MASTER USE CASE FILE

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| --- | --- | --- | --- |
| Use Case ID: | 1.9 | | |
| Use Case Name: | Transportation Services | | |
| Created By: | Mohammed Munassar | Last Updated By: | 4/27/2020 |
| Date Created: | February 4/12/2020 | Date Last Updated: | Mohammed Munassar |

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| --- | --- |
| Actor: | Customer |
| Description: | Customers can add transportation when there scheduling their appointment. |
| Preconditions: | Must already have a service scheduled. |
| Postconditions: |  |
| Priority: |  |
| Frequency of Use: | Daily |
| Normal Course of Events: | The employee will contact the customer before time so the customer can have time to get their pet ready. |
| Alternative Courses: | incorrect information address |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: |  |
| Assumptions: | The customer scheduled an appointment with the correct information to relay to the employee. |
| Notes and Issues: | a wrong address is given to the employee |

MASTER USE CASE FILE

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| --- | --- | --- | --- |
| Use Case ID: | 13.1 | | |
| Use Case Name: | Customer Info | | |
| Created By: | Ahmad Fadel | Last Updated By: |  |
| Date Created: | February 4/8/2020 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Customer |
| Description: | Customer address, city, state, zip code, phone number, emergency phone number, pets' names and birth dates, type of animal, breed, size, weight, and notes about each pet and notes about each customer |
| Preconditions: | Customer is logged in on website. |
| Postconditions: | Customer can add and edit info |
| Priority: | Eh |
| Frequency of Use: | Probably once every month |
| Normal Course of Events: | Customer logs in and adds in info, can save changes and edit anytime. |
| Alternative Courses: | No notes left by employee |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: |  |
| Assumptions: | User has an internet connection on device of their choice, is logged in on the website, and is on the account page of the website |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: | 3.1 | | |
| Use Case Name: | addNotes | | |
| Created By: | Wedad Aljahmi | Last Updated By: |  |
| Date Created: | February 16, 2020 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Employee |
| Description: | Employee can leave comments regarding service |
| Preconditions: | Create User, Create Profile, Login |
| Postconditions: | Employee is able to reach out to Customer by adding “notes” |
| Priority: |  |
| Frequency of Use: | Daily |
| Normal Course of Events: | Employee creates account, logs in, comments on certain tasks they did |
| Alternative Courses: | No notes left by employee |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: | Make addNotes responsive to Customer, so the Customer can reach back to the Employee in case of either negative or positive notes left |
| Assumptions: |  |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: | 2.2 |  |  |
| Use Case Name: | Accept payments online |  |  |
| Created By: | Ali El-Ali | Last Updated By: | Ali El-Ali |
| Date Created: | 2/16/2020 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Customers |
| Description: | Customers will be able to pay online using credit/debit/checks. |
| Preconditions: | Customer’s Bank accounts/funds, routing #/account #. |
| Postconditions: | Online Payments |
| Priority: | High |
| Frequency of Use: | Daily. |
| Normal Course of Events: |  |
| Alternative Courses: |  |
| Exceptions: | All employees should be able to use. |
| Includes: | Bank account number for check/debit payments. |
| Special Requirements: | Customer bank account. |
| Assumptions: | An employee should be able to submit/refund payments. |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: | 2.1 |  |  |
| Use Case Name: | Checks/Cash |  |  |
| Created By: | Ali El-Ali | Last Updated By: | Ali El-Ali |
| Date Created: | 2/16/2020 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Customers |
| Description: | Customers will be able to pay with either checks or cash. |
| Preconditions: | Customer’s Bank accounts/funds. |
| Postconditions: | Payments Accepted through checks/cash. |
| Priority: | High |
| Frequency of Use: | Daily. |
| Normal Course of Events: |  |
| Alternative Courses: |  |
| Exceptions: | All employees should be able to use. |
| Includes: | Bank account number for check payments. |
| Special Requirements: | Customer bank account. |
| Assumptions: | An employee should be able to submit/refund payments. |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: | 6.1 | | |
| Use Case Name: | Contact Customer Support | | |
| Created By: | Alex Bear | Last Updated By: | Alex Bear |
| Date Created: | 2/3/2020 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Customer/Visitor |
| Description: | A way for customers to contact the employees about general questions or problems they are having with the website prior to making a purchase. |
| Preconditions: | The customer is having an issue with something on the website or they have a question that is unanswered by the FAQs provided on the website. |
| Postconditions: | The customer’s issue has been solved or at the very least compensated for. |
| Priority: | High |
| Frequency of Use: | Daily |
| Normal Course of Events: | The customer contacts customer support about an issue or question that they have, customer support responds with a solution or a way to gain more information on how to solve the issue. |
| Alternative Courses: | Customer service is unable to satisfy the customer and their issue remains unsolved. |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: | There could possibly be non-English speaking customers that would need translation. |
| Assumptions: | There is something that the customer needs assistance with that only an employee can provide.  Assuming that the hours of operation for Pet Best is 9am-10pm, customer support will be available during those hours. |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: | 6.2 | | |
| Use Case Name: | Contact employees during services | | |
| Created By: | Brian Simmons | Last Updated By: |  |
| Date Created: | 02/03/2020 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Customer |
| Description: | Can contact the employee while they are doing or on their way to do the services, to give any additional information that may be needed by the employee. |
| Preconditions: | Must already have a service scheduled. |
| Postconditions: | Employee will gain the new information from the customer. |
| Priority: | N/A |
| Frequency of Use: | Daily |
| Normal Course of Events: | The customer will contact the employee with valuable user information, and the employee will use that information to increase their effectiveness on the scheduled service. |
| Alternative Courses: | The employee does not see the information and cannot fully help the customer to gain the desired outcome. |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: |  |
| Assumptions: | The customer scheduled services and has important information to relay to the employee. |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: | 8.0 | | |
| Use Case Name: | Create Profile | | |
| Created By: | Murad Tawfiq | Last Updated By: |  |
| Date Created: | 2/3/2020 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Customer |
| Description: | Creating customer profiles |
| Preconditions: | Navigate to website, find sign up link |
| Postconditions: | Enter required information to finish profile creation |
| Priority: |  |
| Frequency of Use: | One-time use |
| Normal Course of Events: | Customer wants to sign up.  Customer then fills in required fields and follows instructions.  User validates that all information is correct.  Customer uses information from successful sign up to log in.  Customer logs in. |
| Alternative Courses: | Sign up information is incorrect |
| Exceptions: | Website is down |
| Includes: | Main menu at the top of page |
| Special Requirements: | Red asterisk above required fields |
| Assumptions: | Special needs customers have the ability to fill everything out themselves |
| Notes and Issues: | Make sure we have all the necessary fields for security and user purposes |

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| --- | --- | --- | --- |
| Use Case ID: | 7.0 | | |
| Use Case Name: | Login | | |
| Created By: | Wedad Aljahmi | Last Updated By: |  |
| Date Created: | 02/03/2020 | Date Last Updated: | 02/03/2020 |

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| --- | --- |
| Actor: | Customer |
| Description: | Customer can “Log In” |
| Preconditions: | Create Profile |
| Postconditions: | Access or Update Profile/Request Services/Contact Customer Support/Delete Profile |
| Priority: |  |
| Frequency of Use: | Daily |
| Normal Course of Events: | User enters username and password, access approved or denied, if approved the user can access their profile |
| Alternative Courses: | Access denied and user must contact customer service |
| Exceptions: |  |
| Includes: | View Serves/Services Scheduled/Profile/Contact Employee |
| Special Requirements: | Urge users to use unique usernames and passwords |
| Assumptions: | Client wants a customer profile |
| Notes and Issues: | TBD- FAQS is only accessed when logged in by a customer (Class will decide whether the FAQ is accessed only by Customers) |

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| Use Case ID: | 1.2 | | |
| Use Case Name: | Request Services | | |
| Created By: | Mohammed Aldura | Last Updated By: | Mohammed Aldura |
| Date Created: | 02/03/2020 | Date Last Updated: | 02/03/2020 |

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| --- | --- |
| Actor: | Customer |
| Description: | The customer will be able to request a desired service based on what the employee offers. |
| Preconditions: | Guest session active/Customer account created |
| Postconditions: | Order placed/conformation # |
| Priority: |  |
| Frequency of Use: | Daily |
| Normal Course of Events: | The user will select a service(s) that they desire, they will then proceed to a page where they will be able to add notes and confirm the order. |
| Alternative Courses: | The user can cancel the order at any time by pressing the “cancel order” button. The user will then be return to the homepage. |
| Exceptions: |  |
| Includes: | During the process the user will be able to return to the homepage if they are not in a secure payment session. |
| Special Requirements: | They must have a valid payment method |
| Assumptions: | They could disconnect from their current session |
| Notes and Issues: | We need more information from the Owners to decided what we can and cannot implement. |

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| --- | --- | --- | --- |
| Use Case ID: | 5.2 | | |
| Use Case Name: | View FAQs | | |
| Created By: | Fouad Aoude | Last Updated By: | Fouad Aoude |
| Date Created: | 2/3/2020 | Date Last Updated: | 2/3/2020 |

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| --- | --- |
| Actor: | Customers |
| Description: | Be able to view any frequently asked questions that the customer might have in mind. |
| Preconditions: | Ask owners of any questions they receive a lot of. |
| Postconditions: | List of questions that customers may have. |
| Priority: | Medium level priority |
| Frequency of Use: | Pretty frequent |
| Normal Course of Events: | View the forum of questions |
| Alternative Courses: | If page is down view an alternative page |
| Exceptions: |  |
| Includes: | Answers to customers or employees questions |
| Special Requirements: | A list of questions from owners. |
| Assumptions: |  |
| Notes and Issues: | Since it is a start up there might not be many questions asked about the services. |

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| --- | --- | --- | --- |
| Use Case ID: | 1.3 | | |
| Use Case Name: | View Orders/Services Scheduled | | |
| Created By: | Wedad Aljahmi | Last Updated By: |  |
| Date Created: | 02/03/2020 | Date Last Updated: | 02/03/2020 |

|  |  |
| --- | --- |
| Actor: | Customer |
| Description: | Customer can view services and schedule them too |
| Preconditions: | Create Profile/Login |
| Postconditions: | Contact Customer Services/Request Services/ |
| Priority: |  |
| Frequency of Use: | Daily |
| Normal Course of Events: | User Creates Profile, User Logs In, User if able to access account can view services |
| Alternative Courses: | User doesn’t like the services provided; User then logs out ): |
| Exceptions: | Customer can’t access services |
| Includes: | Contact Employees During Service |
| Special Requirements: |  |
| Assumptions: | Customers access this information only |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: | 4.0 | | |
| Use Case Name: | Update inventory | | |
| Created By: | Ali Hazime | Last Updated By: | Ali Hazime |
| Date Created: | 2/3/2020 | Date Last Updated: | 2/3/2020 |

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| --- | --- |
| Actor: | Employee |
| Description: | Log the current inventory available to that employee at the current time. |
| Preconditions: | Inventory must exist |
| Postconditions: | Inventory must be logged somewhere |
| Priority: |  |
| Frequency of Use: | Daily |
| Normal Course of Events: | Employee will be able to log their inventory through the application. The employee will then fill out the inventory log and save it. It should be like creating a report. |
| Alternative Courses: | If the employee cannot use the app to log inventory, they should keep a written log |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: | None |
| Assumptions: | Employees have some sort of inventory to log |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: | 1.1 | | |
| Use Case Name: | Add/Change Services | | |
| Created By: | Ahmad Khazal | Last Updated By: | Hishaam Ahmad |
| Date Created: | 2/3/2020 | Date Last Updated: | 3/26/2020 |

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| --- | --- |
| Actor: | Owners |
| Description: | Owners should be able to add or change services/prices |
| Preconditions: | In order to change service(s), it must already exist |
| Postconditions: | Changes made would be updated in database |
| Priority: |  |
| Frequency of Use: | On an as-needed basis |
| Normal Course of Events: | Change services/prices. |
| Alternative Courses: | Delete services |
| Exceptions: | Service may not exist no longer |
| Includes: | Access to account services and prices. |
| Special Requirements: |  |
| Assumptions: | Owner should be able to add, change or manage services/prices. |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: | 1.6 | | |
| Use Case Name: | Add/Change Prices | | |
| Created By: | Ahmad Khazal | Last Updated By: | Wedad Aljahmi |
| Date Created: | 2/3/2020 | Date Last Updated: | 3/26/2020 |

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| --- | --- |
| Actor: | Owners |
| Description: | Owners should be able to add or change prices |
| Preconditions: | In order to change price(s), it must already exist |
| Postconditions: | Changes made would be updated in database |
| Priority: |  |
| Frequency of Use: | On an as-needed basis |
| Normal Course of Events: | Change prices. |
| Alternative Courses: | Delete Prices |
| Exceptions: | Service may not exist no longer |
| Includes: | Access to account prices. |
| Special Requirements: |  |
| Assumptions: | Owner should be able to add, change or manage prices. |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: | 11.0 | | |
| Use Case Name: | manageAppointments | | |
| 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: |  |

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| Use Case ID: | 3.2 | | |
| Use Case Name: | Access/Edit/Submit notes or reports | | |
| Created By: | Hakim Alkafah | Last Updated By: | Wedad Aljahmi |
| Date Created: | 2/3/20 | Date Last Updated: | 03/29/2020 |

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| --- | --- |
| Actor: | Employee |
| Description: | An employee should be able to create a new note, fill it out and submit it. Then, if necessary, have the option to update it and resubmit it. And delete the note all together if necessary. |
| Preconditions: | Login and navigate to notes or reports page |
| Postconditions: | Logout |
| Priority: |  |
| Frequency of Use: | Multiple times a day |
| Normal Course of Events: | 1. Click on the notes or report page  * System will open a page with the list of logged notes with dates of creation and time stamps and options to edit and delete each note plus a button to add new notes.  1. User will click new note  * A page with a textbox will open where the user can type their note in them. And a save and cancel button.  1. User will click save  * System will go back to notes or report page and will have the new note in the list  1. User will logout.  * System will go back to login or report page |
| Alternative Courses: | 2. AC. 1: User will click edit on a new note   * System will open the note in a new page in a textbox and will allow the user to edit the text and save the new note.  1. AC. 1: User will click save  * System will go back to notes or report page with new updated note   2.AC. 2: User will click delete on a note   * System will prompt the user to make sure they want to delete the note   3.AC.2: User will either click yes or cancel   * System will either delete the form or not based on user’s choice |
| 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 allows employees to delete notes |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: | 10.0 | | |
| Use Case Name: | subscribe | | |
| Created By: | Wedad Aljahmi | Last Updated By: |  |
| Date Created: | February 16, 2020 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Customer |
| Description: | Customer pay monthly if subscribed |
| Preconditions: | Create User, Create Profile, Login |
| Postconditions: | Customer is charged month for services |
| Priority: |  |
| Frequency of Use: | Monthly |
| Normal Course of Events: | User creates account, logs in, subscribes for monthly pay service |
| Alternative Courses: | User does not subscribe and is charged for each service in the given time the service was performed |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: |  |
| Assumptions: | Customer is going to frequently use the services |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: | 1.4 | | |
| Use Case Name: | Contact for services | | |
| Created By: | Mohammed Munassar | Last Updated By: | Mohammed Munassar |
| Date Created: | 2/3/2020 | Date Last Updated: | 2/7/2020 |

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| --- | --- |
| Actor: | Visitor |
| Description: | Contact for services |
| Preconditions: | Form for email or phone to get back to them |
| Postconditions: | Gets in touch with an employee |
| Priority: | High |
| Frequency of Use: | Any time a visitor needs help |
| Normal Course of Events: | Gets assigned with an employee to help them |
| Alternative Courses: | Contact service is unable to satisfy the customer and their issue remains unsolved. |
| Exceptions: | Fill a form so employee would contact customer back |
| Includes: |  |
| Special Requirements: | Email or phone |
| Assumptions: | The customer needs help with something so they would fill a form so an employee can review and contact them back |
| Notes and Issues: | Employee not getting back to customer |

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| --- | --- | --- | --- |
| Use Case ID: | 5.1 | | |
| Use Case Name: | Read Customer Reviews | | |
| Created By: | Front End Sameha | Last Updated By: |  |
| Date Created: |  | Date Last Updated: | 02/03/20 |

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| --- | --- |
| Actor: | Visitor |
| Description: | Read reviews |
| Preconditions: | Someone has to have left a review |
| Postconditions: | The review must be uploaded to the site |
| Priority: |  |
| Frequency of Use: | Index page- quite often |
| Normal Course of Events: | It would pop up on the home page(at the bottom) |
| Alternative Courses: | Click on reviews link |
| Exceptions: | No reviews |
| Includes: | Customer name |
| Special Requirements: | Must be a customer review |
| Assumptions: | The customer has an account with us, and has used a service in order to give a review |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: | 5.3 | | |
| Use Case Name: | View Company Information | | |
| Created By: | Sameha | Last Updated By: |  |
| Date Created: |  | Date Last Updated: |  |

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| --- | --- |
| Actor: | visitor |
| Description: | company information |
| Preconditions: | They would have to be on the site |
| Postconditions: | The company information would pop up, hours, prices |
| Priority: |  |
| Frequency of Use: | Any time the visitor visits the home page |
| Normal Course of Events: | The visitor would click on the company information link |
| Alternative Courses: |  |
| Exceptions: | They wouldn’t find any information |
| Includes: | It would include information of the company |
| Special Requirements: |  |
| Assumptions: | Visitor is at the home page |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: | 1.8 | | |
| Use Case Name: | Assign Employee to service | | |
| Created By: | Lauren Rivier | Last Updated By: | Lauren Rivier |
| Date Created: | 4/11/2020 | Date Last Updated: | 4/11/2020 |

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| --- | --- |
| Actor: | Admin |
| Description: | A pending service awaiting to be assigned to an employee to complete, will be assigned to an employee with availability. |
| Preconditions: | |  | | --- | | There is a pending service to be assigned an employee to | |
| Postconditions: | The service has an employee assigned to it and is ready for the next step (to be completed on the desired date/time) |
| Priority: | High |
| Frequency of Use: | |  | | --- | | Every day if necessary (whenever an appointment is requested) | |
| Normal Course of Events: | Customer requests appointment, Admin reviews appointment request, assigns to an Employee, Employee completes service on desired date. |
| Alternative Courses: | There may not be availability on that date/time, and so an alternative time/date may be suggested. |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: |  |
| Assumptions: | |  | | --- | | There is a service to be given assignment to | |
| Notes and Issues: |  |

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| Use Case ID: | 12.2 | | |
| Use Case Name: | Print Invoices | | |
| Created By: | Lauren Rivier | Last Updated By: | Lauren Rivier |
| Date Created: | 4/11/2020 | Date Last Updated: | 4/11/2020 |

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| --- | --- |
| Actor: | Admin |
| Description: | Admin wants a way to be able to print invoices |
| Preconditions: | There are completed services that have invoices available to be printed |
| Postconditions: | The invoices are printed and able to be reviewed for whatever purposed intended |
| Priority: |  |
| Frequency of Use: | Daily, weekly or monthly depending on admin’s needs |
| Normal Course of Events: | Services have been completed, Admin wants to manage invoices and so uses the app to gather desired invoices (maybe by customer or by selected dates) and prints them |
| Alternative Courses: | There may not be invoices for selected customer or selected dates |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: |  |
| Assumptions: | There are completed services with invoices |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: | 12.1 | | |
| Use Case Name: | Email Invoice | | |
| Created By: | Lauren Rivier | Last Updated By: | Lauren Rivier |
| Date Created: | 4/11/2020 | Date Last Updated: | 4/11/2020 |

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| --- | --- |
| Actor: | Admin |
| Description: | A completed invoice now requires payment and is emailed to appropriate customer to receive payment. |
| Preconditions: | A service has been completed, and an invoice has been filled out |
| Postconditions: | The admin awaits payment, and finally receives payment |
| Priority: |  |
| Frequency of Use: | As necessary (Whenever a service is completed) |
| Normal Course of Events: | Employee completes service, Admin fills out invoice and emails invoice to Customer, Customer makes a payment for service |
| Alternative Courses: | Service may be comped or on the house for whatever reason and so payment is not necessary, therefore invoice may not be necessary |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: |  |
| Assumptions: | There is a completed service that requires an invoice/payment |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: | 1.7 | | |
| Use Case Name: | Interact with Employee | | |
| Created By: | Lauren Rivier | Last Updated By: | Lauren Rivier |
| Date Created: | 4/11/2020 | Date Last Updated: | 4/11/2020 |

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| --- | --- |
| Actor: | Customer |
| Description: | Customer has questions or concerns regarding service or anything pertaining to the company in general, prompting them to contact Employee |
| Preconditions: | There is a question or concern for the Customer to want to contact the Employee |
| Postconditions: | The question/concern has been answered/addressed |
| Priority: |  |
| Frequency of Use: | Whenever deems necessary (As questions/concerns come about from the Customer) |
| Normal Course of Events: | Customer has a question or concern, Customer contacts Employee via e-mail or phone or desired way of contact, and Employee gets back to them as soon as possible to answer/address question/concern. |
| Alternative Courses: | Customer may want to just add note that doesn’t require a response from Employee |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: |  |
| Assumptions: | There is a question/concern to begin with (or note to be added onto service) |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: | 13.2 | | |
| Use Case Name: | Print customer list | | |
| Created By: | Hakim Alkafah | Last Updated By: |  |
| Date Created: | 4/13/2020 | Date Last Updated: |  |

|  |  |
| --- | --- |
| Actor: | Employee/Admin |
| Description: | |  | | --- | | User should have the option to print a list of customers and their pets | |
| Preconditions: | |  | | --- | | User has already selected the customers desired to print | |
| Postconditions: | N/A |
| Priority: | high |
| Frequency of Use: | frequent |
| Normal Course of Events: | 1. User searches for desired customers 2. User selects desired customers from list box 3. User prints list |
| Alternative Courses: | N/A |
| Exceptions: | |  | | --- | | User must select at least one customer to print list | |
| Includes: | Employee and admin access |
| Special Requirements: | N/A |
| Assumptions: |  |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: | 13.3 | | |
| Use Case Name: | Print pets’ birthdays | | |
| Created By: | Hakim Alkafah | Last Updated By: |  |
| Date Created: | 4/13/2020 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Employee/Admin |
| Description: | |  | | --- | | User should be able to select a month and print all the pets born in that month with who they belong to | |
| Preconditions: | A month is selected |
| Postconditions: |  |
| Priority: | Somewhat important |
| Frequency of Use: | Once a month |
| Normal Course of Events: | 1. User selects a month 2. A list of all the pets that are born on that month show up 3. User prints the list |
| Alternative Courses: |  |
| Exceptions: | A month must be selected |
| Includes: | Employee and admin access |
| Special Requirements: |  |
| Assumptions: | Assuming there are pets born on that month |
| Notes and Issues: | Not sure what information is supposed to be printed |

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| --- | --- | --- | --- |
| Use Case ID: | 1.5 |  |  |
| Use Case Name: | Tracking Customers’ requests |  |  |
| Created By: | Hakim Alkafah | Last Updated By: |  |
| Date Created: | 2/3/20 | Date Last Updated: |  |

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| --- | --- |
| 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: |  |

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| --- | --- | --- | --- |
| Use Case ID: | 12.3 | | |
| Use Case Name: | Email Receipts | | |
| Created By: | Hakim Alkafah | Last Updated By: | Emad Abdulaziz |
| Date Created: | 4/13/2020 | Date Last Updated: | 4/15/2020 |

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| --- | --- |
| Actor: | Employee/Owner |
| Description: | User will add information/comments to the receipt for a recent service and then the system will automatically email the corresponding customer. |
| Preconditions: | The system can send emails, the customer has an email address, and the customer has paid |
| Postconditions: | N/A |
| Priority: | High |
| Frequency of Use: | Daily |
| Normal Course of Events: | User will add any extra information then click a button to have the system send the email |
| Alternative Courses: | User can choose not to send email, or customer can opt out of emailed receipts |
| Exceptions: | No email is listed for the customer |
| Includes: |  |
| Special Requirements: |  |
| Assumptions: | There are existing customers and invoices |
| Notes and Issues: |  |

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| --- | --- | --- | --- |
| Use Case ID: | 12.4 | | |
| Use Case Name: | View Invoices | | |
| Created By: | Emad Abdulaziz | Last Updated By: |  |
| Date Created: | 4/15/2020 | Date Last Updated: |  |

|  |  |
| --- | --- |
| Actor: | Employee/Owner |
| Description: | User can view all current invoices, and filter/sort based on payment types, dates, payed/unpayed, amount, etc |
| Preconditions: | Existing invoices |
| Postconditions: |  |
| Priority: | High |
| Frequency of Use: | Daily |
| Normal Course of Events: | Employee/Owner will view a full list of invoices and have options to filter |
| Alternative Courses: |  |
| Exceptions: | No current invoices with those filters |
| Includes: |  |
| Special Requirements: |  |
| Assumptions: |  |
| Notes and Issues: |  |