# Service Reservation Use Case Descriptions

| Use Case Name:  Service Quality Review | ID: 1 | Importance Level: mid |
|---|---|---|
| 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 |
|---|---|---|
| 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 |
|---|---|---|
| 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 Cancelation | 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 |
|---|---|---|
| primary Actor: service provider | | |

| Stakeholders and Interests: tourist: can be informed of latest changes in the service.<br>Service provider: can contact users easily. |
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| 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 |
|---|---|---|
| primary Actor: service provider | | |

| Stakeholders and interests: tourism system: can control and verify services. |
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| 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 |
|---|---|---|
| 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. |
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| Trigger: when service provider submits a request and administrator checks it. |