|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Use Case ID:** | #1 Booking | | | |
| **Use Case Name:** | Make a booking | | | |
| **Created By:** | Murat | | **Last Updated By:** | Murat |
| **Date Created:** | 2022-09-28 | | **Last Revision Date:** | 2022-09-30 |
| **Actors:** | | client | | |
| **Description:** | | Book a room at hotel | | |
| **Trigger:** | | When client access online reservation | | |
| **Preconditions:** | | client is logged and has access to hotels site | | |
| **Postconditions:** | | Client can reserve a room at hotel | | |
| **Normal Flow:** | | 1 client enters a gateway for hotel  2 client chooses, check in and check out dates, and room type  3 system provide availability and price  4 client accepts and asks for a room.  5 client provide name and required information  7 the system makes a booking and assigns a booking number  8 the system shows reservation number to client  9 the system creates and sends a confirmation to client by email | | |
| **Alternative Flows:** | | 1 required room not available  2 system offers alternative rooms | | |
| **Exceptions:** | | Client declines offer  Fail | | |
| **Includes:** | | None | | |
| **Frequency of Use:** | | Every time when a client booking | | |
| **Special Requirements:** | | None | | |
| **Assumptions:** | | None | | |
| **Notes and Issues:** | | None | | |

Appendix 2

Make a booking

Invoice

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Use Case ID:** | #2 Invoice | | | |
| **Use Case Name:** | Invoice | | | |
| **Created By:** | Murat | | **Last Updated By:** | Murat |
| **Date Created:** | 2022-09-28 | | **Last Revision Date:** | 2022-09-30 |
| **Actors:** | | Client | | |
| **Description:** | | Generate an invoice | | |
| **Trigger:** | | When a client booking room online | | |
| **Preconditions:** | | Client must has to provide correct information.  Client has to pay  Client must not cancel the operation | | |
| **Postconditions:** | | Client receives an invoice | | |
| **Normal Flow:** | | 1. The system requests customer information before the event.  2. Customer information and payment are verified  3. Client information is documented in the system  4. The system generates and sends an invoice to the client by e-mail | | |
| **Alternative Flows:** | | 1. Client information is invalid.  2. The system asks the client to re-enter their information, it is possible that the client made a mistake. | | |
| **Exceptions:** | | 1. If the information is still invalid  2. The system rejects the request | | |
| **Includes:** | | None | | |
| **Frequency of Use:** | | Every time when a client booking room online | | |
| **Special Requirements:** | | None | | |
| **Assumptions:** | | None | | |
| **Notes and Issues:** | | None | | |