Use Case Diagram

for

ONLINE HOTEL ROOM RESERVATION SYSTEM

Prepared by :
1. Shashank R (185001144)
2. Sharvan Ram Kumaran (185001143)
3. Shivanirudh S G (185001146)

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1 General Information

1.1 Scope:

Software for Online Hotel Room Reservation.

1.2 Level:

User Goal

1.3 Primary Actors:

- Customer
- Manager
- Admin

1.4 Stakeholders and Interests:

- Customer: Looks for a smooth and easy way to operate the site.
- Manager: Timely and complete reports, no glitches during operation.
- Hotel staff: Organized and proper assignment of work and assistance.

2 Preconditions

- Customer is registered on the site.

3 Post conditions

- Customer is done with reservation/cancellation and request approved by manager.

4 Main Success Scenario

- The customer logs on to the site.
- Customer searches for a hotel of his choice, and checks availability of rooms.
- Customer makes a reservation for a room from a specific date for a specified duration.
- Customer pays the advance fee for the reservation.
- Customer receives confirmation via mail for the reservation.
- Data is sent across to the manager via the daily reports.
- Customer logs out of site.

5 Alternate Scenarios

5.1 Customer as first-time user

- Customer opens site.

- Customer views details of hotels and room availability.

- Customer creates account by creating username, and password, providing details of mail address.

5.2 Failure to deliver reserved room

- The customer is notified 24 hours before date of reservation, about any changes in way of operation, and changed to another room in the same scale.

- Any changes in fare will be managed accordingly.

5.3 Customer does not receive confirmation

- Customer can view booking details in his account on the site.

- Customer requests to re-send confirmation.

- Customer can repeat as many times as he wants to.

5.4 Manager does not receive timely report/details are missing in the report

- All details of bookings are maintained in the central booking database.

- Manager can log in to view the details, and also request for reports.
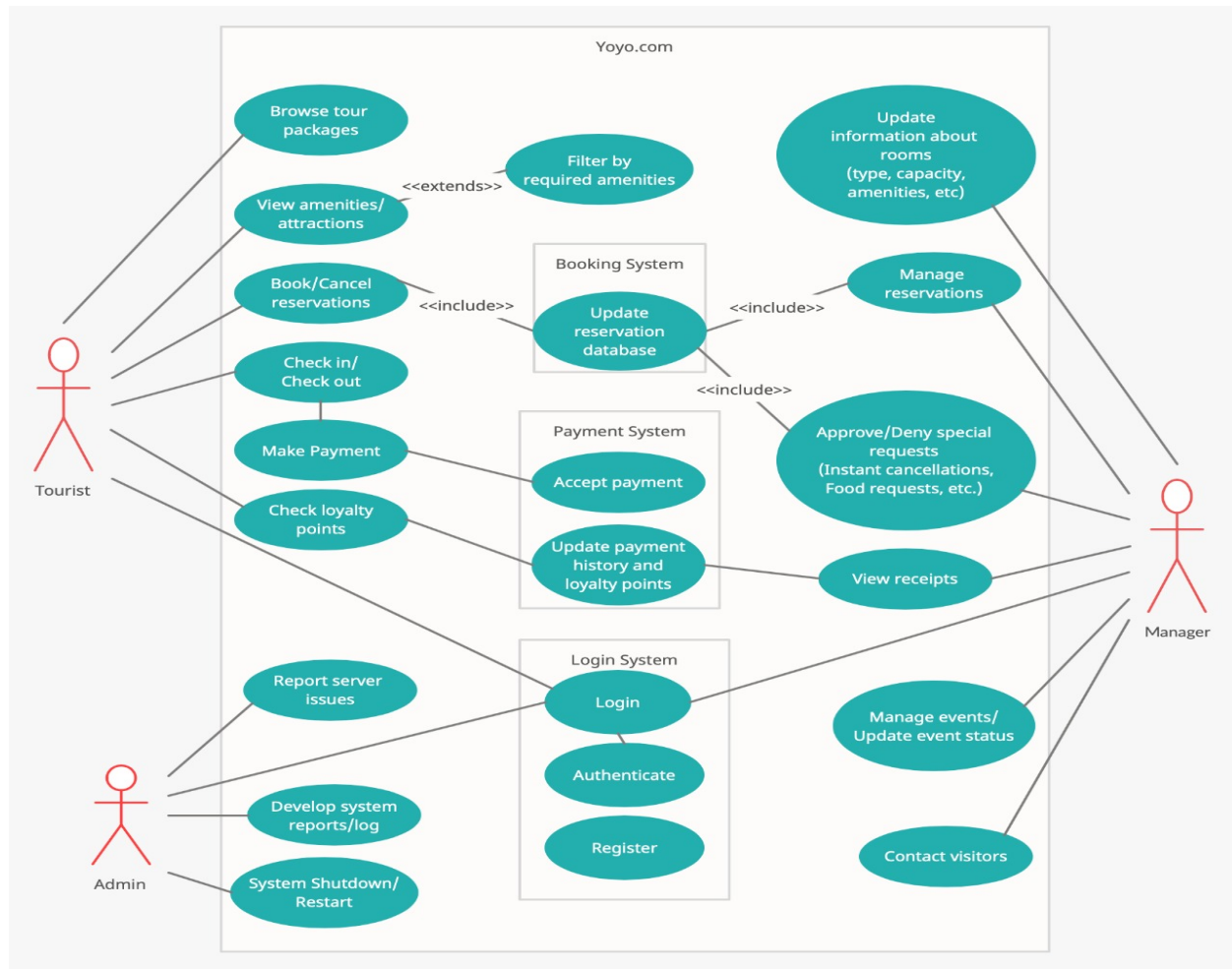
6   Use Case Description

Figure 1: Use case diagram

- Actors

  - Customer: End point of service. Can perform check-in, check-out, reserve and cancel operations.
  - Administrator: Maintains all the technical aspects of the system.
  - Manager: Approve/Deny requests related to booking of rooms, maintains databases.

- Server: Automated system that is responsible for managing all databases and updating them accordingly. It informs the different actors regarding actions that have taken place.

- Databases: Stores information regarding actors and their activities.