

Service Reservation Use Case Descriptions

Use Case Name: Service Quality Review	ID: 1	Importance Level: mid
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primary Actor: tourist

Stakeholders and Interests: tourists: defines level of user's satisfaction.

Service provider: helps to improve its service.

Brief Description: tourist rates the service and post comments about it.

Trigger: tourist wants to rate service.

Use Case Name: Contact Provider	ID: 2	Importance Level: high
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primary Actor: Tourist

Stakeholders and Interests: tourist: can ask questions from service provider.

Brief Description: tourist can contact service provider and send message.

Trigger: when tourist wants to contact service provider.

Use Case Name: Service Reservation	ID: 3	Importance Level: high
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primary Actor: tourist

Stakeholders and Interests: tourists: can easily reserve desired service.

Service provider: can sell and manage its service easier.

Brief Description: this use case describes how a service is reserved by tourists.

Trigger: tourist wants to reserve a service.

Use Case Name: Service Cancellation	ID: 4	Importance Level: high
primary Actor: tourist		
Stakeholders and Interests: tourist: can cancel reserved service just in case.		
Brief Description: tourist can cancel reserved service if service provider's conditions are satisfied for canceling the service.		
Trigger: tourist wanting to cancel the reservation.		

Use Case Name: Reservation confirmation	ID: 5	Importance Level: High
primary Actor: Service Provider		
Stakeholders and Interests: service Provider: finds out if tourist is qualified for this service or not.		
Brief Description: service provider checks the tourist information and accepts or declines the reservation request.		
Trigger: when user submits a reservation.		

Use Case Name: Contact Service User	ID: 6	Importance Level: high
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primary Actor: service provider

Stakeholders and Interests: tourist: can be informed of latest changes in the service.

Service provider: can contact users easily.

Brief Description: service provider can contact user in order to give more information or inform user of changes of plans.

Trigger: when service provider wants to contact user.

Use Case Name: Service Addition Application	ID: 7	Importance Level: High
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primary Actor: service provider

Stakeholders and interests: tourism system: can control and verify services.

Brief Description: service providers adds information of a new service and requests to add it into the system.

Trigger: when service provider wants to add a new service.

Use Case Name: Service Addition Application Approval	ID: 8	Importance Level: High
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primary Actor: Administrator

Brief Description: system administrator checks the service addition request and determines if it is qualified to be added into the system or not.

Trigger: when service provider submits a request and administrator checks it.

Use Case Name: Reservation Admission	ID: 9	Importance Level: High
Primary Actor: Operator		
Brief Description: The operator must contact the service providers to ensure the availability of the reserved service.		
Trigger: A successful Service Reservation will create a record for the operators to make the necessary calls for.		