Use Cases

for

PetBest LLC.

Version 1.0 approved

Prepared by Hakim Alkafah

App Dev

2/3/20

Revision History

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| --- | --- | --- | --- |
| **Name** | **Date** | **Reason For Changes** | **Version** |
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Use Case Template

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Tracking Customers’ requests | | |
| Created By: | Hakim Alkafah | Last Updated By: |  |
| Date Created: | 2/3/20 | Date Last Updated: |  |

|  |  |
| --- | --- |
| Actor: | Employee |
| Description: | Employees should be able to view a list of customer service requests and choose to execute them |
| Preconditions: | Login and navigate to Customer Requests page |
| Postconditions: | logout |
| Priority: |  |
| Frequency of Use: | Multiple times a day |
| Normal Course of Events: | 1. Choose the customer requests list option from menu  * Opens a notecard with all the customer information  1. Choose to add request to your current requests  * System will add requests to your current requests list |
| Alternative Courses: | AC1:  2.Press cancel   * System will close the card and go back to the list menu |
| Exceptions: | If this use case fails, then system should log user out and make them log back in. |
| Includes: | Logout and menu |
| Special Requirements: | User must be logged in |
| Assumptions: | Owner would allow employees to choose their own requests |
| Notes and Issues: |  |