**Front Desk Manager**

**Use Case 1 Name : New User Account:**

**Actors:** Admins (LS administrative officials)

**Trigger:** On hiring a new front desk staff personnel

**Preconditions:** Hiring process of the new staff member is complete and ready to start working at front desk.

**Post-conditions:** The new worker will have a fully authorized active account.

The new worker is requested to set a new password on the activation of account.

**Normal Flow:**

1. On hiring the new staff the LS administrative officials log in to the application as Admin and clicks on Create a new account button

2. The admin is taken on to a next page where he can enter new employee details in a form and save it.

3. The admin has feasibility to generate a new account username from the employee details and add it to the database.

4. On successful addition to database the admin is prompted/ taken to list of permissions to be given to the new employee.

5. On completion the admin clicks create account button and an email is sent to the new employee with their username and a system generated password.

6. New employee can login to the portal with the given credentials.

**use Case 2: Library Items and Book Store Items.**

1. The user logs into the portal and clicks on the library items button
2. The user is directed to a spreadsheet with the list of library orders and details
3. The user checks in the details when the LS front desk receives any order from library
4. Whenever an item is checked in the customer is sent a system generated email to come pick up their items.
5. And checks out an item when a customer arrives at the front desk to collect their items.
6. The customer is sent an email stating that their items are collected as soon as spreadsheet is updated with check out information.
7. The user is facilitated to print/ download the spreadsheet in pdf format.

**Use Case Name: Room Rental Request**

1. The user logs in to the portal on receiving a room rental request over a call or in person at front desk
2. The user clicks on the room rental request button
3. The user is directed to a form, where the user manages to collect details like name, department, email id, phone, type of room, date of rental, timings of rental, number of people to be accommodated by the room, technical gadget requirement, other notes and enters them in the form, saves it and sends it to LS administrative officials
4. Meanwhile an acknowledgement email is sent to requestor.
5. When an admin logs in they are notified about the pending requests and a deadline to resolve those request
6. Admin reviews the request and clicks on building layout with each room displaying its availability, capacity and other details
7. The admin finds the appropriate room and reserves one appropriate to the requestor’s requirements.
8. An email is sent to the requestor with the confirmation details for room rental
9. The admin then updates the schedule of daily events

Use Case: Vending Machine refunds and petty cash

User logs in to the portal when there is a vending machine refund request.

1. The customer is handed a form to fill and on completion we take that information and put in a sheet implemented to track refunds.
2. Whenever refunds are made the petty cash track is also updated.

Message Board

1. All system users has access to use message board
2. They can send messages to the coworkers and also to the office officials.
3. If the user is offline they could see the messages in the notifications once after user logs in.