Use Case Name:	Create event
Scenario:	Create an event on the system.
Trigger Event:	Administrator wants to create an event on the system.
Brief Description:	Administrator provides details of the event, new information is added and saved on the database and on the system.
Actors:	Administrator
Related use cases:	View event, delete event
Stakeholders:	Administrator
Preconditions:	Event account on a subsystem must be available. Event details must be valid. Event authorization services must be available.
Postconditions:	Event is created on the system.

Flow of Activities:	**Actor**	**System**
	1. Request to create new event .	1.1 System creates a new event.
	2. Fills in the event details	2.1 System prompts for event details.
		2.2 System creates an event.
		2.3 System associates event information and account.
		2.4 System returns valid member account details

Exceptions:	1.1 Event details are incomplete. 1.2 Event details doesn't exist.

Use case name	View event	
Scenario	Administrator view an event on the system.	
Triggering event	Administrator wants to view an event from the system.	
Brief description	Administrator enters event details, confirm and deletes event information from the database and the system.	
Actors	Administrator	
Related use cases	Delete event, update event.	
Pre-conditions	Event account on a subsystem must be available. Event details must be valid. Event information must be up to date. Event authorization services must available.	
Post-conditions	Event must be deleted.	
Flow of activities	**Actor**	**System**
	1. Administrator supplies details of the event.	1.1 System returns valid event account details and confirm details.
Exception Conditions	1.1 An event doesn't exist	

Use case name	Delete event
Scenario	Administrator deletes an event on the system.
Triggering event	Administrator wants to delete an event from the system.
Brief description	Administrator enters event details, confirm and deletes event information from the database and the system.
Actors	Administrator
Related use cases	Update event.
Pre-conditions	Event account on a subsystem must be available. Event details must be valid. Event information must be up to date. Event authorization services must available.
Post-conditions	Event must be deleted.

Flow of activities	**Actor**	**System**
	2. Administrator supplies details of the event.	2.1 System deletes an event. 2.2 System associates event information and account. 2.3 System returns valid event account details and confirm details.

Exception Conditions	1.2 An event doesn't exist

Use case name	Update event
Scenario	Administrator update event online
Triggering event	Administrator wants to update event online.
Brief description	Administrator update event online by entering new information on the selected fields and changes are saved on the database.
Actors	Administrator
Related use cases	none
Pre-conditions	Event on a subsystem must be available. Event must be valid. Event must exist.
Post-conditions	Event must be updated and saved.

Flow of activities	**Actor**	**System**
	1. The administrator update events online.	1.1 System allows an administrator to update events online. 1.2 System associates administrator, event, and account. 1.3 System returns successful message event is updated.

Exception Conditions	1.1 Event details are incomplete.

Use case name	Update profile
Scenario	Employee update profile online
Triggering event	Employee wants to update profile online.
Brief description	Employee update profile online by entering new information on the selected fields and changes are saved on the database.
Actors	Employee
Related use cases	none
Pre-conditions	Employee account on a subsystem must be available. Employee details must be valid. Employee must exist.
Post-conditions	Employee details must be updated and saved.
Flow of activities	**Actor** 1. The employee update his/her profile online.	**System** 1.1 System allows an employee to update profile online. 1.2 System associates employee, and account information. 1.3 System returns successful message event is updated.
Exception Conditions	1.1 Employee details are incomplete.

Use case name	Update task
Scenario	Employee update task assigned online
Triggering event	Employee wants to update task assigned to him/her online.
Brief description	Employee update tasks online by entering new task information on the selected fields and changes are saved on the database.
Actors	Employee
Related use cases	Assign task
Pre-conditions	Task account on a subsystem must be available. Task details must be valid. Task must exist.
Post-conditions	Task details must be updated and saved.

Flow of activities	**Actor**	**System**
	1. The employee update his/her tasks online.	1.4 System allows an employee to update task online. 1.5 System associates employee, and account information. 1.6 System returns successful message event is updated.
Exception Conditions	1.2 Task details are incomplete.	

Use case name	Delete comment	
Scenario	The administrator can delete comments	
Trigger event	The admin wants to delete comments	
Brief description	The admin deletes comments from record	
actors	admin	
Related use cases	none	
Stakeholder	Customer	
Pre-condition	The comment to delete must exist	
Post-condition	Comments must be removed from database	
Flow of activities	Actor	System
	The admin wants to delete a comment	System deletes comment
Exceptions	No comment selected to delete	

Use case name	Register employee	
Scenario	The administrator registers employees	
Trigger event	New employee needs to set up account online	
Brief description	Administrator enters new customer account data, and the system assigns account number, creates a customer record, and creates an account record.	
actors	Admin	
Related use cases	none	
Stakeholder	none	
Pre-condition	Employee subsystem/ repository must exist to store the data	
Post-condition	Employee must be created and stored	
Flow of activities	Actor	System
	1. Customer indicates desire to create customer account and enters basic customer information.	1. System creates a new employee
Exceptions	Employee data is incomplete	

Use case name	View employee
Scenario	Admin views active staff
Trigger event	Admin shows desire to see hired staff
Brief description	Admin navigates to "view staff details" link
actors	admin
Related use cases	Register employee
Stakeholder	none
Pre-condition	There must be employees hired already
Post-condition	Employee details are being viewed

Flow of activities	Actor	System
	Admin wants to see staff members	System looks up and views staff/employees
Exceptions	No staff to display	

Use case name	Update employee	
Scenario	Modify personal details	
Trigger event	Customer wishes to personal details	
Brief description	Customer changes data where preferred	
actors	employee	
Related use cases	none	
Stakeholder	admin	
Pre-condition	Customer must have an account existing	
Post-condition	Modified fields must be saved	
Flow of activities	Actor	System
	1. Customer shows desire to change personal details	1. Saves newly edited record
Exceptions	Basic customer data incomplete	

Use case name	Delete employee	
Scenario	Customer delete account	
Trigger event	Customer wants to terminate membership	
Brief description	Online customer delete account and provides a reason	
actors	admin	
Related use cases	Views customer	
Stakeholder	admin	
Pre-condition	Customer must have an account existing	
Post-condition	Customer is removed from system storage	
Flow of activities	Actor	System
	Customer desires to delete account	Removes customer to archive
Exceptions	No customer to delete	

Use case name	Assign Employee
Scenario	Admin desires to give an employee a task
Trigger event	Admin assigns a task
Brief description	Employee get a task to perform

actors	Admin	
Related use cases	Book service	
Stakeholder	Admin, customer	
Pre-condition	1. A booking must exist 2. A staff must exist	
Post-condition	Staff sees their specific tasks	
Flow of activities	Actor	System
	1. Admin request unattended tasks 2. Admin assigns staff(cleaner)	1. System views unattended tasks/bookings 2. System creates task and Associates it with the cleaner.
Exceptions	Task has been attended to	

Use case name	Add advertisement	
Scenario	Create an advertisement	
Trigger event	Admin wats to publish an advert	
Brief description	Admin creates an advert by entering basic information	
actors	Admin	
Related use cases	none	
Stakeholder	Customer	
Pre-condition	None	
Post-condition	Advert must be created and stored	
Flow of activities	Actor	System
	Admin initiate an advertisement creation	Creates an advert and avail it for viewing
Exceptions	Advertisement description already exists	

Use case name	View advertisement	
Scenario	See an advertisement	
Trigger event	Actors navigates to the adverts tab in desire to see adverts	
Brief description	Customer views advertisements	
actors	Admin	
Related use cases	Add advertisement	
Stakeholder	Admin, customer, employee	
Pre-condition	Advertisement must exist	
Post-condition	Advertisement get displayed	
Flow of activities	Actor	System
	1. Actors navigates to the adverts tab	1. System views available advertisements

Exceptions	No existing adverts

Use case name	Update advertisement	
Scenario	Modify advertisement details	
Trigger event	Admin wishes to advertisement details	
Brief description	Admin changes data where preferred on the advertisement	
actors	Admin	
Related use cases	None	
Stakeholder	None	
Pre-condition	Advert must already exist	
Post-condition	Modified fields are saved	
Flow of activities	Actor	System
	Admin shows desire to change personal details	Saves newly edited fields on the advert
Exceptions	Wrong data-type provided on editing fields	

Use case name	Delete advertisement	
Scenario	Remove an advert	
Trigger event	Admin wishes to remove an advertisement	
Brief description	Admin delete outdated advertisement	
actors	admin	
Related use cases	none	
Stakeholder	none	
Pre-condition	Advertisement must exist	
Post-condition	Advertisement is removed from storage	
Flow of activities	Actor	System
	Customer desires to delete an Advertisement	Advertisement is archived
Exceptions	No selected advertisement for deletion	

CREATED BY: NETSHITUNI LS

CREATED BY: SammyLivhu 213539396

Use case name:	Send Comments.	
Scenario:	Add Customer Comment.	
Triggering event:	A customer wants to lay a complaint or share her point of view.	
Brief description:	A customer will log in to the system and navigate to add comment page and write her comments.	
Actors:	Customer.	
Related use cases:	None.	
Stakeholders:	Admin.	
Preconditions:	A Customer must exist on the system.	
Post-conditions:	Comment must be successfully submitted.	
Flow of activities	Actor	System
	1. Customer will log in to the system. 2. Member will go to add comments page. 3. Customer clicks on the add comments button.	1.1. System prompts for user log in details. 2.1. System provides the text boxes for customer to enter their name and comments. 3.1. System submits the comments.
Exceptions conditions:	1.1. Name was not provided. 2.1. No comments provided.	

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Use case name:	Make Booking	
Scenario:	Make an online booking.	
Triggering event:	A customer wants to make an online booking.	
Brief description:	A customer will log in to the system and navigate to make booking page and provide the necessary details to place a booking.	
Actors:	Customer.	
Related use cases:	None.	
Stakeholders:	Admin.	
Preconditions:	A Customer must have registered on the system.	
Post-conditions:	Bookings must be submitted and saved.	
Flow of activities	Actor	System
	1. Customer clicks the log in button. 2. Customer enters the log in details. 3. Customer selects the make booking page on the menu. 4. Customer enters the booking details	1.1. System prompts for user log in details. 2.1. System navigates the customer to the home page. 3.1. System prompts for booking details. 4.1. System validates the booking details and captures them if correct.
Exceptions conditions:	1.1. Booking details are incomplete.	

Use case name:	Delete Booking.	
Scenario:	Remove a booking placed by a customer.	
Triggering event:	A customer does not want to bookings placed any longer.	
Brief description:	A customer will log in to the system and navigate to delete booking page and delete a booking she no longer wants.	
Actors:	Customer.	
Related use cases:	None.	
Stakeholders:	Admin.	
Preconditions:	A Customer must have registered on the system. A booking must exist on the database.	
Post-conditions:	Bookings must be removed from the system.	
Flow of activities	Actor	System
	1. Customer clicks the log in button. 2. Customer enters the log in details. 3. Customer selects the delete booking page on the menu. 4. Customer clicks the delete button on a booking she wants to delete.	1.1. System prompts for user log in details. 2.2. System navigates the customer to the home page. 3.1. System displays the bookings made. 4.1. System removes the bookings deleted on the system.
Exceptions conditions:	1.1. Booking not deleted.	

Use case name:	Make Payment.	
Scenario:	Make payment for bookings made.	
Triggering event:	A customer wants to make payment for the bookings made.	
Brief description:	A customer will log in to the system and navigate to make payment page and make an online payment.	
Actors:	Customer.	
Related use cases:	None.	
Stakeholders:	Admin.	
Preconditions:	A Customer must have registered on the system. A customer must have logged in to the system. A booking must have existing bookings.	
Post-conditions:	Payment must be made.	
Flow of activities	Actor	System
	1. Customer clicks the log in button. 2. Customer enters the log in details. 3. Customer selects the make payment page on the menu and provide the necessary payment details 4. Customer clicks the make payment button.	1.1. System prompts for user log in details. 2.1. System navigates the customer to the home page. 3.1. System validates the provided details. 4.1. System captures the payment details if correct.
Exceptions conditions:	1.1. Invalid account number. 1.2. Payment type not selected. 1.3. Amount not provided.	

Use case name:	Create Account	
Scenario:	Create customer account.	
Triggering event:	A customer wants to create online account.	
Brief description:	A customer creates online account by providing all the personal details or information needed.	
Actors:	Customer.	
Related use cases:	None.	
Stakeholders:	Admin.	
Preconditions:	Customer must have the necessary documents.	
Post-conditions:	Customer must be registered on the system.	
Flow of activities	Actor	System
	1. Customer clicks the register button. 2. Customer enters the personal details. 3. Customer clicks a create account button.	1.1. System prompts for customer personal details. 2.1. System captures the customer details. 3.1. System creates a customer account.
Exceptions conditions:	1.1. Password does not match.	

CREATED BY: NETSHITUNI LS

Use case name:	View adverts.	
Scenario:	Display different types of adverts.	
Triggering event:	A customer wants to display the types of adverts that are available.	
Brief description:	A customer logs in to the system and clicks on the view adverts.	
Actors:	Customer.	
Related use cases:	None.	
Stakeholders:	Admin.	
Preconditions:	Customer must have logged in to the system.	
Post-conditions:	Available adverts must be displayed on the screen.	
Flow of activities	Actor	System
	1. Customer logs in to the system. 2. Customer clicks on view adverts page.	1.1. System prompts for customer log in details. 2.1. System displays the available adverts.
Exceptions conditions:	1.1. Invalid password 1.2. Incorrect username	

Use case name:	View bookings.	
Scenario:	Displays booking that have been made.	
Triggering event:	A customer wants to display the bookings that have been made.	
Brief description:	A customer logs in to the system and clicks on the view bookings.	
Actors:	Customer.	
Related use cases:	None.	
Stakeholders:	Admin.	
Preconditions:	Customer must have logged in to the system.	
Post-conditions:	Bookings must be displayed on the screen.	
Flow of activities	Actor	System
	1. Customer logs in to the system. 2. Customer clicks on view bookings page.	1.1. System prompts for customer log in details. 2.1. System displays bookings.
Exceptions conditions:	1.1. Invalid password 1.2. Incorrect username	

Use case name:	View events.
Scenario:	Display available events.
Triggering event:	A customer wants to display the events that are available.
Brief description:	A customer logs in to the system and clicks on the view events.
Actors:	Customer.
Related use cases:	None.
Stakeholders:	Admin.
Preconditions:	Customer must have logged in to the system.
Post-conditions:	Events must be displayed on the screen.

Flow of activities	Actor	System
	1. Customer logs in to the system. 2. Customer clicks on view bookings page.	1.1. System prompts for customer log in details. 2.1. System displays bookings.

Exceptions conditions:	1.1. Invalid password 1.2. Incorrect username

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Use case name:	View profile.	
Scenario:	Display the customer profile.	
Triggering event:	A customer wants to display the profile.	
Brief description:	A customer logs in to the system and clicks on the view profile.	
Actors:	Customer.	
Related use cases:	None.	
Stakeholders:	Admin.	
Preconditions:	Customer must have logged in to the system.	
Post-conditions:	Customer profile must be displayed on the screen.	
Flow of activities	Actor	System
	1. Customer logs in to the system. 2. Customer clicks on view customer profile.	1.1. System prompts for customer log in details. 2.1. System displays the profile of the customer.
Exceptions conditions:	1.1. Invalid password. 1.2. Incorrect username.	

Use case name:	Send Comments.	
Scenario:	Add Customer Comment.	
Triggering event:	A customer wants to lay a complaint or share her point of view.	
Brief description:	A customer will log in to the system and navigate to add comment page and write her comments.	
Actors:	Customer.	
Related use cases:	None.	
Stakeholders:	Admin.	
Preconditions:	A Customer must exist on the system.	
Post-conditions:	Comment must be successfully submitted.	
Flow of activities	Actor	System
	4. Customer will log in to the system. 5. Member will go to add comments page. 6. Customer clicks on the add comments button.	1.2. System prompts for user log in details. 2.2. System provides the text boxes for customer to enter their name and comments. 6.1. System submits the comments.
Exceptions conditions:	1.2. Name was not provided. 2.2. No comments provided.	

Use case name:	Update Account	
Scenario:	Update customer account.	
Triggering event:	A customer wants to update online account.	
Brief description:	A customer update online account by editing all the personal details or information that exists.	
Actors:	Customer.	
Related use cases:	None.	
Stakeholders:	Admin.	
Preconditions:	Customer account must exist.	
Post-conditions:	Customer's account must be updated on the system.	
Flow of activities	Actor	System
	4. Customer clicks the Update account. 5. Customer enters the personal details. 6. Customer clicks Update account button.	1.2. System displays customer personal details. 2.2. System captures the customer details. 3.2. System updates a customer account.
Exceptions conditions:	1.1 Password does not match. 1.2 Blank space left on the customer's details	

Use case name:	Update Booking	
Scenario:	Update customer's booking.	
Triggering event:	A customer wants to update online booking made.	
Brief description:	A customer update online booking made by editing all the booking details or information that exists.	
Actors:	Customer.	
Related use cases:	None.	
Stakeholders:	Admin.	
Preconditions:	Booking must exist.	
Post-conditions:	Customer's bookings must be updated on the system.	
Flow of activities	Actor	System
	1.1 Customer clicks the Update Booking. 1.3 Customer enters the new booking details. 1.5 Customer clicks Update booking button.	1.6 System displays customer bookings. 1.4 System captures the customer details. 1.5 System updates a customer's booking made.
Exceptions conditions:	1.6 Booking doesn't exist.	

Use case name:	Delete Account.	
Scenario:	Remove an account created by a customer.	
Triggering event:	A customer does not want to have account any longer.	
Brief description:	A customer will log in to the system and navigate to delete account page and delete the account.	
Actors:	Customer.	
Related use cases:	None.	
Stakeholders:	Admin.	
Preconditions:	A Customer must have registered on the system. A customer's account must exist on the database.	
Post-conditions:	Account must be removed from the system.	
Flow of activities	Actor	System
	5. Customer clicks the log in button. 6. Customer enters the log in details. 7. Customer selects the delete account 8. Customer clicks the delete button.	1.1. System prompts for user log in details. 2.3. System navigates the customer to the home page. 4.2. System removes the account deleted on the system.
Exceptions conditions:	1.2. Account doesn't exist.	