**CNG Tuning and Kit Conversion Management System**

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**Version: 1.00**

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| **USE CASE NAME:** | VERIFIES SERVICING EMPLOYEE | | **USE CASE TYPE** |
| **USE CASE ID:** | VSF005 | | Business Requirements: **🞏** |
| **PRIORITY:** | HIGH | | System Analysis: 🗹 |
| **SOURCE:** |  | |  |
| **PRIMARY BUSINESS ACTOR** | OWNER | | |
| **PRIMARY SYSTEM ACTOR** | OWNER | | |
| **OTHER PARTICIPATING ACTORS:** | * SERVICING EMPLOYEE * CUSTOMER | | |
| **OTHER INTERESTED STAKEHOLDERS:** | * SERVICE EMPLOYEE (In case if owner is not available the service employee serves the customer) | | |
| **DESCRIPTION:** | This use case describes the event when the customer arrives at the shop to avail shop services. The owner verifies the availability of service and the service employee who serves the service which customers have in their vehicles. | | |
| **PRE-CONDITION:** | The customer has some issues and concerned about their vehicles. | | |
| **TRIGGER:** | This use case is initiated when customers vehicle has some issues related to working. | | |
| **TYPICAL COURSE** | Actor Action | System Response | |
| **OF EVENTS:** | **Step 1**: When Customer arrives to the shop for issues and concerned of his vehicle the owner ring the bell. | **Step 2**: The system interacts the service employee with the owner through bell. | |
|  | **Step 3**: When service employee came the owner ask him whether he is able to do that service or not. | **Step 4**: After service employee response system verifies customer whether service and service employee are available or not. | |
| **ALTERNATE COURSES:** | **Alt Step 1:** When Customer arrives to the shop for issues and concerned of his vehicle the owner calls the employee through his voice. | | |
|  | **Alt Step 2:** The system interacts the service employee with the owner through the owner calling to him. | | |
| **CONCLUSION:** | This use case concludes when servicing employee service is given by owner to the customer for resolve the issues of the vehicle of the customer. | | |
| **POST-CONDITION:** | The servicing employee serves the customer through his servicing. | | |
| **BUSINESS RULES** | * The customers must have some problem related to their vehicles. | | |
| **IMPLEMENTATION CONTRAINTS AND SPECIFICATIONS** | * This use case is available when the shop is open. * There is no limit to use this use case. | | |
| **ASSUMPTIONS:** | * When all employee is busy to their work the customer either wait or return back. | | |
| **OPEN ISSUES:** | NONE | | |