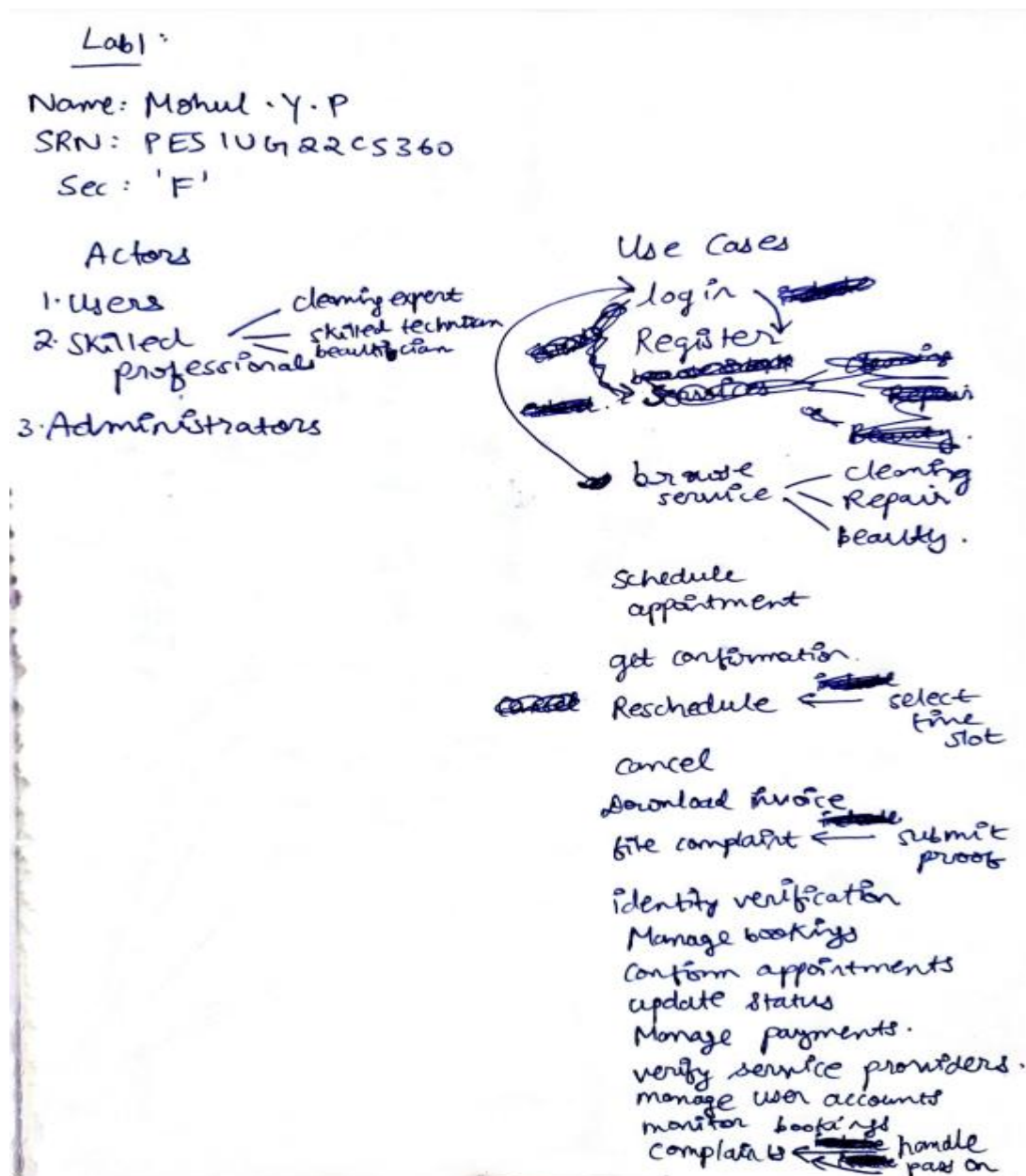


OOAD Lab 1

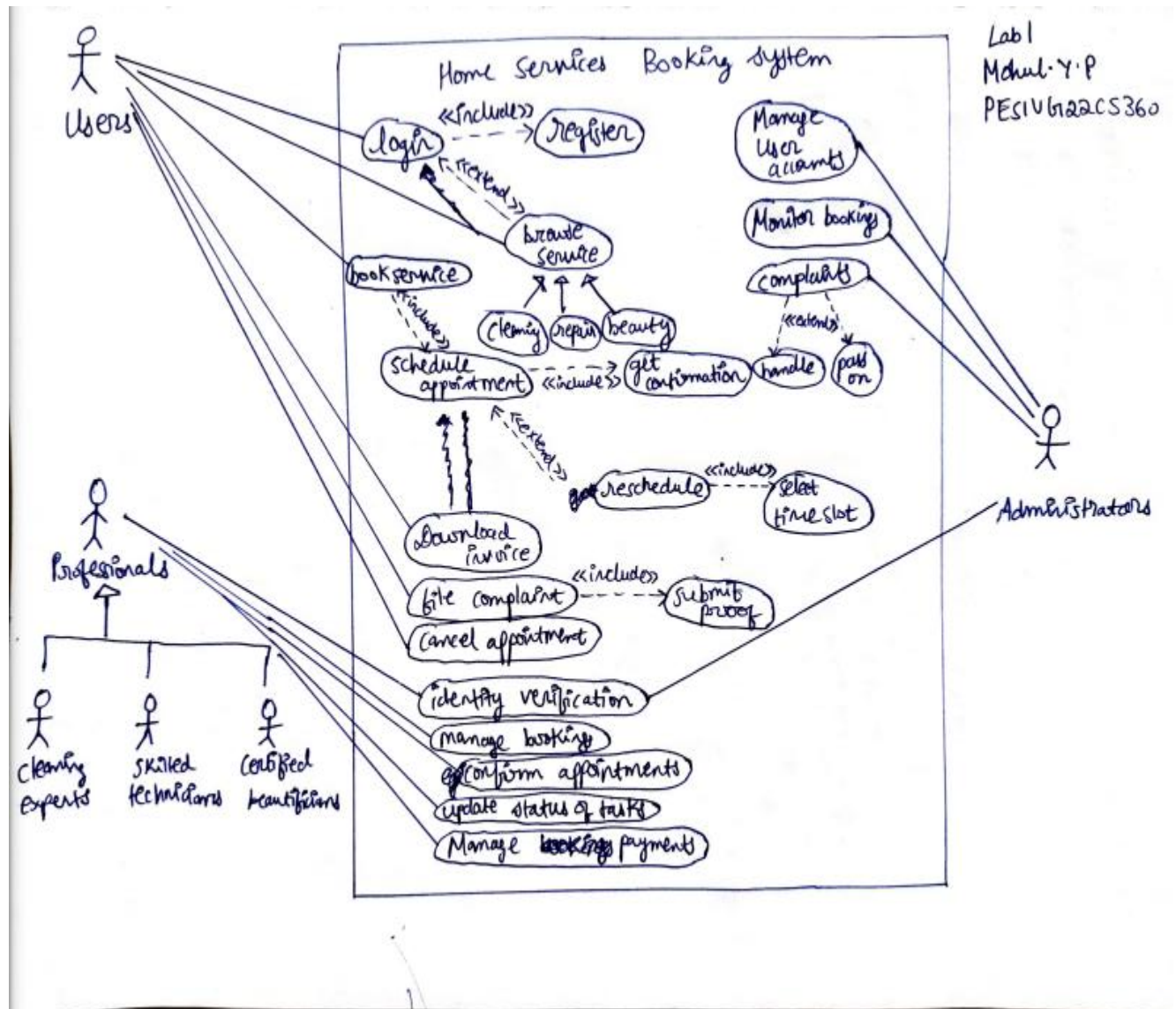
Name : Mohul Y P

SRN : PES1UG22CS360

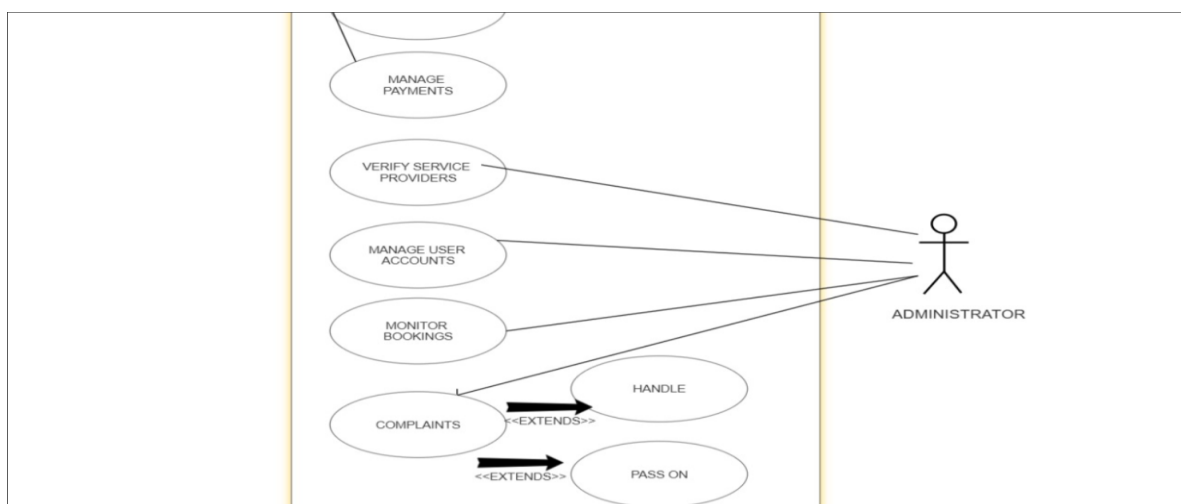
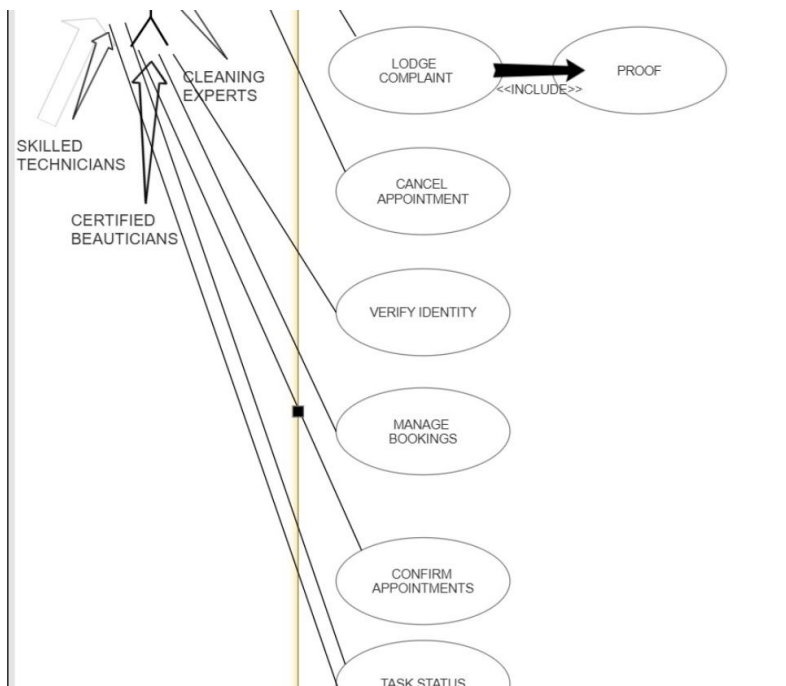
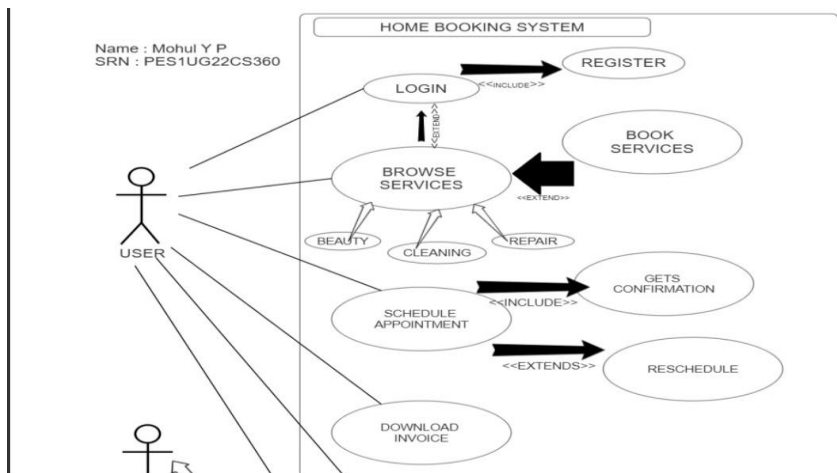
1a) List of actors and use cases :



Use case diagram: (hand-drawn)



## Use Case diagram: (Smart draw)



1b)

### **1)Why "Schedule Appointment" is a Major Use Case:**

The core purpose of the Home Services Booking System is to enable users to book professional services. This use case directly aligns with the primary goal of the system.

It represents one of the most commonly used functionalities. Without this, the system would fail to serve its intended purpose.

### **2)Why "Manage Payments" is a Major Use Case:**

Payments are a critical component of the system, ensuring professionals are compensated and the platform can generate revenue.

A smooth and secure payment process builds trust and reliability among users, which is crucial for customer retention.

### **Use Case description :**

#### **1. Schedule Appointment**

Title or Reference Name: Schedule Appointment

Purpose: To allow users to book services at their preferred time slots.

Overview: This use case enables users to browse services and select a time for an appointment with professionals.

Cross References: Requirements for booking and payment integration.

Actors: User

Preconditions: The user must be logged in and have selected a service.

Postconditions: An appointment is scheduled, and confirmation is sent to the user and professional.

Normal flow of events:

User logs into the system.

User browses available services.

User selects a service and views available time slots.

User confirms a time slot.

System schedules the appointment and notifies all parties.

Alternative flow of events:

If a selected time slot is unavailable, the user is prompted to choose another.

Exceptional flow of events:

If the professional cancels, the system notifies the user and reschedules.

Implementation issues: Integration with calendars and real-time availability.

## **2. Manage Payments**

Title or Reference Name: Manage Payments

Purpose: To handle payments securely and efficiently.

Overview: This use case enables professionals to check their payments for their services.

Cross References: Integration with payment gateways.

Actors: Professional

Preconditions: The user must have paid for a service.

Postconditions: Payment is processed, and a receipt is generated.

Normal flow of events:

User reviews the scheduled appointment.

User initiates payment.

System processes the payment via a payment gateway.

System confirms payment and updates the booking status.

Professional can check their payments from the portal.

Alternative flow of events:

If the payment gateway fails, the user is prompted to retry or use another method.

Payment does not show up on the professional's portal

Exceptional flow of events:

If payment fails repeatedly, the appointment is canceled after a grace period.

Implementation issues: Ensuring payment security and handling gateway downtime.

