on the same page as wildlife encounters | | |

User Story: As a Wildlife Encounters customer I want clear and consistent booking confirmation so that I can double and triple check when the animals will be arriving.

* 1. Type: use case scenario
  2. Satisfaction Criteria:
     + Clear email information that is always the same everytime a Wildlife Encounters booking is made
  3. Use Case:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author: | Alex | |  |  |
|  |  | |  |  |
| Use-Case Name: | | Clear confirmation | |  |
| Use-Case ID: | |  | |
| Priority: | |  | |
| Source: | |  | |
| Primary Business Actor: | | customers | | |
| Other Participating Actors: | | Booking personnel at wildlife encounters. | | |
| Other Interested Stakeholders: | | Partygoers wanting to know when animals are coming. | | |
| Description: | | Generic automated emails that always look the same just with substituted date and time information. | | |

User Story: As the website maintenance personnel I want an easy to maintain system so that I don’t have to fight with something I don’t have training in.

* 1. Type: technical case
  2. Satisfaction Criteria:
     + Very little interaction with any technical stuff that doesn’t have documentation.
  3. Use Case:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author: | Alex | |  |  |
|  |  | |  |  |
| Use-Case Name: | | Tech illiterate friendly | |  |
| Use-Case ID: | |  | |
| Priority: | |  | |
| Source: | |  | |
| Primary Business Actor: | | Website maintainer | | |
| Other Participating Actors: | | Wildlife encounters | | |
| Other Interested Stakeholders: | | Website users | | |
| Description: | | use very little non-standard Squarespace code so that the website maintenance is easy without the need to contact members of this agile team. | | |

User Story: As a business I want my customers to easily share information about my company with their friends so that we can get more customers.

* 1. Type: use case scenario
  2. Satisfaction Criteria:
     + Customers have the ability to share information easily.
  3. Use Case:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author: | Alex | |  |  |
|  |  | |  |  |
| Use-Case Name: | | Peer to peer marketing | |  |
| Use-Case ID: | |  | |
| Priority: | |  | |
| Source: | |  | |
| Primary Business Actor: | | Wildlife encounters customers | | |
| Other Participating Actors: | | Wildlife encounters administration | | |
| Other Interested Stakeholders: | | Customers friends looking to throw a party | | |
| Description: | | Invitations, emails or party photos with contact information attached so that people can easily inquire about hiring wildlife encounters for their own child’s party. | | |

**NAME: April**

1. User Story AG1: As a client interested in booking an event at WE, I want to see a menu where I can choose up to three favorite types of wildlife so that my preferences are communicated easily to WE.

a) Type: system-case scenario

b) Satisfaction Criteria:

i. The drop down allows for only three choice

Ii. Choices are not required, they are optional

iii. Descriptions clearly communicate what type of wildlife it is

iv. Instructions that these are preferences but not guaranteed

v. Link to FAQ for further info about wildlife

c) Use Case:

**Version: \_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |
| --- | --- | --- | --- |
| **USE CASE NAME:** | Wildlife Radio Menu– preferred Wildlife | | **USE CASE TYPE** |
| **USE CASE ID:** | AG1 | | Business Requirements: **o** |
| **PRIORITY:** |  | | System Analysis:o |
| **SOURCE:** |  | | System Design: **þ** |
| **PRIMARY BUSINESS ACTOR** | WE scheduling customer | | |
| **PRIMARY SYSTEM ACTOR** | Scheduling App | | |
| **OTHER PARTICIPATING ACTORS:** | * WE scheduling staff * Square Space App * Email app | | |
| **OTHER INTERESTED STAKEHOLDERS:** | * WE employees | | |
| **DESCRIPTION:** | A radio menu that would allow booking clients to select their top three choices of wildlife – nothing guaranteed, but it would save the step of navigating off the form to the FAQ page to see what wildlife where available. Data would be forwarded in form, to cut down on follow up phone calls. | | |
| **PRE-CONDITION:** |  | | |
| **TRIGGER:** |  | | |
| **TYPICAL COURSE** | **Actor Action** | **System Response** | |
| **OF EVENTS:** | **Step 1**: Customer navigates to scheduling app page | **Step 2**: n/a | |
|  | Step 3: Client clicks on 0-3 choices in list of wildlife | Step 4: System does not allow more than 3 selections | |
|  | Step 5: Customer fills out rest of form and click submit button | Step 6: System submits form including selections | |
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| **ALTERNATE COURSES:** | Customer can choose not to select any – menu is optional. | | |
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| **CONCLUSION:** |  | | |
| **POST-CONDITION:** |  | | |
| **BUSINESS RULES** |  | | |
| **IMPLEMENTATION CONTRAINTS AND SPECIFICATIONS** |  | | |
| **ASSUMPTIONS:** |  | | |
| **OPEN ISSUES:** |  | | |
|  |  |  |  |

2. User Story AG2: As a client interested in booking an event at WE, I want to see a menu where I can choose one type of wildlife that I do NOT want to see so that my preferences are communicated easily to WE.

1. Type: system-case scenario
2. Satisfaction Criteria:

I. The dropdown allows for only one choice

Ii. Choice is not required, it is optional

Iii. Descriptions clearly communicate what type of wildlife it is

iv. Instructions that these are preferences but not guaranteed (or **can** this be guaranteed?)

v. Link to FAQ for further info about wildlife

c) Use Case

|  |  |  |  |
| --- | --- | --- | --- |
| **USE CASE NAME:** | Wildlife Radio Menu – No Go Wildlife | | **USE CASE TYPE** |
| **USE CASE ID:** | AG2 | | Business Requirements: **o** |
| **PRIORITY:** |  | | System Analysis:o |
| **SOURCE:** |  | | System Design: **þ** |
| **PRIMARY BUSINESS ACTOR** | WE scheduling customer | | |
| **PRIMARY SYSTEM ACTOR** | Scheduling App | | |
| **OTHER PARTICIPATING ACTORS:** | * WE scheduling staff * Square Space App * Email app | | |
| **OTHER INTERESTED STAKEHOLDERS:** | * WE employees | | |
| **DESCRIPTION:** | A radio menu that would allow booking clients to select one type of wildlife that they do not want– possible to guarantee? - would save the step of navigating off the form to the FAQ page to see what wildlife where available. Data would be forwarded in form, to cut down on follow up phone calls. | | |
| **PRE-CONDITION:** |  | | |
| **TRIGGER:** |  | | |
| **TYPICAL COURSE** | **Actor Action** | **System Response** | |
| **OF EVENTS:** | **Step 1**: Customer navigates to scheduling app page | **Step 2**: n/a | |
|  | Step 3: Client clicks on 0-1 choice in list of wildlife | Step 4: System does not allow more than 1 selections | |
|  | Step 5: Customer fills out rest of form and click submit button | Step 6: System submits form including selections | |
|  |  |  | |
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|  |  |  | |
| **ALTERNATE COURSES:** | Customer can choose not to select any – menu is optional. | | |
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| **CONCLUSION:** |  | | |
| **POST-CONDITION:** |  | | |
| **BUSINESS RULES** |  | | |
| **IMPLEMENTATION CONTRAINTS AND SPECIFICATIONS** |  | | |
| **ASSUMPTIONS:** |  | | |
| **OPEN ISSUES:** |  | | |

3. User Story AG3: As a client managing bookings, I want an easy process to verify an incoming booking and have the booking populate to an online Calendar (Google Calendar, for Example) so that I can access all events in one visual location.

a) Type: business use case

b) Satisfaction Criteria:

i. When a reservation notice arrives in client email, client can confirm the booking with one or two steps

ii. Booking populates to calendar without having to be manually entered

iii. Follow up email is generated to client when booking is confirmed

c) Use Case

|  |  |  |  |
| --- | --- | --- | --- |
| **USE CASE NAME:** | Confirmed Booking populates to digital Calendar | | **USE CASE TYPE** |
| **USE CASE ID:** | AG3 | | Business Requirements: **þ** |
| **PRIORITY:** |  | | System Analysis:o |
| **SOURCE:** |  | | System Design: o |
| **PRIMARY BUSINESS ACTOR** | WE scheduling staff | | |
| **PRIMARY SYSTEM ACTOR** | Scheduling App | | |
| **OTHER PARTICIPATING ACTORS:** | * WE scheduling staff * Square Space App * Email app * Digital Calendar (Google Calendar, etc.) | | |
| **OTHER INTERESTED STAKEHOLDERS:** | * WE employees | | |
| **DESCRIPTION:** | Once a customer filled the scheduling form out, and the primary scheduler (Kip) received the email, a simple process would allow Kip to confirm the booking and the action completed (clicking a button in the email?) would populate the event to a digital Calendar, and send a confirmation email to the booking customer. | | |
| **PRE-CONDITION:** |  | | |
| **TRIGGER:** |  | | |
| **TYPICAL COURSE** | **Actor Action** | **System Response** | |
| **OF EVENTS:** | **Step 1**: Customer navigates to scheduling app page | **Step 2**: n/a | |
|  | Step 3: Customer fills out form and clicks submit | Step 4: System forwards email to scheduling staff | |
|  | Step 5: Scheduling staff visually confirms booking, and clicks on a link or button in email to confirm | Step 6: Booking is confirmed and populated in Calendar App | |
|  | Step 7: Email is populated and sent to customer and scheduling staff |  | |
|  |  |  | |
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| **ALTERNATE COURSES:** | Booking staff manually enters event in digital calendar | | |
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|  |  | | |
| **CONCLUSION:** |  | | |
| **POST-CONDITION:** |  | | |
| **BUSINESS RULES** |  | | |
| **IMPLEMENTATION CONTRAINTS AND SPECIFICATIONS** |  | | |
| **ASSUMPTIONS:** |  | | |
| **OPEN ISSUES:** |  | | |

4. User Story AG4: As a client managing bookings, I need to be able to specify times where I accept more than one booking at a time so that I don’t get over booked

a) Type: business use case

b) Satisfaction Criteria:

i. There is a straightforward way for the booking manager (Kip), or the dev, if times won’t change frequently, to set times where double bookings are allowed

ii. The booking manager view of calendar clearly shows what times can be double booked.

iii. A client can schedule a booking if they are the second one in that timeframe without the booking being rejected.

c) Use Case

|  |  |  |  |
| --- | --- | --- | --- |
| **USE CASE NAME:** | Double Booking Time Zones | | **USE CASE TYPE** |
| **USE CASE ID:** | AG4 | | Business Requirements: **þ** |
| **PRIORITY:** |  | | System Analysis:o |
| **SOURCE:** |  | | System Design: o |
| **PRIMARY BUSINESS ACTOR** | WE scheduling staff | | |
| **PRIMARY SYSTEM ACTOR** | Scheduling App | | |
| **OTHER PARTICIPATING ACTORS:** | * WE scheduling staff * Square Space App * Email app * Digital Calendar (Google Calendar, etc.) | | |
| **OTHER INTERESTED STAKEHOLDERS:** | * WE employees | | |
| **DESCRIPTION:** | The dev or the booking manager can set time zones where more than one booking is allowed through the booking scheduler. | | |
| **PRE-CONDITION:** |  | | |
| **TRIGGER:** |  | | |
| **TYPICAL COURSE** | **Actor Action** | **System Response** | |
| **OF EVENTS:** | **Step 1**: Booking manager designates time zones where more than one booking can occur – sets max number of bookings | **Step 2**: dev programs time zones into app | |
|  | Step 3: Client tries to book and is second person to book that time zone | Step 4: System checks parameters and allows booking form to be submitted | |
|  | Step 5: Scheduling Manager confirms booking |  | |
|  |  |  | |
|  |  |  | |
|  |  |  | |
|  |  |  | |
|  |  |  | |
| **ALTERNATE COURSES:** | App has no parameters and double bookings are confirmed only by booking staff | | |
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| **CONCLUSION:** |  | | |
| **POST-CONDITION:** |  | | |
| **BUSINESS RULES** |  | | |
| **IMPLEMENTATION CONTRAINTS AND SPECIFICATIONS** |  | | |
| **ASSUMPTIONS:** |  | | |
| **OPEN ISSUES:** |  | | |
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5. User Story AG5: As a client managing bookings, if I need to modify a booking, I need an email to be sent to the customer automatically so that they know a change has been made.

a) Type: business use case

b) Satisfaction Criteria:

i. Any changes to a booking auto populate an email notifying the client and the booking manager.

c) Use Case

|  |  |  |  |
| --- | --- | --- | --- |
| **USE CASE NAME:** | Modifications Updates | | **USE CASE TYPE** |
| **USE CASE ID:** | AG5 | | Business Requirements: **o** |
| **PRIORITY:** |  | | System Analysis:o |
| **SOURCE:** |  | | System Design: **þ** |
| **PRIMARY BUSINESS ACTOR** | WE scheduling staff | | |
| **PRIMARY SYSTEM ACTOR** | Scheduling App | | |
| **OTHER PARTICIPATING ACTORS:** | * WE scheduling customer * Square Space App * Email app * Calendar App | | |
| **OTHER INTERESTED STAKEHOLDERS:** | * WE employees | | |
| **DESCRIPTION:** | Any time a scheduled booking is modified, and email to the customer and the booking manager is automatically sent with the updated information. | | |
| **PRE-CONDITION:** |  | | |
| **TRIGGER:** |  | | |
| **TYPICAL COURSE** | **Actor Action** | **System Response** | |
| **OF EVENTS:** | **Step 1**: Scheduling manager manually changes a booking in Calendar app (Google Calendar, etc.) | **Step 2**: Calendar app populates email to customer and scheduling staff with changes | |
|  | Step 3: | Step 4: System updates booked in a double booking time zone – i.e. frees ups booking pace | |
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| **ALTERNATE COURSES:** | Scheduling staff manually emails clients booking changes and manually updates calendar. | | |
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|  |  | | |
| **CONCLUSION:** |  | | |
| **POST-CONDITION:** |  | | |
| **BUSINESS RULES** |  | | |
| **IMPLEMENTATION CONTRAINTS AND SPECIFICATIONS** |  | | |
| **ASSUMPTIONS:** |  | | |
| **OPEN ISSUES:** |  | | |

User Story: As a parent I want to accommodate my child and those that are attendings disabilities, so that everyone can participate in the activities.

* 1. Type: Business
  2. Satisfaction Criteria:

1. User must add comments

2. Add comments

3. Have a list of what’s standard from the list and choose to add or remove it depending.

* 1. Use Case

|  |  |
| --- | --- |
| Author: Robert Foster | 1/28/19 |
|  |  |
| Use-Case Name: Accommodations | Use Case Type:  Systems use |
| Use-Case ID: |
| Priority: Medium |
| Source:<https://adata.org/publication/temporary-events-guide> ? |
| Primary Business Actor:  · Parent and child |  |
| Other Participating Actors:  · Wildlife developers  · Friends (parents and children) guesting at the event. |  |
| Other Interested Stakeholders:  · Wildlife Employees that can accommodate their clients and not run into unscripted problems.  · Promotion – Finding events that accommodate all |  |
| Description: Creating a function within the application that will give the user the ability to ask for certain accommodations.  Than be able to find out what’s standard for the birthday events and have a drop-down menu. From this menu the user will be able to add or take away certain actions at the event. |  |

User Story: As a teacher I want to see what activities are involved so that will give me the ability to model it around a teaching curriculum, then be able to request that the activities/ curriculum that I created can be in sync with the Wildlife’s activities.

* 1. Type: Use-Case
  2. Satisfaction Criteria:
     1. Create a portal for teachers
     2. Add specific options that they can choose to model around
     3. Add the ability to add comments or questions, giving the option to not immediately book the event, but asking Kip questions on what he’s able to work with
     4. Giving the teachers the ability to choose the animals that centers around their lecture.
     5. Functionality to cater events on their curriculum, or already planned curriculum that they can choose from.
  3. Use Case

|  |  |
| --- | --- |
| Author: Robert Foster | 1/28/19 |
|  |  |
| Use-Case Name: Teaching curriculum | Use Case Type:  Business use |
| Use-Case ID: |
| Priority: Medium |
| Source: |
| Primary Business Actor:  · Teacher |  |
| Other Participating Actors:  · Children  · Wildlife employees in modeling their activities/program  · New schools and/ or teachers that aren’t already aligned with the program. |  |
| Other Interested Stakeholders:  · Business / expansion of company |  |
| Description: Creating a separate entity within the calendar / webpage/ application that will give teachers the ability to create an activity that’s centered around their curriculum. Giving them the ability to further engage with their students, will probably be something from K-6th grade. |  |

User Story: As a user I want the ability to download an application that will give me updates, reminders, add the event to my phone calendar, approximate time Wildlife Encounters will show up, possibly tracking their movements.

* 1. Type: Technical
  2. Satisfaction Criteria:
     1. Alerts
     2. Auto updates
     3. Time management
     4. Tracking progress.
  3. Use Case

|  |  |
| --- | --- |
| Author: Robert Foster | 1/28/19 |
|  |  |
| Use-Case Name: Mobile Application | Use Case Type:  Systems Use |
| Use-Case ID: |
| Priority: Medium - High |
| Source: |
| Primary Business Actor:  · All general users |  |
| Other Participating Actors:  · Wildlife Encounter employees to keep updated with their customers/clients  · Software developer.  · GPS / hardware. |  |
| Other Interested Stakeholders:  · Business expansion of company. |  |
| Description: Creating a mobile application for all general users that will give them the ability to interact with the company more. Possibly tied to the website, but also giving them the ability for updates, reminders, adding the event directly to their phone, monitoring the approximate arrival of the Wildlife Encounters. |  |

User Story: As a possible investor or current sponsor I want the ability to communicate with the company and to create an event that’s centered around business mixed with the events that they provide.

* 1. Type: Business
  2. Satisfaction Criteria:
     1. Business formality
     2. Mixture of business and events that are offered
     3. Adding different selections of what users can choose from, general, business, educational etc.
     4. Having a graphical list of profits
     5. Creating a analytics print out for them to choose what is the most popular to center their event around
     6. From the profit section they can determine if it suits their business needs
  3. Use Case

|  |  |
| --- | --- |
| Author: Robert Foster | 1/28/19 |
|  |  |
| Use-Case Name: Investment | Use Case Type:  Business use case |
| Use-Case ID: |
| Priority: Low |
| Source: |
| Primary Business Actor:  · Investors |  |
| Other Participating Actors:  · Wildlife CEO / managers/ authority figures  · Wildlife employees  · Zoo’s and or other animal sanctuaries  · Website Manager/ software developer |  |
| Other Interested Stakeholders:  · Business and or profit |  |
| Description: If they ever choose that they want to expand their business, they could have a drop-down list on their website that will give possible investors/ partners/ and or sponsors the ability to have a business meeting with a demonstration of what they have to offer.  This could include Zoo’s or Sanctuaries that want to offer help and to increase the Wildlife’s animal size/reserve. |  |

User Story: As a person managing their media outlets, I want the ability to know if I can expand upon what they’re doing for documentary purposes or a core standalone that’s centered around their business.

* 1. Type: Business
  2. Satisfaction Criteria:
     1. Monitoring YouTube Channel.
     2. Working with actual stations, possible public broadcasting station.
     3. How to outsource the company more and further expansion, giving the owner the ability to spread his joy in farther reaches.
     4. Creating an analytics list to determine what content to focus on.
     5. Test a controlled group of people on their reactions.
     6. Determining what time of day on the public channel is most responsive.
     7. From the public channel see if the business revenue is increased due to this.
     8. Ask the question from a customer where they heard of Wildlife Encounters from.
  3. Use Case

|  |  |
| --- | --- |
| Author: Robert Foster | 1/28/19 |
|  |  |
| Use-Case Name: Media management | Use Case Type:  Business use case |
| Use-Case ID: |
| Priority: Low |
| Source: |
| Primary Business Actor:  · Media management |  |
| Other Participating Actors:  · Wildlife Employees  · Media outlets such as public broadcasting stations.  · Social media/ twitter/ facebook/ etc |  |
| Other Interested Stakeholders:  · Business and or profit |  |
| Description: Being able to advertise the company more, I want to know what abilities that I have and what resources I can use. If the website will be able to expand upon the YouTube channel and branch out to other outlets for media. Building upon a possible application for employee’s where I would be able to sync up with employees that are about to participate in an activity and go to take pictures, host a YouTube session, post pictures of the event, anyway to further market and expand the company to places that it hasn’t reached yet. |  |

**Name: Connor**

User Story: As a father that has never scheduled an event at Wildlife Encounters, I can see a tutorial or some instructions on scheduling so that I can set up a party for my child.

* Satisfaction Criteria: Parent can see a short step-by-step instruction for scheduling an event or party. Either before the act of scheduling or built into the action.

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| --- | --- | --- | --- | --- |
| Author: | **Connor** | | Date: | **1/29/2019** |
|  |  | |  |  |
| Use-Case Name: | | **Scheduling Instructions** | | Use Case Type:  **Technical Use Case** |
| Use-Case ID: | |  | |
| Priority: | | **Medium** | |
| Source: | |  | |
| Primary Business Actor: | | **Customer trying to schedule event** | | |
| Other Participating Actors: | | **Wildlife staff and support** | | |
| Other Interested Stakeholders: | |  | | |
| Description: | | **When a customer sends in a request to schedule an event, there should be a helping system that shows them how to properly input the necessary information. This should be separate from the Q & A.** | | |

User Story: As a volunteer for an event, I want to be able to note if a child scared of a certain animal so that the animal is excluded from the visit.

* Satisfaction Criteria: A specific section of scheduling for noting when some animals are not allowed to attend.

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| --- | --- | --- | --- | --- |
| Author: | **Connor** | | Date: | **1/29/2019** |
|  |  | |  |  |
| Use-Case Name: | | **Animal Fear** | | Use Case Type:  **Business Use Case** |
| Use-Case ID: | |  | |
| Priority: | | **Low** | |
| Source: | |  | |
| Primary Business Actor: | | **Customer trying to schedule the event** | | |
| Other Participating Actors: | | **Wildlife staff** | | |
| Other Interested Stakeholders: | | **Children at the event** | | |
| Description: | | **Communicating between the Wildlife and the volunteer about which animals are not to be brought to the event** | | |

User Story: As a Wildlife staff member, I would like to see a daily schedule of all booked events to plan the travel and the preparation for the animals.

* Satisfaction Criteria: Having a displayed timeline or calendar including the info for the day/week.

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| --- | --- | --- | --- | --- |
| Author: | **Connor** | | Date: | **1/29/2019** |
|  |  | |  |  |
| Use-Case Name: | | **Displayed Day** | | Use Case Type:  **Technical Use Case** |
| Use-Case ID: | |  | |
| Priority: | | **Medium** | |
| Source: | |  | |
| Primary Business Actor: | | **Wildlife staff member** | | |
| Other Participating Actors: | | **Kip** | | |
| Other Interested Stakeholders: | | **Clients of that day** | | |
| Description: | | **Staff member would be able to see all the events listed for the day. Should show the specifications for the location, time, client, and the animals to be used.** | | |

User Story: As a Wildlife staff member, I would like look up a specific scheduled event so I can make modifications if needed.

* Satisfaction Criteria: Having a search and filtering function that shows the events in date order. Also includes the ability to edit the events once they are looked up.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author: | **Connor** | | Date: | **1/29/2019** |
|  |  | |  |  |
| Use-Case Name: | | **Lookup Option** | | Use Case Type:  **Technical Use Case** |
| Use-Case ID: | |  | |
| Priority: | | **High** | |
| Source: | |  | |
| Primary Business Actor: | | **Staff member that needs to know the specifications of an event** | | |
| Other Participating Actors: | | **Kip**  **Customers?** | | |
| Other Interested Stakeholders: | | **Event customers** | | |
| Description: | | **Making a lookup button that can be used to let the viewer know the details on an event and can change them. When using lookup, can filter it based on different criteria.** | | |

User Story: As a customer of Wildlife Encounters, I want to receive an email that my event was scheduled so that I know the event times have been confirmed.

* Satisfaction Criteria: Receive an email of a schedule receipt, consisting of all the information that the customer has provided.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author: | **Connor** | | Date: | **1/29/2019** |
|  |  | |  |  |
| Use-Case Name: | | **Confirmation Email** | | Use Case Type:  **Business Use Case** |
| Use-Case ID: | |  | |
| Priority: | | **Low** | |
| Source: | |  | |
| Primary Business Actor: | | **Event Customer** | | |
| Other Participating Actors: | | **Wildlife Staff**  **Kip** | | |
| Other Interested Stakeholders: | |  | | |
| Description: | | **The customer will be notified when the event has been scheduled. This will help with keeping records of events and when they were set up as well as provide the client with confirmation that their request was approved.** | | |

Tyler

**User Story:** As Kip, I want to be able to have my emails pre-sorted, so that I can better keep track of different lines of communication.

**Type:** Business

**Satisfaction Criteria:**

Have multiple email addresses that point to the same business email

Put different email addresses in each relevant area of the site

Set up an organizing/filtering system for gmail

Help Kip until he feels comfortable using it

**Use Case:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author: | Tyler | | Date: | January 29th 2019 |
|  |  | |  |  |
| Use-Case Name: | | Sorted Emails | | Use Case Type:  Business |
| Use-Case ID: | |  | |
| Priority: | | Low | |
| Source: | |  | |
| Primary Business Actor: | | Kip | | |
| Other Participating Actors: | | Customers | | |
| Other Interested Stakeholders: | | The rest of the team | | |
| Description: | | A customer wants to contact Kip to ask questions for a birthday reservation. They’d send the message to [birthdays@wildlifeencounters.com](mailto:birthdays@wildlifeencounters.com) (for example). It’d be sent to the birthdays tab of [wildlifeencounters@gmail.com](mailto:wildlifeencounters@gmail.com). This would allow easier sorting and separating of emails. Other emails would have similar addresses and sorting, such as [education@wildlifeencounters.com](mailto:education@wildlifeencounters.com) for teachers, and [supply@wildlifeencounters.com](mailto:supply@wildlifeencounters.com) for business suppliers. | | |

**User Story:** As a presenter, I want to be able to see the customer’s contact info quickly and easily, so that I can ask questions about their location or let them know about delays while on the go.

**Type:** System

**Satisfaction Criteria:**

Attach customer contact info to scheduled reservations

Make the information clear and quick to access from the calendar

**Use Case:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author: | Tyler | | Date: | January 29th 2019 |
|  |  | |  |  |
| Use-Case Name: | | Customer info on the go | | Use Case Type:  Technical |
| Use-Case ID: | |  | |
| Priority: | | High | |
| Source: | |  | |
| Primary Business Actor: | | Presenter | | |
| Other Participating Actors: | | Customer  System | | |
| Other Interested Stakeholders: | |  | | |
| Description: | | The presenter just finished a party, but one of the animals unexpectedly needs to be taken back to HQ before the next party. The presenter needs to quickly contact the customer while on the go, to let them know that they’ll be around 30 minutes late. | | |

**User Story:** As a presenter, I want the customer to confirm their address, so that I don’t get lost or go to the wrong place.

**Type:** Technical

**Satisfaction Criteria:**

2 step verification for the address, using both text and a map

Let the user pin where their address is located on a map

Include a field for the user to enter in any relevant details to get to their location

**Use Case:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author: | Tyler | | Date: | January 29th 2019 |
|  |  | |  |  |
| Use-Case Name: | | Pin on the Map | | Use Case Type:  Technical |
| Use-Case ID: | |  | |
| Priority: | | Medium | |
| Source: | |  | |
| Primary Business Actor: | | Customer | | |
| Other Participating Actors: | | Presenter  System | | |
| Other Interested Stakeholders: | |  | | |
| Description: | | The customer enters in their address while making a reservation, but GPS always leads people to somewhere a block away. They put a pin on where their house is actually located, which lets the presenter find where to go even if the navigation app isn’t accurate. | | |

**User Story:** As a presenter, I want to make sure the customer knows and agrees to requirements for the location, so that the animal will be safe and comfortable.

**Type:** Business

**Satisfaction Criteria:**

Include a prominent disclaimer showing the requirements for locations (size, temperature, etc.)

Give the user a prompt to confirm that they acknowledge, understand, and agree that they will meet the requirements

Don’t allow the user to make a reservation unless they’ve agreed

**Use Case:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author: | Tyler | | Date: | January 29th 2019 |
|  |  | |  |  |
| Use-Case Name: | | Location requirements | | Use Case Type:  Business |
| Use-Case ID: | |  | |
| Priority: | | Medium | |
| Source: | |  | |
| Primary Business Actor: | | System | | |
| Other Participating Actors: | | Customer | | |
| Other Interested Stakeholders: | | Presenters  Animals (?) | | |
| Description: | | The customer is in the process of placing a reservation on the schedule. They’ve selected their requested time and entered in their info. They hit the confirm button, and a prompt appears on screen asking them to confirm that they have an adequate location, and that not having an adequate location means the presenter can choose to cancel. If they confirm, the request will be made. If they deny, then the request won’t be made. | | |

**User Story:** As Kip, I want to be able to limit how far in advance customers can schedule, so that I can plan and block out time that won’t be possible to schedule before a customer tries to.

**Type:** Technical

**Satisfaction Criteria:**

Have the schedule only extend 2-3 months in the future.

Update the day at the end of the reservation limit to available at midnight every

day

Allow Kip to set how long the schedule extends

Allow Kip to change how long the schedule extends after it’s set

**Use Case:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author: | Tyler | | Date: | January 29th 2019 |
|  |  | |  |  |
| Use-Case Name: | | Schedule Extension Limit | | Use Case Type:  Technical |
| Use-Case ID: | |  | |
| Priority: | | High | |
| Source: | |  | |
| Primary Business Actor: | | System | | |
| Other Participating Actors: | | Kip | | |
| Other Interested Stakeholders: | | Customers | | |
| Description: | | Kip has set the schedule to allow reservations up to 2 months in advance. He decides to change it to allow reservations for the 3rd month as well. The change is instant, and simple. | | |