Use Case Specification – Login to Booking Details

Brief Description

Administrative staff accesses the booking details for the service requested by the customer.

Actors

1. Administrative staff / Primary
2. ***Basic Flow***
   1. LOGIN BOOKING DETAILS

The use case starts when Administrative staff enters the booking number in the system and prompts the system to find the booking.

* 1. DISPLAY BOOKING DETAILS

The system finds the booking details for the booking number and displays it to the user. The use case instance ends.

1. ***Alternative flows***
   1. FAILED BOOKING DETAILS

At basic flow LOGIN BOOKING DETAILS, the Administrative staff inserts the booking details that do not exist in the system. System prompts the user that booking details are not found. The use case resumes at basic flow LOGIN BOOKING DETAILS.

* 1. BOOKING NUMBER NOT KNOWN

At basic flow LOGIN BOOKING DETAILS, Administrative staff does not know the booking number and inserts the surname of the customer. System returns the customers that match the data in the system. The Administrative staff selects the customer and system displays the booking numbers linked to the customer. The Administrative staff selects the single booking number and prompts the system to find the booking. The use case resumes at basic flow DISPLAY BOOKING DETAILS.

* 1. BOOKING NUMBER AND CUSTOMER SURNAME NOT KNOWN

At basic flow LOGIN BOOKING DETAILS, Administrative staff does not know the booking number and surname of the customer so enters the address of the customer. System returns the customer that matches the data in the system and displays the booking numbers linked to the customer. The Administrative staff selects the single booking number and prompts the system to find the booking. The use case resumes at basic flow DISPLAY BOOKING DETAILS.

* 1. CUSTOMER SURNAME NOT FOUND

At alternative flow BOOKING NUMBER NOT KNOWN, system cannot find any customer that matches the search data and prompts the user that no match was found. The use case resumes at basic flow LOGIN BOOKING DETAILS.

* 1. CUSTOMER ADDRESS NOT FOUND

At alternative flow BOOKING NUMBER AND CUSTOMER SURNAME NOT KNOWN, system cannot find any customer that matches the search data and prompts the user that no match was found. The use case resumes at basic flow LOGIN BOOKING DETAILS.

Notes

N/A.

Version history

N/A.