|  |  |
| --- | --- |
| **Brief Description:** | The Actor uses this Use case to Request and Manage Clinic Appointments |
| **Precondition(s):** | Successful Login for the User is necessary post registration |
| **Post Condition(s):** | Considering all Services work as expected, the actor can manage creation, Update and Deletion of appointments |
| **Process Steps** |  |
| 1 | Actor logs in into the Clinic Portal by entering his/her username and password. |
| 2 | Actor Selects the option to create an appointment for a future date, and enters the relevant details (name, age, breed, criticality, etc.). |
| 3 | Clinic Agent receives the request and sends information to the Appointment Agent to book the slot. |
| 4 | Appointment Agent looks in the Database for available slots, and considers the nature of visit. |
| 5 | Once Appointment slot is fixed, it retrieves the Zoom video link for sharing with user through the VideoLink Agent and Notification Agent. |
| 6 | Clinic Agent then sends notification to the user about confirmation of appointment. |
| 7 | Actor can choose to update appointment and send a new time as per her/her choice. Clinic Agent calls the Database and removes the appointment booking and makes slot available. |
| 8 | For Updating of appointment, the slot in the Database is updated as per availability by the Clinic Agent. |
| 9 | In both Steps 8 and 9 … Corresponding confirmation Notifications are sent to the user over email and SMS. |

|  |  |
| --- | --- |
| **Brief Description:** | The Clinic System uses this Use case to schedule clinic appointments |
| **Precondition(s):** | User is registered and has requested for an appointment |
| **Post Condition(s):** | Considering all Services work as expected, the appointment agent can display, update, and prioritize appointments |
| **Process Steps** |  |
| 1 | The Appointment agent receives relevant user information from the clinic system agent |
| 2 | The Appointment Agent looks in the database for available slots and considers the nature of visit and allots a time slot to the user. |
| 3 | Information about the allotted time slot of the user is sent to the clinic system agent to display it to the user. |
| 4 | The appointment system agent updates the appointment details by in a case when an appointment is cancelled or needs to be prioritized. |

|  |  |
| --- | --- |
| **Brief Description:** | The Clinic System Agent uses this use case to send notifications to the user |
| **Precondition(s):** | Appointment is booked and a video link has been generated |
| **Post Condition(s):** | Considering all Services work as expected, the notification agent sends appointment updates to user via email and/or SMS |
| **Process Steps** |  |
| 1 | The notification agent receives user information (email-address and cell phone number) from the clinic system agent |
| 2 | The notification agent also receives video link information from the video agent |
| 3 | The notification agent receives status update request from the clinic system agent at regular intervals |
| 4 | The notification agent sends out notification to the user in form of updates and daily remainders |