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| **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. |