

Use Case 1

Brief Description

Create account

Actor Brief Descriptions

Customer creates account to view available hotel rooms

Preconditions

none

Basic Flow of Events

1. Customer clicks sign up link
2. Customer enters required information in form
3. Customer submits sign up form and account is created

Key Scenarios

Customer is planning a vacation trip and needs to book a hotel for the duration of her trip. She lands on the website and wants to create an account so that she can book a hotel room.

Post-conditions

None

Extension Points

None

Special Requirements

None

Additional Information

None

Use Case 2

Brief Description

View Rooms

Actor Brief Descriptions

Customer views available rooms for chosen dates

Preconditions

Dates must be selected

Basic Flow of Events

1. Customer link to view rooms
2. Rooms that are available to rent will be displayed

Key Scenarios

Customer is planing a vacation trip and needs to book a hotel for the duration of her trip. After selecting the dates for her trip, she clicks the link to view the rooms that are available for the selected dates.

Post-conditions

None

Extension Points

None

Special Requirements

None

Additional Information

None

Use Case 3

Brief Description

Book room

Actor Brief Descriptions

Customer selects a room to be booked and books it

Preconditions

Dates must be chosen; room must be from list of available rooms for the selected date range; customer must have account; pay information is required

Basic Flow of Events

1. Customer selects a room from view rooms list
2. Customer enters additional information
3. Customers selects or enters payment information
4. Customer submits request to book room

Key Scenarios

Customer has found a suitable room and would like to reserve it. She begins the process to book the room.

Post-conditions

None

Extension Points

None

Special Requirements

Payment information must be entered at this point

Additional Information

None

Use Case 4

Brief Description

Modify Booking

Actor Brief Descriptions

Customer contacts hotel to modify an existing booking. Customer service rep modifies the existing booking on behalf of the customer

Preconditions

Booking must already exist in system; customer must have an account; only Customer Service Reps can modify an existing booking

Basic Flow of Events

1. Customer contacts hotel to modify an existing booking
2. Customer Service Rep (CSR) will enter system and select the customer's account
3. CSR modifies the requested information in the booking on behalf of the customer
4. CSR saves booking.

Key Scenarios

Customer has to change dates on an existing booking at the hotel. CSR assists the customer by changing the dates in the system.

Post-conditions

None

Extension Points

None

Special Requirements

None

Additional Information

None

Use Case 5**Brief Description**

View previous booking

Actor Brief Descriptions

Customer logs in to account and can view previous bookings

Preconditions

Customer must be registered user AND have booked a room in the past

Basic Flow of Events

1. Customer logs in
2. Customer clicks 'View Past Bookings" button
3. Customer can see previous bookings at the hotel

Key Scenarios

Customer is recommending a room that she has booked in the past to a friend, however she cannot remember the name. Customer logs in to see past bookings.

Post-conditions

None

Extension Points

None

Special Requirements

None

Additional Information

None