Use Case Specification – Record Booking

Brief Description

Administrative staff handles the customer’s request for services. The pet type, start and end date of the service, service details and owner’s details are inserted in the system. The total bill is calculated by system based on service costs and number of days requested.

Actors

1. Administrative staff

Flow of events

1. ***Basic Flow***
   1. START NEW SERVICE REQUEST

The use case begins when customer requests service and the Administrative staff is signed in and ready to process the request. The Administrative staff indicates the start of the new service request and system starts the new session and awaits input of details.

* 1. CONFIRM ACCOMODATION AVAILABILITY

The Administrative staff confirms the availability of the accommodation by inserting the pet type (if cat or dog) and period when accommodation service is requested (start and end date).

* 1. DISPLAY ACCOMODATION AVAILABILITY

The system finds the pet’s type availability for accommodation for specified period and displays the availability to the Administrative staff. System locks the accommodation place for days between start and end day of the service.

* 1. INSERT SERVICE REQUEST DETAILS

The Administrative staff inserts the service request information.

* 1. CALCULATE PRICE

The system finds the service types and price for the service for single day, computes it with the number of days that are calculated from start and end date of the booking, and records the total cost.

* 1. DISPLAY THE TOTAL COST

The system displays the total cost to the Administrative staff.

* 1. INCLUDE MORE SERVICES

If customer has more pets, the use case instance repeats from step START NEW SERVICE REQUEST.

* 1. REGISTER CUSTOMER DETAILS

[Include: Register Customer Details]

* 1. FINISH SERVICE REQUEST

The Administrative staff notifies the system that service request is finished. The system records the total service fee, and displays the booking confirmation to Administrative staff.

* 1. END

[Extension Point: Print Confirmation Letter] The use case instance ends.

1. ***Alternative flows***
   1. SELECT HOME VISIT SERVICE

At basic flow START NEW SERVICE REQUEST, Administrative staff selects home visit service. The use case resumes at INSERT SERVICE REQUEST DETAILS.

* 1. NO AVAILABILITY FOR SPECIFIED DATES

At basic flow DISPLAY ACCOMODATION AVAILABILITY, system confirms that there is no availability for accommodation for specified period and displays the information to Administrative staff. The use case resumes at basic flow START NEW SERVICE REQUEST.

* 1. NO AVAILABILITY FOR SERVICES, AMENDABLE

At basic flow INSERT SERVICE REQUEST DETAILS, the system prompts the Administrative staff that requested services cannot be provided (e.g. not available for the period specified by start and end date, pet transport service not covering the address of the customer, etc.). Customer accepts amended service details and Administrative staff amends the data as per customer new request. The use case resumes at basic flow CALCULATE PRICE.

* 1. NO AVAILABILITY FOR SERVICES, NON-AMENDABLE

At alternative flow NO AVAILABILITY FOR SERVICES, AMENDABLE, customer cannot amend the services details. The Administrative staff cancels the services details. The use case resumes at basic flow START NEW SERVICE REQUEST.

* 1. PRINT APPOINTMENT

At basic flow END, in case of home visit booking: [Extension point: Print Appointment Details].

* 1. QUIT

The system allows the Administrative staff to quit at any time during the use case. The Administrative staff chooses not to save the information inserted in the service request. The use case ends.

* 1. QUIT AND SAVE

The system allows the Administrative staff at any point to quit the session and save data inputted. The system saves the session and all data inserted. The use case ends.

* 1. SYSTEM DATA UNAVAILABLE

At any point in the use case, the system might fail to access the required information. The system displays the error message to the Administrative staff. The use case resumes at basic flow START NEW SERVICE REQUEST.

Notes

1. The Administrative staff must be logged in to the system for use case to commence.

Version history

N/A.