**Use Case 2**

**Use Case:** User wants to reschedule their booking

**Primary actor:** User, Support

**Goal in context:** To reschedule a new time or date for a booking that has already been made

**Preconditions:** Login page preconditioned to use dummy data to enter user Profile page. A booking must have already been made. From there the user will click on the Reschedule button

**Trigger:** The user enters their booking number, selects a new date and time, enters number of guests, leave a message, and clicks the Confirm Request button

The support user logs in and sees the Support page. They will click on reschedule request number to populate the information for the request. They can Approve or Deny the request.

**Scenario:**

1. User: logs into app
2. User: selects Reschedule button from the Profile page
3. User: enters booking number, selects new date and time, enters number of guests, enters reason for rescheduling, and clicks Confirm Request button
4. User: presented with a message that says request waiting approval, user will be taken back to Profile page
5. Support: logs into app
6. Support: selects a reschedule request number to populate the old schedule information, new schedule information, and reason for the reschedule
7. Support: can either Approve or Deny the request

**Exceptions:**

Exceptions are not implemented in this iteration. When implemented, exceptions will be

1. Date or time has already been booked, user will not be able to schedule that specific booking
2. Number of guests entered exceeds room capacity, user will not be able to reschedule the room
3. Booking number entered is incorrect, user will be asked to reenter correct booking number

**Priority:** Essential, must be implemented

**When available:** First iteration

**Frequency of use:** Whenever a user needs to reschedule a booking that has already been made

**Channel to actor:** Via java GUI program

**Secondary actors:** Support

**Open Issues:**

1. What are the conditions for approving or denying a rescheduling request?
2. How will the user be notified that the request was approved or denied?
3. What options are available to the user if the request is denied?

Use cases for other User interactions will be created in a similar format. Please read and understand each use case. If elements of the use case are not clear, you may request a review for additional information or changes.