**Use Case**: **Cancel Showing**

**Iteration #**: C2 **Date**: Sept 15, 2019

Priority: Low **Version: 3**

**Description/Overview:** An agency staff member becomes aware that a showing cannot take place as originally scheduled. The information about the showing cannot be deleted…but if it cannot be rescheduled it is marked as canceled and archived. An email is automatically generated and sent to both the agent and the customer involved.

**Actors**: Agency Staff Member

**Precondition(s):**

1. Agency Staff Member must be logged in to the system and authorized.
2. Showing must already exist in the system.

**Typical Course of Events:**

1. This use case begins when an agency staff member becomes aware that a showing cannot take place and cannot be rescheduled, so he/she chooses to cancel the showing
2. the agency staff member performs a search using criteria such as date and time, and/or agent
   * **System Response:** one or more active showings may display.
3. the agency staff member selects the correct showing

* **System Response:** the showing details display

1. the agency staff member chooses to cancel the showing
   * **System Response:** The showing is marked as cancelled and archived.
   * **System Response:** an email is sent to both the customer and the agent involved with the cancelled showing

**Alternative Course of Events:**

Line 1: the agency staff member realizes that the showing can be rescheduled, and implements the update showing section of the Save Showing use case.

Line 2: no showings to display matching the criteria provided. Indicate the problem and prompt for retry

Line 4: the wrong showing is cancelled. The user must choose to restore cancelled showing. See use case “Restore Showing”.

**Error conditions:**

Line 2: invalid or missing search criteria provided. Indicate error and prompt for retry.

**Use Case**: **Restore Showing**

**Iteration #**: C2 **Date**: Sept 15, 2019

Priority: Low **Version: 3**

**Description/Overview:** An agency staff member realizes that a showing was cancelled by accident. The cancelled showing is found, and subsequently restored.

**Actors**: Agency Staff Member

**Precondition:** Agency Staff Member must be logged in to the system and authorized

**Typical Course of Events:**

1. This use case begins when an agency staff member becomes aware that a showing was cancelled in error and must restore it
2. As needed, the agency staff member performs a search using criteria such as date and time, and/or agent, and selects to display only the cancelled showing results
   * **System Response:** one or more showings may display.
3. the agency staff member selects the correct showing that matches the criteria specified

* **System Response:** the showing details display

1. the agency staff member chooses to restore the showing
   * **System Response:** the showing is restored and becomes an active showing appointment once again.
   * **System Response:** an email is automatically generated and sent to both the customer and the agent involved confirming that the showing appointment has been restored.

**Alternative Course of Events:**

Line 2: no showings to display matching the criteria provided. Indicate the problem and prompt for retry

Line 4: the wrong showing is restored. The user must choose to cancel the showing. See use case “Cancel Showing”.

**Error conditions:**

Line 2: invalid or missing search criteria provided. Indicate error and prompt for retry.

**Use Case**: **Modify Agent**

**Iteration #**: C2 **Date**: Sept 15, 2019

**Priority:** Low **Version: 3**

**Description:** An agent’s profile has details that require modification. An agent cannot modify his/her own profile, but the Receptionist can make the appropriate modifications in the system. The details are saved, and any the non-private information becomes available via the web immediately.

**Actor(s)**: Receptionist

**Precondition(s):** Receptionist must already be logged in and authorized. Agent profile must already exist in the system.

**Typical Course of Events:**

1. This use case begins when the receptionist is required to make modifications to a specific Agent profile
2. The receptionist searches the system for the correct agent using search criteria such as first name,last name, userid, or phone number
   1. **System Response**: one or more results will display
3. The receptionist selects the appropriate agent profile
   1. **System Response:** the agent details display
4. The receptionist modifies any of the information in the profile such as: Social Insurance Number, First Name, Last Name, Middle Name (optional), LoggedInUserName, Street Address, Municipality (town/city), Province, Postal code, Home Phone Number **\*009**, Cell Phone Number, Office Email, Office Phone Number, date of birth **\*010**
5. The receptionist successfully saves the information in the system.
   1. **System Response:** Data is validated and a confirmation prompt indicates that the data has been successfully saved
   2. **System Response:** the agency staff member is associated as the modifier of the agent profile record.
6. Any non-private information becomes viewable via the web immediately.

**Alternative Course of Events:**

**Error Conditions:**

Line 5 – invalid or absent data. Prompt for retry and re-entry.

**Business Rule Applications:**

009– Personnel Privacy Policy

010– Employment Age Requirement