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| --- | --- |
| Use Case | Request Service |
| Trigger | The user wants to request a service from the garage |
| Pre-condition | The user must be authenticated |
| Main Scenario: |  |
|  | The user signals to the system that they want to request a service from the garage |
|  | The system asks the user to enter their vehicle specifications |
|  | The user enters their vehicle specifications |
|  | The system verifies user vehicle specifications |
|  | The system asks the user to pick from the available services |
|  | The user picks from the available services |
|  | The system asks the user to confirm the 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 service/request confirmation and service/request number for the user |
| Exceptions: |  |
| 3a. | 1. The user enters vehicle specification in the wrong format 2. The user is notified by the system to re-enter the vehicle specification |
| 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 |

**Note to self: the receipt should look like the image in the assignment instructions**

**I must add the customer details, mechanic details and vehicle details**

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| --- | --- |
| Use Case | Billing Management |
| Trigger | The user wants a receipt of their service |
| Pre-condition | The user |
| Main Scenario: |  |
|  | >>includes<< request service |
|  | The user signal to the system that they want their bill/receipt |
|  | The system asks the user to enter their service/request number and id |
|  | The user enters their service/request id |
|  | The system adds up the services requested by the user with their respective prices |
|  | The system asks the user to confirm that these are his/her requested services |
|  | User confirms his/her requested service |
|  | The system calculates the tax |
|  | >>extends<< discount  System calculates the discount |
|  | The system calculates the final price with the respective services requested, tax and discount if extended |
|  | The system displays the final receipt |
|  | The system asks the user if they want to print the receipt |

Also, I need to remember to add exceptions

|  |  |
| --- | --- |
| Use Case | Authenticate user |
| Trigger | The system needs to authenticate the user |
| Main Scenario: |  |
|  | The systems ask the user 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 |

|  |  |
| --- | --- |
| Use Case | Apply Discount |
| Trigger | The user wants to add a discount |
| Pre-condition | The user must have requested a receipt for their chosen service/s |
| Main Scenario: |  |
|  | The system asks the user to provide their loyalty card |
|  | The user provides their loyalty card |
|  | The system verifies the loyalty card |
|  | The systems add discount to 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 system asks the user to re-enter the loyalty card details |