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| **Use case name** | **Approve Account** | |
| Related requirements | New hotel staff account need to be verified by one of the old hotel staff. | |
| Goal in context | The old hotel staff verify new hotel staff account. | |
| Preconditions | The new hotel staff registered his account. | |
| Success End Condition | New hotel staff account is activated. | |
| Failed End Condition | New hotel staff is not activated. | |
| Primary Actors | Hotel staff | |
| Secondary Actors | Database | |
| Trigger | The new hotel staff asks the old hotel staff to verify his account. | |
| Included Cases | Login | |
| Main Flow | **Step** | **Action** |
| 1  2  3  4  5 | The old hotel staff logins  Include:: Login  The old hotel staff retrieve new hotel staff request.  The system retrieve new hotel staff account from the database.  Old hotel staff approve new hotel staff account.  New hotel staff account is verified and saved in the database. |
| **Extensions** | **Step** | **Branching Action** |
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| **Use case name** | **Social Login** | |
| Related requirements | Customer should be able to login using social network | |
| Goal in context | Customer login using his social network account. | |
| Preconditions | - | |
| Success End Condition | Customer logins successfully | |
| Failed End Condition | Customer logins failed | |
| Primary Actors | Customer | |
| Secondary Actors | Social network | |
| Trigger | Customer request the system to login using his social network account | |
| Included Cases | - | |
| Main Flow | **Step** | **Action** |
| 1  2 | Customer enters his social network account.  The system verify his account with social network. |
| **Extensions** | **Step** | **Branching Action** |
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| **Use case name** | **Login** | |
| Related requirements | The system shall allow the users to log in to it. | |
| Goal in context | The user can log in to the service. | |
| Preconditions | The user should register their own account. | |
| Success End Condition | The user is logged in to the service successfully. | |
| Failed End Condition | The login request is rejected. | |
| Primary Actors | User | |
| Secondary Actors | Database | |
| Trigger | The user asks to log in to the service. | |
| Extended case | Social Login | |
| Main Flow | **Step** | **Action** |
| 1  2 | The user enters his/her username and password.  The system verify username and password with the database. |
| Extensions | **Step** | **Branching Action** |
| 1.1 | Customer login using social network  Extended:: Social Login |

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| **Use case name** | Register | |
| Related requirements | It is supposed to create an account for a user | |
| Goal in context | The use-case aims to register any time | |
| Preconditions | User should have an email (Emails shouldn’t have been used before in registration) | |
| Success End Condition | The user account is registered. | |
| Failed End Condition | Passwords do not match, Username was used, this email has been used in another account | |
| Primary Actors | User | |
| Secondary Actors | - | |
| Trigger | A user is asked to register | |
| Main Flow | **Step** | **Action** |
| 1  2 | User input his desired username, password, name, email address, and phone number.  The system checks with the Database if the information is correct |
| Extensions | **Step** | **Branching Action** |
| 2.1  2.2  2.3  2.4 | If the information is correct, create an account in the Database.  The system send an email containing token for customer email verification.  Customer confirms his email by clicking on the link in the email.  The system activate customer account in the database. |

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| **Use case name** | Cancel Reservation | |
| Related requirements | The system is expected to cancel a reservation for the selected customer by the user or hotel staff. | |
| Goal in context | The use-case aims to cancel reservation at a given time. | |
| Preconditions | An existing reservation. | |
| Success End Condition | The reservation is cancelled. | |
| Failed End Condition | The reservation cancellation request is rejected. | |
| Primary Actors | User | |
| Secondary Actors | Database | |
| Trigger | The hotel staff or customer asks the system to make a reservation. | |
| Included Cases | Login, Check reservation | |
| Extended Cases | Apply Refund | |
| Main Flow | **Step** | **Action** |
| 1  2  3  4  5  6  7 | The user logins  Include:: Login  The user searches for existing reservations. ro  Include:: Search reservation  The system query the reservation from the database  The user selects reservation.  The user confirm the cancellation  The system checks the database if users need to make payment or cancel coupon  The system remove reservation from database |
| Extensions | **Step** | **Branching Action** |
| 2.1  5.1  5.2 | User does not have any existing reservation  Cancelling applied coupon if exists and update in database  The user receive refund if necessary  Include:: Refund |

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| **Use case name** | Make reservation | |
| Related requirements | The system is expected to make a reservation for the selected rooms by the customer or hotel staff. | |
| Goal in context | The use-case aims to make reservation in a given time within a specified room type. It is one of the vital use-cases. | |
| Preconditions | Room is available. | |
| Success End Condition | The room is booked. | |
| Failed End Condition | The reservation request is rejected. | |
| Primary Actors | User | |
| Secondary Actors | Database | |
| Trigger | The hotel staff or customer asks the system to make a reservation. | |
| Included Cases | Login, Pay, Search rooms | |
| Extended Cases | Apply coupon | |
| Main Flow | **Step** | **Action** |
| 1  2  3  4  5 | User logins  Include:: Login  User searches rooms  Include:: Search rooms  User select room to reserve  The system checks for available coupons for this user from the database  The user makes payment  Included:: Pay |
| Extensions | **Step** | **Branching Action** |
| 4.1 | There are some coupons and user want to apply one of the coupon  Extend:: Apply coupon |

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| **Use case name** | Apply coupon | |
| Related requirements | The system is expected to apply coupon discount for selected reservation. | |
| Goal in context | The use-case aims to apply coupon discount for selected reservation. | |
| Preconditions | User previously had 10 rooms or 5 reservations booked. | |
| Success End Condition | Coupon is successfully applied and discount 20% of the cost. | |
| Failed End Condition | Applying coupon failed | |
| Primary Actors | Customer | |
| Secondary Actors | Database | |
| Trigger | The hotel staff or customer asks the system to apply coupon. | |
| Main Flow | **Step** | **Action** |
| 1  2 | User select coupon to apply  The system check the validity of the coupon from the database |
| Extensions | **Step** | **Branching Action** |
| 2.1 | If the coupon is valid, reduce 20% from the total price if the coupon is valid. |

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| **Use case name** | Pay | |
| Related requirements | The system is expected to receive payment for selected reservation. | |
| Goal in context | The use-case aims to make receive payment from customer. | |
| Preconditions | Existent account, existent current reservation, accurate card information. | |
| Success End Condition | Payment is successful. | |
| Failed End Condition | Payment is rejected. | |
| Primary Actors | Customer | |
| Secondary Actors | Bank | |
| Trigger | The customer asks the system to receive payment. | |
| Main Flow | **Step** | **Action** |
| 1  2 | The customer inputs his/her card information.  The system forward the inputted card information with the payment amount to the Bank. |
| Extensions | **Step** | **Branching Action** |
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| **Use case name** | **Logout** | |
| Related requirements | The system shall make the user logout from the service. | |
| Goal in context | The user logged out from the service. | |
| Preconditions | The user needs to be logged in. | |
| Success End Condition | The user is logged out from the service successfully. | |
| Failed End Condition | - | |
| Primary Actors | User | |
| Secondary Actors | - | |
| Trigger | The user asks the system to logout from it. | |
| Included Cases | Login | |
| Main Flow | **Step** | **Action** |
| 1  2 | The user logins  Include:: Login  The user asks to log out. |
| **Extensions** | **Step** | **Branching Action** |
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| **Use case name** | **Check reservation** | |
| Related requirements | The system shall allow the user to check his/her reservation information. | |
| Goal in context | The user checks his/her reservation information. | |
| Preconditions | The user needs to have reserved some rooms. | |
| Success End Condition | - | |
| Failed End Condition | Checking request is rejected. | |
| Primary Actors | User | |
| Secondary Actors | Database | |
| Trigger | The customer asks the system to show his/her reservation information. | |
| Included Cases | Login | |
| Main Flow | **Step** | **Action** |
| 1  2  3 | The customer logins.  Included:: Login  The customer asks the system to check his/her reservation.  The system query the user reservation from Database |
| **Extensions** | **Step** | **Branching Action** |
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| **Use case name** | **Request refund** | |
| Related requirements | The system shall refund the customer when the customer cancels their reservation | |
| Goal in context | Refund to customer bank account | |
| Preconditions | The refunding is necessary according to the system | |
| Success End Condition | Refund success | |
| Failed End Condition | Refunding is rejected | |
| Primary Actors | Customer | |
| Secondary Actors | Bank, Database | |
| Trigger | The customer request the system for canceling their reservation | |
| Main Flow | **Step** | **Action** |
| 1  2  3 | The customer request the system for refunding  The system checks the transaction ID of the reservation from the Database  The system request the Bank for refunding |
| **Extensions** | **Step** | **Branching Action** |
| **-** | **-** |
| **Use case name** | Search rooms | |
| Related requirements | It is supposed to find the specific room that the user requires. | |
| Goal in context | Its main goal is to search for the desired available room in Database, and give back to the user | |
| Preconditions | Customer should know the check in/out dates | |
| Success End Condition | Display what is matched | |
| Failed End Condition | Display failure message | |
| Primary Actors | User | |
| Secondary Actors | Database | |
| Trigger | A user searches | |
| Main Flow | **Step** | **Action** |
| 1  2 | Customer inputs number of guest, desired room type, check-in and check-out date to the system  The system checks the database for any rooms satisfying the inputted condition |
| Extensions | **Step** | **Branching Action** |
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| **Use case name** | Edit Reservation | |
| Related requirements | It is supposed to change any reservation information | |
| Goal in context | The use-case aims to edit reservation before a week before its date(group decision) | |
| Preconditions | You should have been made a reservation | |
| Success End Condition | Change the information in the reservation | |
| Failed End Condition | The reservation was not changed | |
| Primary Actors | User | |
| Secondary Actors | Database | |
| Trigger | A user asks the hotel stuff to change the reservation details | |
| Included Cases | Login, Check reservation | |
| Extended Cases | Pay, Request refund | |
| Main Flow | **Step** | **Action** |
| 1  2  3  4  5  6 | The user logins  Include:: Login  The user checks for his/her reservation  Include:: Check reservation  The user select the reservation he wants to edit  The user input the information he wants to edit  The system checks with the Database if payment or refund is necessary  The system update the Database |
| Extensions | **Step** | **Branching Action** |
| 5.1  5.2 | If payment is necessary, goto Pay  Extend:: Pay  If refund is necessary, goto Refund  Extend:: Refund |

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| **Use case name** | **Edit room info** | |
| Related requirements | The system shall allow the hotel staff to make changes on room information. | |
| Goal in context | The hotel staff requests changes in room information. | |
| Preconditions | The hotel staff needs to have an appropriate proof of identity. | |
| Success End Condition | The room information is changed. | |
| Failed End Condition | The changing request is rejected | |
| Primary Actors | Hotel staff | |
| Secondary Actors | Database | |
| Included Cases | Login | |
| Trigger | The hotel staff asks the system to modify room type or price. | |
| Main Flow | **Step** | **Action** |
| 1  2  3  4  5  6  7 | The hotel staff logins  Include:: Login  The hotel staff requests the list of rooms  The system query all rooms from the Database  The hotel staff select the room he wants to edit  The system query the previous information about that room  The hotel staff enter new room information  The system saves new information to the Database |
| **Extensions** | **Step** | **Branching Action** |
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| **Use case name** | **Retrieve room status** | |
| Related requirements | The system shall allow hotel staff to retrieve room booking status. | |
| Goal in context | The hotel staff requests room booking status. | |
| Preconditions | The hotel staff needs to have an appropriate proof of identity. | |
| Success End Condition | Room booking status are shown | |
| Failed End Condition | The retrieve request is rejected | |
| Primary Actors | Hotel staff | |
| Secondary Actors | Database | |
| Trigger | The hotel staff asks the system to show room booking status | |
| Included Cases | Login | |
| Main Flow | **Step** | **Action** |
| 1  2 | The hotel staff logins  Include:: Login  The hotel staff requests the system to retrieve the room status |
| **Extensions** | **Step** | **Branching Action** |
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| **Use case name** | **Check in / out** | |
| Related requirements | The system shall allow the hotel staff to enter customer check in / out information. | |
| Goal in context | The hotel staff request to enter customer check in / out information | |
| Preconditions | The hotel staff needs to have an appropriate proof of identity. | |
| Success End Condition | Check in / out information is saved. | |
| Failed End Condition | Check-in / out is being rejected | |
| Primary Actors | Hotel staff | |
| Secondary Actors | Database | |
| Trigger | The hotel staff asks the system to show room booking status | |
| Included Cases | Login | |
| Main Flow | **Step** | **Action** |
| 1  2  3 | The hotel staff logins  Include:: Login  The hotel staff input customer phone number  The system checks the reservation and customer information in the Database |
| **Extensions** | **Step** | **Branching Action** |
| **-** | **-** |