Use Case Specification – Record Home Visit Booking

Brief Description

Administrative staff handles the customer’s request for home visit services. The pet type, start and end date of the accommodation, 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 for service. Administrative staff agrees the appointment date with customer to review the location and pet, and system logs appointment date. The system generates the appointment letter with details for Visiting staff.

Actors

1. Administrative staff
2. ***Basic Flow***
   1. START NEW SERVICE REQUEST

The use case begins when customer requests home visit 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. INSERT SERVICE REQUEST DETAILS

The Administrative staff inserts the service request information (any specific requirement, transport of pet to/from the accommodation).

* 1. CALCULATE PRICE

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

* 1. DISPLAY THE TOTAL COST

The system displays the total service cost to the Administrative staff and temporarily locks the accommodation place for days between start and end day of the service.

* 1. CONFIRM BOOKING COST

Administrative staff informs the customer of the total cost of the booking. Customer confirms the costs as acceptable and Administrative staff marks the booking as confirmed.

* 1. ACCOMMODATE MORE PETS

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

* 1. CONFIRM TOTAL BOOKING COST

Administrative staff informs the customer of the total cost of the services. Customer confirms the costs as acceptable and Administrative staff marks the service booking as confirmed.

* 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 Details] The use case instance terminates.

1. ***Alternative flows***
   1. NO AVAILABILITY FOR SERVICES

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). Customer advises new service details and Administrative staff amends 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, customer cannot amend the services details. The Administrative staff cancels the services details. The use case resumes at basic flow CONFIRM ACCOMODATION AVAILABILITY.

* 1. REFUSE BOOKING COST

At basic flow CONFIRM BOOKING COST, customer refuses the total cost for the booking. Administrative staff cancels the booking process and the use case resumes at INSERT SERVICE REQUEST DETAILS.

* 1. REFUSE TOTAL BOOKING COST

At basic flow CONFIRM TOTAL BOOKING COST, customer refuses the total cost for the services. Administrative staff cancels the booking process and the use case instance terminates.

* 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 instance terminates.

* 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 instance terminates.

* 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 instance terminates.

Notes

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

Version history

N/A.