**Use Cases**

**Use Case 1: Verification**

**Name:** Verification

**Description:** Admin can verify the Reservation Personnel’s account.

**Actor:** Admin

**Pre-Conditions:** Admin is in the dashboard.

**Post-Conditions:** Account is verified or not.

**Main course:**

1. Admin will visit the verification page.
2. Admin can verify or reject accounts.
3. Account verified/rejected.
4. Exit.

**Use Case 2: Customer’s Profile**

**Name:** Customer’s Profile

**Description:** Information on the customer’s profile is viewed.

**Actor:** Customer, Reservation Personnel

**Pre-Conditions:** Customer/Reservation Personnel is logged in the website

**Post-Conditions:**

1. Customer/Reservation Personnel can view their profile.
2. Customer can view hotel profile.
3. Reservation Personnel can view customer’s profile.

**Main Course:**

1. Customer/Reservation Personnel clicks on “View Profile”.
2. Customer/Reservation Personnel views the profile informations.
3. Exit.

**Use Case 3: Update Profile**

**Name:** Update Profile

**Description:** Information on the profile can be updated.

**Actor:** Customer, Reservation Personnel

**Pre-Conditions:** Customer or Reservation Personnel should be logged on the website

**Post-Conditions:** The updated information is reflected on the customer or the Reservation Personnel's profile.

**Main Course:**

1. The customer or the Reservation Personnel is in the profile page.

2. The customer or the Reservation Personnel will update information in their profile and clicks save.

3. The changes is reflected in the customer's or the Reservation Personnel's profile.

4. Exit.

**Use Case 4: Report Account**

**Name:** Report Account

**Description:** Customer can report malicious account

**Actor:** Customer, Reservation Personnel

**Pre-Conditions:**

1. Customer is in the hotel profile
2. Reservation Personnel is in the customer’s account

**Post-Condition:** Admin receives a notification on reported accounts

**Main Course:**

1. Customer/Reservation Personnel clicks on the “Report” button.
2. A pop-up will show up asking for the reason why the customer/Reservation Personnel wants to report this account then click send.

**Alternative:**

2a. Click cancel.

Repeat Step 1.

3. A message will pop-up “Account Reported”.

4. Exit.

**Use Case 5: Add Reservation**

**Name:** Add Reservation

**Description:** Customers will be able to reserve a room in a hotel

**Actor:** Customer

**Pre-Conditions:** Customer is on the hotel’s profile page

**Post-Conditions:** The Reservation Personnel will be notified with the reservation.

**Main Course:**

1. Customer clicks on the “reserve” button

2. A prompt will be displayed for the customer to see that says “Successfully reserved”

3. Exit.

**Use Case 6: Online Payment**

**Name:** Online Payment

**Description:** Customers will be able to pay through online

**Actor:** Customer

**Pre-Conditions:** Customer adds a room reservation

**Post-Conditions:** The room is reserved to the customer’s name

**Main Course:**

1. Customer inputs his/her paypal account’s email and password.
2. Customer is redirected to his/her paypal account.
3. Customer inputs his/her name, card number, and 3 Digit Security Code.
4. Customer clicks the button “Send Payment”.
5. Exit.

**Use Case 7: Feedback**

**Name:** Feedback

**Description:** Customers will be able to give feedbacks on the service they availed.

**Actor:** Customer

**Pre-Conditions:** Customer is logged on the system

**Post-Conditions:** The customer's feedback is posted on the page.

**Main Course:**

1. Customer will input his/her comment in the text area and enter.

**Exception/s:**

1a. If the text area is left blank, then a message will be displayed saying “You left the comment area blank”.

Repeat step 1.

2. The customer feedback will be displayed on the page.

3. Exit.

**Use Case 8: Keyword Search**

**Name:** Keyword Search

**Description:** Customer inputs keywords to search for certain information he/she is looking for

**Actor:** Customer

**Pre-Conditions:** Customer is already in the website page ( he/she may or may not be logged in on the website)

**Post-Conditions:** Customer is able to see the results of his/her search on website

**Main Course:**

1. Customer inputs the keyword or phrase that he/she want to search for and enter.

**Exception/s:**

1a. If the keyword or phrase is not found on the website, then a message will display saying “ Sorry, no results found”.

Repeat Step 1.

2. Customer will be able to see the results of his/her result.

3. Exit.

**Use Case 9: Recommendation**

**Name:** Recommendation

**Description:** The frequent visited hotel is displayed.

**Actor:** System Administrator

**Pre-Conditions:** The hotel is registered on the website.

**Post-Conditions:** Hotel is displayed on the sidebar of the website.

**Main Course:**

1. System records the number of times the hotel is visited.

2. Hotel will be ranked according to the number of times it was visited.

3. The top five hotels will be displayed on the sidebar of the website.

4. Exit.

**Use Case 10: Messaging**

**Name:** Messaging

**Description:** Two different parties are able to exchange messages.

**Actor:** Customer, Reservation Personnel (only customer-Reservation Personnel messaging, not customer-customer messaging)

**Pre-Conditions:** Customer and Reservation Personnel are both logged on in the website.

**Post-Conditions:** Customer and Reservation Personnel can both message and read each other's messages.

**Main Course:**

1. Customer sends a message to the Reservation Personnel concerning his/her reservation.

2. Once the Reservation Personnel receives the message, the Reservation Personnel will send an appropriate message to the customer.

3. Repeat Step 1 (if necessary).

4. Exit.

**Use Case 11: Notification (Reservation Personnel)**

**Name:** Notification

**Description:** Notification will be sent when a customer avail a reservation.

**Actor:** Reservation Personnel

**Pre-Conditions:** Reservation Personnel is logged on the website.

**Post-Conditions:** Reservation Personnel either declines or accept the reservation.

**Main Course:**

1. Reservation Personnel is notified that a customer availed a reservation.

2. Reservation Personnel can accept or decline the reservation.

**Exception/s:**

2a. If the Reservation Personnel accepts the reservation, then the customer will be notified that his/her reservation request is approved.

2b. If the Reservation Personnel declines the reservation then the customer will be notified that the reservation is declined.

3. Exit.

**Use Case 12: Notification (Customer)**

**Name:** Notification

**Description:** Notification will be sent when the customer’s reservation request is approved/declined.

**Actor:** Customer

**Pre-Conditions:** Customer has already logged in.

**Post-Conditions:** Customer can receive a notification from the reservation personnel.

**Main Course:**

1. Customer is notified when his/her request is approved/declined.
2. Exit.

**Use Case 13: Forgot Password**

**Name:** Forgot Password

**Description:** Customer/System Administrator can recover his/her password through his/her email address.

**Actor:** Customer, System Administrator

**Pre-Condition:** The Customer/ System Administrator is in the login page.

**Post-Condition:** The Customer/System Administrator will receive an email containing his/her password.

**Main Course:**

1. Customer/System Administrator clicks the “Forgot Password” button.
2. The Customer/System Administrator will be redirected to a page containing a field to write his/her email in
3. After clicking the confirm button. The Customer/System Administrator will see a prompt saying that it has been sent to the email provided and in that email he will see his password

**Exception/s:**

3a. If the email provided is not in the database, show an error then exit.

1. Exit.

**Use Case 14: Sign Up**

**Name:** Sign Up

**Description:** The Customer/Reservation Personnel will create his/her account

**Actor:** Customer, Reservation Personnel

**Pre-Condition:** The Customer/Reservation Personnel hasn’t signed up

**Post-Condition:** The Customer/Reservation Personnel’s account will be saved in the database and is redirected to login page.

**Main Course:**

1. The Customer/Reservation Personnel clicks the “Sign Up” button.
2. The Customer/Reservation Personnel is redirected to the signup page.
3. The Customer/Reservation Personnel fills up the signup form.
4. The Customer/Reservation Personnel clicks the “Submit” button.

**Exception/s:**

4a. If the Customer/Reservation Personnel inputs an invalid entry. Go back to 3.

1. The Customer/Reservation Personnel will be redirected to the login page.
2. Exit.

**Use Case 15: Login**

**Name:** Login

**Description:** The Customer/Reservation Personnel/System Administrator will be able to access the site.

**Actor:** Customer, Reservation Personnel, System Administrator

**Pre-Condition:** The Customer/Reservation Personnel/System Administrator has already registered.

**Post-Condition:** The Customer/Reservation Personnel/System Administrator will be logged in.

**Main Course:**

1. The Customer/Reservation Personnel/System Administrator fills up the login form.
2. The Customer/Reservation Personnel/System Administrator clicks the “Login” button.

**Exception/s:**

2a. If the Customer/Reservation Personnel/System Administrator inputs an invalid email or password. Go back to 1.

1. The Customer/Reservation Personnel/System Administrator will be redirected to the homepage.
2. Exit.

**Use Case 16: Logout**

**Name:** Logout

**Description:** The Customer will not be able to access the site and will be redirected to login page.

**Actor:** Customer

**Pre-Condition:** The Customer has already logged in.

**Post-Condition:** The Customer will be logged out.

**Main Course:**

1. The Customer clicks the “Logout” button.
2. The Customer will be redirected to the login page.

**Alternative/s:**

2a. If there are multiple tabs open and the Customer has already logged out in one tab, and if the Customer clicks on something on one of the remaining tabs, then there will be a prompt saying “You already logged out”

1. Exit.

**Use Case 17: Reservation History (Hotel)**

**Name:** Reservation History

**Description:** History of people who reserved rooms in the hotel.

**Actor:** Reservation personnel, Customer

**Pre-Conditions:** Customer/Reservation Personnel is in the hotel profile page.

**Post-Condition:** List of (anonymous) people who reserved a room in the hotel is displayed

**Main Course:**

1. Customer/Reservation personnel visits the hotel profile page.
2. Customer/Reservation Personnel clicks on “reservation history” button.
3. A list of anonymous people who reserved in the hotel is displayed.

**Use Case 18: Reservation History (Customer)**

**Name:** Reservation History

**Description:** History of past reservations

**Actor:** Customer

**Pre-Condition:** The customer has already logged in and he/she is in his/her profile page

**Post-Condition:** The customer can view his/her last visited hotels

**Main Course:**

1. Customer visits his/her profile page.
2. Customer clicks on “Reservation History” button.
3. A list of his/her past reservations is displayed.

**Use Case 19: Change Password**

**Name:** Change Password

**Description:** Customer/System administrator can change his/her password.

**Actor:** Customer, System Administrator

**Pre-Condition:** The Customer/System Administrator is in the profile page.

**Post-Condition:** The password has been successfully changed.

**Main Course:**

1. The Customer/System Administrator clicks the “Change Password” button.
2. The Customer/System Administrator will be redirected to a page containing a field to write his/her old and new password.
3. After clicking the confirm button. The Customer/System Administrator will see a prompt saying “Password Successfully Changed”

**Exception/s:**

3a. If the customer/System Administrator’s new password is the same as the old password, there will be a message saying “You entered an old password”. Go back to 2.

4. Exit.

**Use Case 20: Hotel’s Profile**

**Name:** Hotel’s Profile

**Description:** Hotel’s information is viewed

**Actor:** Customer

**Pre-Conditions:** Customer is logged in on the website

**Post-Conditions:** Customer can view the hotel’s profile

**Main Course:**

1. Customer clicks on “View Hotel” button
2. Customer views the hotel’s profile informations
3. Exit.