

Hazis Voda – Use Case Documentation (FR_GST_03, 05 – 07, GM_02)

UC Name	FR_GST_03 – Guest Access to Mobile Guest Portal
Summary	This UC allows the guest to log in to the mobile application's guest portal.
Dependency	-
Actors	Primary Actor: Guest
Preconditions	<ul style="list-style-type: none">- Mobile application is installed and functional.
Description of the Main Sequence	<ul style="list-style-type: none">● Step 1: Guest opens the mobile application to log in.● Step 2: Guest inputs the login information for their account (their credentials).● Step 3: System verifies user login information.● Step 4: System redirects guest to their interface.
Description of the Alternative Sequence	<ul style="list-style-type: none">● Step 3A - If login details are incorrect, the system prompts for re-entry.
Non functional requirements	<ul style="list-style-type: none">- The system must allow the user access to their mobile app.- The system must validate the guest's login request by checking if his details correct.- The system must quickly redirect the user to their interface once successfully logging in.
Postconditions	<ul style="list-style-type: none">- The guest is successfully logged in.

UC Name	FR_GST_05 – Check-in through mobile app or receptionist, generate digital key
Summary	This UC allows the users to check-in through the mobile app or the receptionist can complete the check-in for them and after the check-in the digital key is generated and stored in the user's phone.
Dependency	-
Actors	Primary Actor: Guest Secondary Actor: Receptionist
Preconditions	<ul style="list-style-type: none"> - Mobile application is installed and functional. - Guest is logged into the mobile guest portal. - Guest has a confirmed booking. - Receptionist is logged into the Staff interface and has access to the system.
Description of the Main Sequence	<ul style="list-style-type: none"> ● Step 1: Guest initiates check-in via the application. ● Step 2: System verifies booking details. ● Step 3: System assigns a room. ● Step 4: System generates a digital room key valid for the duration of the stay. ● Step 5: Digital Key is delivered to the guest's mobile application.
Description of the Alternative Sequence	<ul style="list-style-type: none"> ● Step 1A - If booking details are incorrect, the system prompts for re-entry or escalates to the receptionist. ● Step 1B – If guest has issues checking-in, the receptionist can take over for them.

Non functional requirements	<ul style="list-style-type: none"> - The system must validate the guest's request by checking if his details correct. - The system must validate the check-in request by checking if the booking details are correct. - The system must assign an available room to the guest. - The system must generate a valid digital room key that is connected with the room. - The system must save the digital key on the guest's mobile application.
Postconditions	<ul style="list-style-type: none"> - The guest is successfully checked in. - A digital room key is generated and stored on the guest's phone.

UC Name	FR_GST_06: Connect digital key to room lock using Flexipass.
Summary	Flexipass SDK is used to connect the digital key provided to the guest with the lock in their room.
Dependency	FR_GST_05
Actors	Primary Actor: Guest Secondary Actor: Flexipass SDK
Preconditions	<ul style="list-style-type: none"> - Mobile application is installed and functional. - Guest is logged into the mobile guest portal. - Guest has successfully checked in and received a digital key. - Room lock is equipped with the generated Flexipass digital key.
Description of the Main Sequence	<ul style="list-style-type: none"> ● Step 1: System pairs the digital key to the designated room lock using Flexipass. ● Step 2: System validates the pairing for the duration of the guest's stay. ● Step 3: Guest uses the digital key to unlock their room.

Description of the Alternative Sequence	<ul style="list-style-type: none"> Step 1A - If pairing fails, the system retries or prompts the receptionist for assistance.
Non functional requirements	<ul style="list-style-type: none"> The system must allow the guest to enter their room if the digital key is successfully paired with the room lock. The system must allow the guest to enter their room if the digital key is identical to the room lock. The system must allow the guest to enter their room if they are within their allowed duration of stay.
Postconditions	<ul style="list-style-type: none"> Digital key is successfully connected to the room lock via Flexipass. Guest can access the room using the digital key.

UC Name	FR_GST_07: Access facilities and services using digital key
Summary	The UC allows a guest to access facilities or use services of the hotel after a facility staff member has scanned their digital key in the mobile guest portal.
Dependency	-
Actors	Primary Actor: Guest Secondary Actor: Facility Staff Member (Receptionist, Department Manager etc)
Preconditions	<ul style="list-style-type: none"> Mobile application is installed and functional. Guest is logged into the mobile guest portal. Guest possesses a valid digital key stored in the mobile guest portal. Facility staff member i has access to the scanning system.

Description of the Main Sequence	<ul style="list-style-type: none"> • Step 1: Guest presents their digital key stored in the mobile guest portal • Step 2: Facility staff member scans the digital key and matches it with the guest's booking. • Step 3: The system verifies the digital key and matches it with the guest's booking. • Step 4: Access is granted to the requested facility/service.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • Step 1A - If the digital key verification fails, system prompts staff to check booking details or re-scan the key.
Non functional requirements	<ul style="list-style-type: none"> - The system must allow the guest to enter the facility or access the service if the digital key is successfully scanned. - The system must allow the guest to enter the facility or access the service if they are within their allowed duration of stay in the hotel.
Postconditions	<ul style="list-style-type: none"> - Guest is granted access to the facility or service. - The system updates the guest's facility/service usage record for tracking/invoice purposes.

UC Name	FR_GM_02 – View Hotel-wide Staff Performance and Attendance
Summary	This UC describes how the general manager accesses and views comprehensive information about staff performance and attendance across all departments of the entire hotel.
Dependency	-
Actors	Primary Actor: General Manager

Preconditions	<ul style="list-style-type: none"> - The general manager is authenticated in the system. - The general manager has the appropriate permissions to view hotel-wide staff information. - Staff performance and attendance data is available in the system for all departments.
Description of the Main Sequence	<ul style="list-style-type: none"> ● Step 1: General manager navigates to the hotel management dashboard in the system. ● Step 2: System displays the hotel management dashboard with available options. ● Step 3: General manager selects "View Staff Performance & Attendance" option. ● Step 4: System retrieves and displays an overview of staff performance and attendance metrics for the entire hotel. ● Step 5: General manager reviews the hotel-wide performance and attendance statistics. ● Step 6: General manager navigates between different views (e.g., performance summary, attendance summary, department comparisons). ● Step 7: System updates the display according to the selected view. ● Step 8: General manager exits the staff overview section.

Description of the Alternative Sequence	<ul style="list-style-type: none"> ● Step 4A: If data is still being processed or unavailable, the system notifies the general manager and provides estimated time for completion. ● Step 5A: General manager filters the data by department, role, time period, or performance metrics. ● Step 5B: General manager searches for specific employees across all departments. ● Step 6A: General manager selects a specific department to view detailed performance metrics for that department. ● Step 6B: General manager selects trending or historical data views to analyze patterns over time. ● Step 7A: General manager exports the data to a report format (PDF, Excel, etc.). ● Step 7B: General manager sets up scheduled reports to be generated automatically.
Non functional requirements	<ul style="list-style-type: none"> - Hotel-wide data should be retrieved and displayed within 5 seconds even with large datasets. - Access to hotel-wide staff information must be strictly limited to general management. - Aggregated data should be available without compromising individual privacy concerns. - The interface should provide intuitive visualization tools and comparison features. - Data should be consistently accurate and up-to-date, with last-update timestamps visible. - The system should handle viewing data for hotels of varying sizes without performance degradation.
Postconditions	<ul style="list-style-type: none"> - The requested hotel-wide staff performance and attendance information has been displayed to the general manager. - All access and view activities are logged in the system for audit purposes. - Any generated reports are saved in the system and/or delivered as requested. - The system state remains unchanged with respect to the underlying data (view-only operation).