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| Use Case | Request Service |
| Trigger | The customer wants to request a service from the garage |
| Pre-condition | The customer must be authenticated |
| Main Scenario: |  |
|  | The customer signals to the system that they want to request a service from the garage |
|  | The system searches for the customers vehicle information |
|  | The system verifies customers vehicle specifications |
|  | The system asks the user to pick from the available services |
|  | The customer picks from the available services |
|  | The system asks the user to confirm their chosen service/s |
|  | The system asks the user to select the date and time for the service/s |
|  | The user selects the date and time that is convenient for them |
|  | The system verifies the chosen date and time and finalizes the service request |
|  | The system produces a request confirmation and a request ID for the customer |
| Exceptions: |  |
| 6a. | 1. The wanted service is not available 2. Use case is terminated |
| 9a. | 1. The selected date/time is unavailable 2. The user is projected with an error message 3. The user chooses a different date/time |

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| Use Case | Authenticate Customer |
| Trigger | The system needs to authenticate the customer |
| Precondition: | The customer is registered with the garage clerk |
| Main Scenario: |  |
|  | The systems ask the customer to enter their credentials to be authenticated |
|  | The user enters their credentials |
|  | The system verifies the entered credentials |
| Exceptions: |  |
| 2a. | 1. The user enters the wrong credentials 2. The system displays an error message 3. The user is asked to re-enter their credentials |

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| Use Case | Apply Discount |
| Trigger | The customer wants to add a discount |
| Pre-condition | The customer must have requested a receipt for their chosen service/s |
| Main Scenario: |  |
|  | The garage clerk asks the customer to provide their loyalty card |
|  | The customer provides their loyalty card |
|  | The garage clerk verifies the loyalty card |
|  | The garage clerk adds discount into the receipt |
| Exceptions: |  |
| 2a. | 1. The loyalty card provided by the user is invalid or expired 2. The system produces an error message 3. The garage clerk asks the user to re-enter the loyalty card details else, the use case is terminated |

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| Use Case | Billing Management |
| Trigger | The customer wants a receipt of their service |
| Pre-condition |  |
| Main Scenario: |  |
|  | The customer signals to the garage clerk that they want the bill to the services |
|  | The customers provide the garage clerk with their cell phone number |
|  | The garage clerk searches for the customer person details and car details through their cell phone number |
|  | The garage clerk enters the details into the receipt |
|  | The garage clerk enters today’s date into the receipt |
|  | The garage clerk asks the customers for the request ID |
|  | The customer gives the garage clerk the request ID |
|  | The garage clerk enters the request ID into the system to find the users request |
|  | The system adds up the services requested by the user with their respective prices |
|  | The garage clerk asks the customer to confirm that these are his/her requested services |
|  | The customer confirms his/her requested service |
|  | The system calculates the tax |
|  | >>extends<< discount  System calculates the discounted amount |
|  | The system calculates the final price of the respective services requested with the tax and discount if extended |
|  | The system displays the final receipt |
| Exceptions: |  |
| 11a. | 1. In the case that these are the customers requested services 2. The garage clerk asks the customer to provide their request ID 3. The garage clerk checks via the request ID what services the customer requested |

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| Use Case | Customer registration |
| Trigger | The customer wants to be registered into the system |
| Main Scenario: |  |
|  | The customer signals to the garage clerk that they want to be registered into the system |
|  | The garage clerk asks the customer for their cell phone number |
|  | The customers give the garage clerk their cell phone number |
|  | The garage clerk asks the customer their personal details |
|  | The customer gives the garage clerk their personal details |
|  | The garage clerk enters the customers personal details into the system |
|  | The garage clerk asks the customers for their vehicle details |
|  | The customers give the garage clerk their vehicle details |
|  | The garage clerk enters the vehicle details into the system |
|  | The garage clerk asks the customer to verify the details |
|  | The customer verifies the details |
|  | The garage clerk saves the customers registration |
|  | The garage clerk allows the customer to enter their password |
|  | The garage clerk successfully registers the customer |
| Exceptions: |  |
| 10a. | 1. There is a mistake in the details entered by the garage clerk 2. The customer asks the garage clerk to fix the mistake |
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| Use Case | Repair Vehicle |
| Trigger: | The mechanic repairs the vehicles |
| Main Scenario: |  |
|  | Mechanic signals to the system that they are ready to repair a car |
|  | The system finds and displays the request IDs |
|  | The mechanic approves the request ID |
|  | The mechanic repairs the car |
|  | The mechanic updates the request status to “Vehicle Repaired” |
| Exceptions: |  |
| 2a. | 1. There are no current requests 2. The use case terminates |