**Use Case Elaboration Form**

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| **Use Case ID** | 1 |
| **Use Case** | User Login / Logout |
| **Elaboration Phase** | Receptionist – can login to the system as an employee and have employee permission within the system  Customer – can login to the system as a user and have user permission within the system |
| **Actors** | Customer, Receptionist |
| **Description** | 1. Receptionist/Customer navigates to the system’s website. 2. Receptionist/Customer is prompted to login or create an account 3. Receptionist /Customer is given access to correct permission within the system |
| **Priority** | Must have |
| **Non-Functional Requirements** | Receptionist/Customer data will be encrypted.  The system will be compatible with all smart devices. |
| **Assumptions** | Receptionist/Customer will either create an account to login or already have one |
| **Alternate Course** | Receptionist/Customer forgot username or password – can reset username or password at Login screen. |

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| **Use Case ID** | 2 |
| **Use Case** | Check Room Availability |
| **Elaboration Phase** | Receptionist/Customer will be able to view a list of vacant rooms for specific dates. |
| **Actors** | Customer, Receptionist |
| **Description** | 1. Receptionist/Customer select required dates for stay and other filter items (bed type, suit, smoking, etc..) 2. The system will show all vacant rooms available for selected dates 3. Receptionist/Customer can select a room and view room amenities |
| **Priority** | Must Have |
| **Non-Functional Requirements** |  |
| **Assumptions** | Receptionist/Customer will select the correct dates and filters. |
| **Alternate Course** | Customer – an error occurs when the system tries to load the list of vacant rooms. The receptionist can manually tell customers which rooms are vacant. |

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| **Use Case ID** | 3 |
| **Use Case** | Book Room |
| **Elaboration Phase** | Receptionist/Customer can reserve selected rooms for selected dates. |
| **Actors** | Customer, Receptionist |
| **Description** | 1. Receptionist/Customer reserve room from Use Case Check Room Availability. 2. Customer pays from Use Case Make payment. 3. System sends a confirmation message with payment info, rooms selected, and dates reserved. |
| **Priority** | Must Have |
| **Non-Functional Requirements** | The system will only allow one booking per room for each night (first come, first served).  Customer’s payment data is encrypted. |
| **Assumptions** | The booked room is available to be reserved. |
| **Alternate Course** | The receptionist can reserve another room of equal quality or give an upgraded room. |

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| **Use Case ID** | 4 |
| **Use Case** | Cancel Room |
| **Elaboration Phase** | Receptionist/Customer can unreserve any previously reserved rooms. |
| **Actors** | Customer, Receptionist |
| **Description** | 1. Receptionist/Customer select booked rooms 2. Receptionist/Customer cancels reservations 3. System makes room available again 4. System issues refund per policy |
| **Priority** | Must Have |
| **Non-Functional Requirements** | Customer’s refund data will be encrypted |
| **Assumptions** | The customer already has a reservation. |
| **Alternate Course** | System error – the canceled room isn’t added to the available rooms list. The receptionist can manually add the room back to available room list. |