4.1.1 Use Case Full Description

Use Case Name:	Account Creation
Scenario:	Customer creates an account
Triggering Event:	Sign up
Brief Description:	Customer visits web-app for the first time, then decides to create an account for buying services of the D7 Auto Service Center.
Actors:	Customer
Related Use Cases:	Login
Stakeholders:	Customers, Administrators, Management
Preconditions:	1. Customer must be on the web-app homepage 2. Customer must click the sign-up button
Postconditions:	1. Account created must reflect on system

Flow of Activities:	Actor	System
	1. Customer Visits D7 Web-app 1.1 Customer clicks sign up button 1.2 Customer must set up username 1.3 Customer must set up password	1. System detects a host visit 1.2 System prepares sign up window 2. System records customer gave info

Exception Conditions:	1. Customer cannot sign up if offline

4.1.1 Use Case Full Description

Use Case Name:	Customer Login
Scenario:	Customer logs into web-app
Triggering Event:	Login
Brief Description:	Customer logs into the account created in the D7 Web-app.
Actors:	Customer
Related Use Cases:	Account Creation
Stakeholders:	Customers, Administrators, Management
Preconditions:	1. Customer must be on the web-app homepage 2. Customer must click login button 3. Customer must have an existing account

Postconditions:	1. Customer is logged in until:
	   1.1 Customer Logs out
	   1.2 Customer quits tab

Flow of Activities:	Actor	System
	1. Customer Visits D7 Web-app 1.1 Customer clicks login button 1.2 Customer must input username 1.3 Customer must input password	1. System detects a host visit 1.3 System prepares login window 1.4 System confirms customer username and password 2. System logs host to customer profile

Exception Conditions:	1. Customer cannot login if offline 2. Customer cannot login if username is incorrect 3. Customer cannot login if password is incorrect 4. Customer cannot login if account does not exist

4.1.1   Use Case Full Description

Use Case Name:	Service Reservation
Scenario:	Customer wants to book a reservation
Triggering Event:	Book Now
Brief Description:	Customer decides to book a service and the date of that servicing
Actors:	Customer
Related Use Cases:	Customer Login
Stakeholders:	Customers, Administrators, Management
Preconditions:	1. Customer must be logged into account 2. Customer must choose a service 3. Customer must choose a date for the service
Postconditions:	1. Customer receives reservation details

Flow of Activities:	Actor	System
	1. Customer Visits D7 Web-app 1.1 Customer logs into account 2. Customer chooses a service 2.1 Customer chooses a date	1. System detects a host visit 2. System logs host to customer profile 2.1 System prepares reservation promptly 2.2 System confirms reservation 3. System records reservation details

4.1.1 Use Case Full Description

Exception Conditions:	1. Customer cannot reserve if offline 2. Customer cannot reserve if logged out 3. Customer cannot reserve if service is unavailable 4. Customer cannot reserve if date is unavailable

Use Case Name:	Send Inquiry
Scenario:	Customer wants to chat
Triggering Event:	Chat Icon
Brief Description:	Customer decides to request for a chat to inquire/ask information.
Actors:	Customer
Related Use Cases:	View Shop Details
Stakeholders:	Customers, Administrators, Management
Preconditions:	1. Customer must be on the Web-App home page. 2. Customer must click the chat icon
Postconditions:	1. Customer receives responses to inquiries.
	Actor	System

4.1.1 Use Case Full Description

<table>
<tr>
<td>Flow of Activities:</td>
<td>
1. Customer Visits D7 Web-app

    1.1 Customer clicks chat icon

2. Customer chooses a mode of chatting

    2.1 Customer sends messages
</td>
<td>
1. System detects a host visit

2. System prepares chat prompt

    2.1.1 System enables chosen mode of chatting
    2.1.2 System responds to Customer inquiries
</td>
</tr>
<tr>
<td>Exception Conditions:</td>
<td colspan="2">
1. Customer cannot chat if offline
2. Customer cannot chat without chosen mode of chatting
</td>
</tr>
</table>

Use Case Name:	Write Review
Scenario:	Customer wants to view and write reviews
Triggering Event:	Review
Brief Description:	Customer decides to view reviews given by customers, and/or write a review in the reviews section.
Actors:	Customer
Related Use Cases:	View Shop Details
Stakeholders:	Customers, Administrators, Management
Preconditions:	1. Customer must be in the Web-app 2. Customer must login to write a review 3. Customer must click view reviews to view reviews

4.1.1 Use Case Full Description

Postconditions:	1. The written review must reflect the system 2. The written review must be seen in the reviews section
Flow of Activities:	**Actor** / **System**

Actor	System

1. Customer Visits D7 Web-app
 	
    1.1 Customer clicks view reviews
 	
2. Customer views reviews
 	
    2.1 Customer logs in
    2.2 Customer writes a review
	1. System detects a host visit
	
	2. System redirects to reviews section
	
	    2.1 System displays reviews
	    2.2 System sends login prompt
	    2.3 System saves written review

Exception Conditions:	1. Customer cannot view reviews if offline 2. Customer cannot write a review if not logged in

Use Case Name:	View Services and Shop Details
Scenario:	Customer wants to know more about the services offered and shop details
Triggering Event:	Menu
Brief Description:	Customer decides to view services and shop details.
Actors:	Customer
Related Use Cases:	Send Inquiry, Write Review
Stakeholders:	Customer, Administrators, Management

4.1.1 Use Case Full Description

Preconditions:	1. Customer must be in the Web-app 2. Customer must choose which detail section to see	
Postconditions:	1. Customer is redirected to section of Web-app requested	
Flow of Activities:	Actor	System
	1. Customer Visits D7 Web-app 2. Customer chooses section to view	visit en section to view
Exception Conditions:	1. Customer cannot view sections if offline	

Use Case Name:	Manage Web-App
Scenario:	Admin wants to manage the web-app
Triggering Event:	Manage Web-App
Brief Description:	Administrator decides to customize, edit, make changes in the Web-App.
Actors:	Administrator
Related Use Cases:	View Reservation List, View Statistics
Stakeholders:	Administrators, Management

4.1.1   Use Case Full Description

Preconditions:	1. Administrator must log in to the Web-App 2. Administrator must click the Manage Web-App button	
Postconditions:	1. Changes made must be reflected in the system	
Flow of Activities:	Actor	System

	1. Administrator logs into Web-App
	
	2. Administrator clicks manage web-app
	
	   2.1 Administrator makes changes
	   2.2 Administrator saves changes
		1. System detects admin login
		
		2. System displays admin view
		
		   2.1 System redirects admin to editing mode
		   2.2 System saves admin changes
		   2.3 System displays changes made

Exception Conditions:	1. Admin cannot manage Web-App if offline 2. Admin cannot manage Web-App if not logged in	

Use Case Name:	View Reservation List
Scenario:	Management wants to view reservation list
Triggering Event:	View Reservation List
Brief Description:	Management decides to view the reservation list for the bookings.
Actors:	Management
Related Use Cases:	Manage Web-App, View Reservation List, View Statistics

4.1.1   Use Case Full Description

Stakeholders:	Administrators, Management
Preconditions:	1. Management must be in the Web-App 2. Management must login to the admin's view 3. Management must click the View Reservation List
Postconditions:	1. System must display reservation list of bookings.

Flow of Activities:	Actor	System
	1. Management logs into Web-App 2. Management clicks View Reservation List	1. System detects admin login 2. System displays admin view 2.1 System redirects management to reservation list
Exception Conditions:	1. Management cannot view reservation list if offline. 2. Management cannot view reservation list if not logged in.	

Use Case Name:	View Statistics Report
Scenario:	Management wants to view statistics report
Triggering Event:	View Statistics
Brief Description:	Management decides to view the statistics report
Actors:	Management

4.1.1 Use Case Full Description

Related Use Cases:	Manage Web-App, View Reservation List, View Statistics
Stakeholders:	Administrators, Management
Preconditions:	1. Management must be in the Web-App 2. Management must login to the admin's view 3. Management must click Dashboard
Postconditions:	1. System must display dashboard and statistics.

Flow of Activities:	Actor	System
	1. Management logs into Web-App 2. Management clicks Dashboard	1. System detects admin login 2. System displays admin view 2.1 System displays dashboard and statistics

Exception Conditions:	1. Management cannot view dashboard if offline. 2. Management cannot view dashboard if not logged in.

4.1.1 Use Case Full Description