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| 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. System prompts for user log in details.   2. System provides the text boxes for customer to enter their name and comments.   3. System submits the comments. |
| Exceptions conditions: | * 1. Name was not provided.   2. No comments provided. | |

**CREATED BY: NETSHITUNI LS**

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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. System prompts for user log in details.   2. System navigates the customer to the home page.   3. System prompts for booking details.   4. System validates the booking details and captures them if correct. |
| Exceptions conditions: | * 1. Booking details are incomplete. | |

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| 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.   * 1. System navigates the customer to the home page.   2. System displays the bookings made.   3. System removes the bookings deleted on the system. |
| Exceptions conditions: | * 1. Booking not deleted. | |

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| 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. System prompts for user log in details.   2.1. System navigates the customer to the home page.   * 1. System validates the provided details.   2. System captures the payment details if correct. |
| Exceptions conditions: | * 1. Invalid account number.   2. Payment type not selected.   3. Amount not provided. | |

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| 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. System prompts for customer personal details.   2. System captures the customer details.   3. System creates a customer account. |
| Exceptions conditions: | * 1. Password does not match. | |

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| 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. System prompts for customer log in details.   2. System displays the available adverts. |
| Exceptions conditions: | * 1. Invalid password   2. Incorrect username | |

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| 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. System prompts for customer log in details.   2. System displays bookings. |
| Exceptions conditions: | * 1. Invalid password   2. Incorrect username | |

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| 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. System prompts for customer log in details.   2. System displays bookings. |
| Exceptions conditions: | * 1. Invalid password   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. System prompts for customer log in details.   2. System displays the profile of the customer. |
| Exceptions conditions: | * 1. Invalid password.   2. Incorrect username. | |

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| 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. System prompts for user log in details.   2. System provides the text boxes for customer to enter their name and comments.   3. System submits the comments. |
| Exceptions conditions: | * 1. Name was not provided.   2. No comments provided. | |

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| 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 |
| 1. Customer clicks the Update account. 2. Customer enters the personal details. 3. Customer clicks Update account button. | * 1. System displays customer personal details.   2. System captures the customer details.   3. System updates a customer account. |
| Exceptions conditions: | * 1. Password does not match.   2. Blank space left on the customer’s details | |

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| Use case name: | Update Account | |
| 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. Customer clicks the Update Booking.   2. Customer enters the new booking details.   3. Customer clicks Update booking button. | * 1. System displays customer bookings.   2. System captures the customer details.   3. System updates a customer’s booking made. |
| Exceptions conditions: | * 1. Booking doesn’t exist. | |

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| 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 |
| 1. Customer clicks the log in button. 2. Customer enters the log in details. 3. Customer selects the delete account 4. Customer clicks the delete button. | 1.1. System prompts for user log in details.   * 1. System navigates the customer to the home page.   2. System removes the account deleted on the system. |
| Exceptions conditions: | * 1. Account doesn’t exist. | |