

Software Engineering - II  
SCS 1210  
Case Study

a)

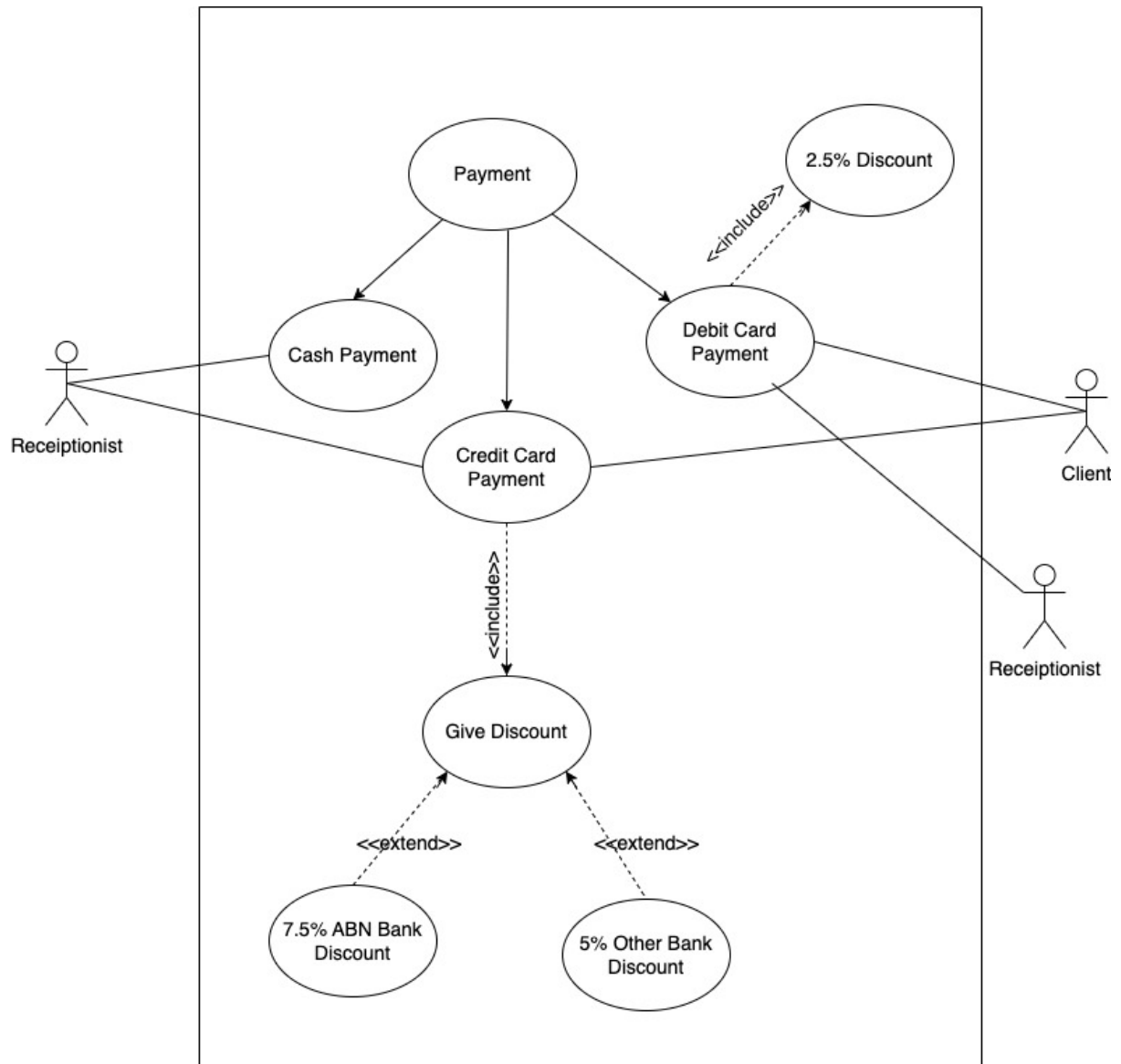
- i) Administrator  
Client  
Driver

- ii) Hire Reservation: The receptionist would be responsible for adding the hire details to the system when clients call the office and make a reservation. They would also send an SMS to the client with the reservation details.

Payment: The receptionist would handle the payment process for the hires, including entering the payment details into the system and providing discounts for different types of payments.

Ambulance Allocation: The receptionist would consult with the client and allocate an ambulance for the reserved hire. They would also manage the daily attendance details of the ambulance and track the insurance, license and repair details of the vehicles.

iii)



b)

Ambulance  
Machine  
Driver  
Client  
Reservation  
Report