Use Case Template

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| Use Case ID: |  | | |
| Use Case Name: | Make changes to appointments | | |
| Created By: | Hishaam Ahmad | Last Updated By: |  |
| Date Created: | 02/03/2020 | Date Last Updated: |  |

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| Actor: | Employee |
| Description: | Employees can make changes to existing appointments with customers and customers will be notified of changes made. Changes in appointment(s) may occur due to availability of staff to complete the service requested, invalid information submitted by customer, or at customers request. |
| Preconditions: | 1. Customer account must exist 2. Customer must request service(s) which in turn creates an appointment 3. Employee account must have permissions to edit appointments |
| Postconditions: | 1. Information regarding appointment is updated in database 2. Customer is notified of change(s) in appointment |
| Priority: |  |
| Frequency of Use: | On an as-needed basis |
| Normal Course of Events: | 1. Employees will make changes through the application 2. Application will include a section containing a list of appointments that can be sorted by date/customer/active appointments 3. Employee will be able to edit each individual appointment and save changes which will update the database |
| Alternative Courses: |  |
| Exceptions: | Appointment may not exist in database no longer |
| Includes: |  |
| Special Requirements: |  |
| Assumptions: | Assumed specific employees will be allowed to edit appointments |
| Notes and Issues: |  |