

Use Cases

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0.1 Use Cases

The following section describes potential use cases for the Hotel Management System:

A user is able to:

1. Log in, and log out from the system.
2. Register to the system.
3. See and update his or her profile information.
4. View rooms' information.
5. Search rooms by room price, room type, room amenities, room capacity and room availability.
6. Issue trouble tickets

A customer who is also a user is able to:

1. Book a reservation by selecting check-in/check-out dates, room type, number of adults/children, room amenities and comments.
2. Edit, and cancel his or her reservations.

A sales representative who is also a user is able to:

1. Edit and cancel customers' reservations.
2. Book room(s) for customers.
3. Add, edit and delete rooms.
4. Add, edit and delete customers.
5. View room bookings.
6. View customers.
7. Search customers by name, phone number, email, number of bookings, and customer-since date.
8. Search bookings by check-in/check-out dates, room type and room number.
9. Issue trouble tickets for customer

10. Should be able to receive trouble tickets
11. Check payment status
12. Record payment

An administrator who is a user/sales-representative is able to:

1. Add, edit, and delete users.
2. View reports

Story Card Number	Priority	Difficulty
Rails Setup	Highest	Hard
Sales: 4	High	Easy
Sales: 3	High	Medium
Sales: 5	High	Medium
Sales: 2	High	Hard
Sales: 1	High	Medium
Sales: 8	Low	Hard
Sales: 9	Low	Hard

Bibliography