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| **Use Case ID:** | UC-01 | | |
| **Use Case Name:** | Login | | |
| **Created By:** | Worapun Wongkium | **Last Updated By:** | Worapun Wongkium |
| **Date Created:** | 17/04/2014 | **Last Revision Date:** | 17/04/2014 |
| **Actors:** | Patient | | |
| **Description:** | Patient can login for identifying him/herself to reserve queue for dental treatment and make or change his/her appointment date. | | |
| **Trigger:** | Patient has to enter to the dental clinic services website or application. | | |
| **Preconditions:** | Patient login to the dental clinic website or application. | | |
| **Postconditions:** | Patient login success. | | |
| **Normal Flow:** | 1. Patient enters to website or application.  2. Patient selects to login to the website or application  3. Patient input patient ID and password.  4. System checks the patient ID and password which match in the database.  5. System displays the alert box for success or error message.  6. Patient enters to the application and websites’ home page | | |
| **Alternative Flows:** | 3a.Patient login to the website or application  1.Pateint input patient ID/password  2.Pateint confirm patient/password  3. System validation of the username/password combination fails due to incorrect entry.  4. System asks the user to re-enter the username/password combination.  5. Go back to basic flow 3. | | |
| **Exceptions:** | System initiated: System unavailable the information will not deliver. If there are no internet connection patient cannot login to the website or the application. System validation finds that the user record does not exist in the database. | | |
| **Includes:** | Steps 1-6 in the normal flow would be required for all types of request for login. | | |
| **Frequency of Use:** | On demand | | |
| **Special Requirements:** | N/A | | |
| **Assumptions:** | Patient understands Thai or English language. Patient has to has his/her patient ID and password first. Both of them are provided by the dental clinics’ officer | | |
| **Notes and Issues:** | N/A | | |

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| **Use Case ID:** | UC-02 | | |
| **Use Case Name:** | Display dentist schedule | | |
| **Created By:** | Worapun Wongkium | **Last Updated By:** | Worapun Wongkium |
| **Date Created:** | 17/04/2014 | **Last Revision Date:** | 17/04/2014 |
| **Actors:** | Patient | | |
| **Description:** | Patient can view the dentist schedule to looking for the time that available for making a new appointment date or check the date or time for changing his/her appointment date . | | |
| **Trigger:** | Patient has to enter to the dental clinic services website or application. | | |
| **Preconditions:** | Patient selects dentist schedule | | |
| **Postconditions:** | Patient enters to the dentist schedule page | | |
| **Normal Flow:** | 1. Patient enters to website or application.  2. Patient selects dentist schedule  3. Patient view the dentist schedule  4. System displays the dentist schedule on the web page or application.  5. System displays the information in the dentist schedule | | |
| **Alternative Flows:** | N/A | | |
| **Exceptions:** | System initiated: System unavailable the information will not deliver. If there are no internet connection patient cannot login to the website or the application. | | |
| **Includes:** | Steps 1-5 in the normal flow would be required for all types of request for view the dentist schedule. | | |
| **Frequency of Use:** | On demand | | |
| **Special Requirements:** | N/A | | |
| **Assumptions:** | Patient understands Thai or English language. Patient has to has his/her patient ID and password first. Both of them are provided by the dental clinics’ officer | | |
| **Notes and Issues:** | N/A | | |

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| **Use Case ID:** | UC-03 | | |
| **Use Case Name:** | Display patients’ queue in the patient schedule | | |
| **Created By:** | Worapun Wongkium | **Last Updated By:** | Worapun Wongkium |
| **Date Created:** | 17/04/2014 | **Last Revision Date:** | 17/04/2014 |
| **Actors:** | Patient | | |
| **Description:** | Patient can view his/her queue in the patient schedule to check their own appointment or looking for the time that available for making a new appointment date or check the date or time for changing his/her appointment date. | | |
| **Trigger:** | Patient has to enter to the dental clinic services website or application. | | |
| **Preconditions:** | Patient selects patients’ queue date in the patient schedule | | |
| **Postconditions:** | Patient enters to the patient schedule page | | |
| **Normal Flow:** | 1. Patient enters to website or application.  2. Patient selects patient schedule.  3. Patient views the queue in the patient schedule.  4. System displays the patient schedule on the web page or application.  5. System displays the information in the patient schedule. | | |
| **Alternative Flows:** | N/A | | |
| **Exceptions:** | System initiated: System unavailable the information will not deliver. If there are no internet connection patient cannot login to the website or the application. | | |
| **Includes:** | Steps 1-5 in the normal flow would be required for all types of request for view the patient schedule. | | |
| **Frequency of Use:** | On demand | | |
| **Special Requirements:** | N/A | | |
| **Assumptions:** | Patient understands Thai or English language. Patient has to has his/her patient ID and password first. Both of them are provided by the dental clinics’ officer | | |
| **Notes and Issues:** | N/A | | |

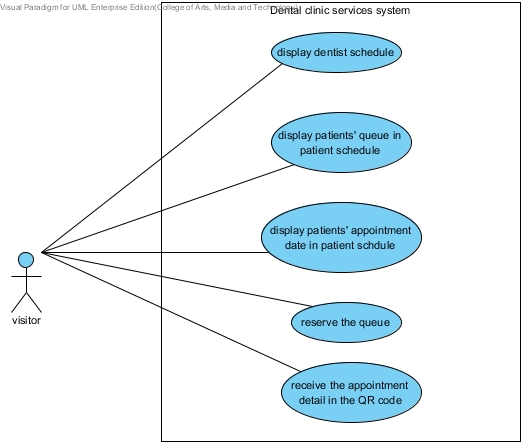
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| **Use Case ID:** | UC-04 | | |
| **Use Case Name:** | Display patients’ appointment date in the patient schedule | | |
| **Created By:** | Worapun Wongkium | **Last Updated By:** | Worapun Wongkium |
| **Date Created:** | 17/04/2014 | **Last Revision Date:** | 17/04/2014 |
| **Actors:** | Patient | | |
| **Description:** | Patient can view his/her appointment date in their own schedule to check their own appointment or looking for the time that available for making a new appointment date or check the date or time for changing his/her appointment date. | | |
| **Trigger:** | Patient has to enter to the dental clinic services website or application. | | |
| **Preconditions:** | Patient selects patients’ appointment date in the patient schedule | | |
| **Postconditions:** | Patient enters to the patient schedule page | | |
| **Normal Flow:** | 1. Patient enters to website or application.  2. Patient selects patient schedule.  3. Patient views the appointment in the patient schedule.  4. System displays the patient schedule on the web page or application.  5. System displays the information in the patient schedule. | | |
| **Alternative Flows:** | N/A | | |
| **Exceptions:** | System initiated: System unavailable the information will not deliver. If there are no internet connection patient cannot login to the website or the application. | | |
| **Includes:** | Steps 1-5 in the normal flow would be required for all types of request for view the patient schedule. | | |
| **Frequency of Use:** | On demand | | |
| **Special Requirements:** | N/A | | |
| **Assumptions:** | Patient understands Thai or English language. Patient has to has his/her patient ID and password first. Both of them are provided by the dental clinics’ officer | | |
| **Notes and Issues:** | N/A | | |

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| **Use Case ID:** | UC-05 | | |
| **Use Case Name:** | Make an appointment date | | |
| **Created By:** | Worapun Wongkium | **Last Updated By:** | Worapun Wongkium |
| **Date Created:** | 17/04/2014 | **Last Revision Date:** | 17/04/2014 |
| **Actors:** | Patient | | |
| **Description:** | Patient can making his/her own appointment date. She/he can check the available time from the patient and dentist schedule and confirm to make the appointment. | | |
| **Trigger:** | Patient has to login first | | |
| **Preconditions:** | Patient selects make an appointment date | | |
| **Postconditions:** | Patient enters to the make an appointment page | | |
| **Normal Flow:** | 1. Patient enters to website or application.  2. Patient selects patient/dentist schedule.  3. Patient views the appointment in the patient schedule.  4. System displays the patient/dentist schedule on the web page or application.  5. System displays the information in the patient/dentist schedule.  7. Patient selects make an appointment date  8. Patient selects the time and date which provide in the page and input the symptom description  9. System validates the date and time from patients’ request does available or not.  10. System collects the information in the database  11. System sends the confirmation via patients’ email  12. Patient confirms to make a new appointment date.  13. System collect the information in to the database  14. System sends the QR code and email of the appointment to the patient  15. System updates patient and dentist schedule | | |
| **Alternative Flows:** | 8a.Patient confirm to make a new appointment date  1.Pateint receive the message about confirmation from dental clinic  2. System validation of the date and time from patient request fails due to an incorrect entry.  4. System asks the user to re-enter the date and time or cancel  5. Go back to basic flow 8. | | |
| **Exceptions:** | System initiated: System unavailable the information will not deliver. If there are no internet connection patient cannot login to the website or the application. | | |
| **Includes:** | Steps 1-15 in the normal flow would be required for all types of make an appointment date | | |
| **Frequency of Use:** | On demand | | |
| **Special Requirements:** | N/A | | |
| **Assumptions:** | Patient understands Thai or English language. Patient has to have his/her patient ID and password first. Both of them are provided by the dental clinics’ officer. | | |
| **Notes and Issues:** | N/A | | |

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| **Use Case ID:** | UC-06 | | |
| **Use Case Name:** | Change patients’ appointment date | | |
| **Created By:** | Worapun Wongkium | **Last Updated By:** | Worapun Wongkium |
| **Date Created:** | 17/04/2014 | **Last Revision Date:** | 17/04/2014 |
| **Actors:** | Patient | | |
| **Description:** | Patient can making his/her own appointment date and also change the appointment date so, the last appointment date is removed from the patient and dentist schedule | | |
| **Trigger:** | Patient has to login first | | |
| **Preconditions:** | Patient selects patient schedule | | |
| **Postconditions:** | Patient enters to the patient schedule | | |
| **Normal Flow:** | 1. Patient enters to website or application.  2. Patient selects patient/dentist schedule.  3. Patient views the appointment in the patient schedule.  4. System displays the patient/dentist schedule on the web page or application.  5. System displays the information in the patient/dentist schedule.  7. Patient selects the date that he/she wants to change in the patients’ schedule  8. System displays the information of the appointment that patient select  9. Patient selects the time and date which provide in the page to change the appointment date  10. System validates the date and time from patients’ request does available or not.  11. System collects the information in the database  12. System sends the confirmation via patients’ email  13. Patient confirms to make a new appointment date.  14. System collect the information in to the database  15. System sends the QR code and email of the appointment to the patient  16. System updates patient and dentist schedule | | |
| **Alternative Flows:** | 8a.Patient confirm to make a new appointment date  1.Pateint receive the message about confirmation from dental clinic  2. System validation of the date and time from patient request fails due to an incorrect entry.  4. System asks the user to re-enter the date and time or cancel  5. Go back to basic flow 8. | | |
| **Exceptions:** | System initiated: System unavailable the information will not deliver. If there are no internet connection patient cannot login to the website or the application. | | |
| **Includes:** | Steps 1-16 in the normal flow would be required for all types of change appointment date | | |
| **Frequency of Use:** | On demand | | |
| **Special Requirements:** | N/A | | |
| **Assumptions:** | Patient understands Thai or English language. Patient has to have his/her patient ID and password first. Both of them are provided by the dental clinics’ officer. | | |
| **Notes and Issues:** | N/A | | |

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| **Use Case ID:** | UC-07 | | |
| **Use Case Name:** | Reminder the appointment date | | |
| **Created By:** | Worapun Wongkium | **Last Updated By:** | Worapun Wongkium |
| **Date Created:** | 17/04/2014 | **Last Revision Date:** | 17/04/2014 |
| **Actors:** | Patient | | |
| **Description:** | Patient can receive the reminder of the appointment date from the dental clinic through the email,message,application | | |
| **Trigger:** | Patient has to enter to the dental clinic services website or application. | | |
| **Preconditions:** | Patient has to enter to the dental clinic services website or application. | | |
| **Postconditions:** | Patient has to enter to the dental clinic services website or application. | | |
| **Normal Flow:** | 1. Patient enters to website or application.  2. Patient receive the reminder about the appointment date  3. Patient views the appointment date information before the due date.  4. System sends the reminder two days before the appointment date arrive  5. System sends the reminder two days before the appointment date via the message,email,application | | |
| **Alternative Flows:** | N/A | | |
| **Exceptions:** | System initiated: System unavailable the information will not deliver. If there are no internet connection patient cannot login to the website or the application. | | |
| **Includes:** | Steps 1-5 in the normal flow would be required for all types of remind the patients’ appointment date | | |
| **Frequency of Use:** | On demand | | |
| **Special Requirements:** | N/A | | |
| **Assumptions:** | Patient understands Thai or English language. Patient has to have his/her patient ID and password first. Both of them are provided by the dental clinics’ officer. | | |
| **Notes and Issues:** | N/A | | |

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| **Use Case ID:** | UC-08 | | |
| **Use Case Name:** | Receive the appointment date in the QR code | | |
| **Created By:** | Worapun Wongkium | **Last Updated By:** | Worapun Wongkium |
| **Date Created:** | 17/04/2014 | **Last Revision Date:** | 17/04/2014 |
| **Actors:** | Patient | | |
| **Description:** | Patient can receive the appointment information in the QR code after make a confirmation with the dental clinics’ officer. | | |
| **Trigger:** | Patient has to enter to the dental clinic services website or application. | | |
| **Preconditions:** | Patient has to enter to the dental clinic services website or application. | | |
| **Postconditions:** | Patient has to enter to the dental clinic services website or application. | | |
| **Normal Flow:** | 1. Patient enters to website or application.  2. Patient receives the QR code about the appointment date after make a new appointment date.  3. Patient receives the QR code about the appointment date after make a confirmation with the officer  4. System collects the appointment information into the database  5. System generates the patients ‘appointment information into the QR code.  6. System sends the QR code to the patient | | |
| **Alternative Flows:** | N/A | | |
| **Exceptions:** | System initiated: System unavailable the information will not deliver. If there are no internet connection patient cannot login to the website or the application. | | |
| **Includes:** | Steps 1-6 in the normal flow would be required for all types of receive the appointment in the QR code | | |
| **Frequency of Use:** | On demand | | |
| **Special Requirements:** | N/A | | |
| **Assumptions:** | Patient understands Thai or English language. Patient has to have his/her patient ID and password first. Both of them are provided by the dental clinics’ officer. | | |
| **Notes and Issues:** | N/A | | |



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| **Use Case ID:** | UC-09 | | |
| **Use Case Name:** | Display dentist schedule | | |
| **Created By:** | Worapun Wongkium | **Last Updated By:** | Worapun Wongkium |
| **Date Created:** | 17/04/2014 | **Last Revision Date:** | 17/04/2014 |
| **Actors:** | Visitor | | |
| **Description:** | Visitor can view the dentist schedule to looking for the time that available for making a new appointment date or check the date or time for changing his/her appointment date . | | |
| **Trigger:** | Visitor has to enter to the dental clinic services website or application. | | |
| **Preconditions:** | Visitor selects dentist schedule | | |
| **Postconditions:** | Visitor enters to the dentist schedule page | | |
| **Normal Flow:** | 1. Visitor enters to website or application.  2. Visitor selects dentist schedule  3. Visitor view the dentist schedule  4. System displays the dentist schedule on the web page or application.  5. System displays the information in the dentist schedule | | |
| **Alternative Flows:** | N/A | | |
| **Exceptions:** | System initiated: System unavailable the information will not deliver. If there are no internet connection patient cannot login to the website or the application. | | |
| **Includes:** | Steps 1-5 in the normal flow would be required for all types of request for view the dentist schedule. | | |
| **Frequency of Use:** | On demand | | |
| **Special Requirements:** | N/A | | |
| **Assumptions:** | Visitor understands Thai or English language. | | |
| **Notes and Issues:** | N/A | | |

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| **Use Case ID:** | UC-10 | | |
| **Use Case Name:** | Display patients’ queue in the patient schedule | | |
| **Created By:** | Worapun Wongkium | **Last Updated By:** | Worapun Wongkium |
| **Date Created:** | 17/04/2014 | **Last Revision Date:** | 17/04/2014 |
| **Actors:** | Visitor | | |
| **Description:** | Visitor can view other patients’ queue in the patient schedule to check the appointment date/time to looking for the time that available for making a new appointment date. | | |
| **Trigger:** | Visitor has to enter to the dental clinic services website or application. | | |
| **Preconditions:** | Visitor selects patients’ queue date in the patient schedule | | |
| **Postconditions:** | Visitor enters to the patient schedule page | | |
| **Normal Flow:** | 1. Visitor enters to website or application.  2. Visitor selects patient schedule.  3. Visitor views the queue in the patient schedule.  4. System displays the patient schedule on the web page or application.  5. System displays the information in the patient schedule. | | |
| **Alternative Flows:** | N/A | | |
| **Exceptions:** | System initiated: System unavailable the information will not deliver. If there are no internet connection patient cannot login to the website or the application. | | |
| **Includes:** | Steps 1-5 in the normal flow would be required for all types of request for view the patient schedule. | | |
| **Frequency of Use:** | On demand | | |
| **Special Requirements:** | N/A | | |
| **Assumptions:** | Visitor understands Thai or English language. | | |
| **Notes and Issues:** | N/A | | |

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| **Use Case ID:** | UC-11 | | |
| **Use Case Name:** | Display patients’ appointment date in the patient schedule | | |
| **Created By:** | Worapun Wongkium | **Last Updated By:** | Worapun Wongkium |
| **Date Created:** | 17/04/2014 | **Last Revision Date:** | 17/04/2014 |
| **Actors:** | Visitor | | |
| **Description:** | Visitor can view patients’ appointment date in the patient schedule to check date and time which is available for making a new appointment | | |
| **Trigger:** | Visitor has to enter to the dental clinic services website or application. | | |
| **Preconditions:** | Visitor selects patients’ appointment date in the patient schedule | | |
| **Postconditions:** | Visitor enters to the patient schedule page | | |
| **Normal Flow:** | 1. Visitor enters to website or application.  2. Visitor selects patient schedule.  3. Visitor views the appointment in the patient schedule.  4. System displays the patient schedule on the web page or application.  5. System displays the information in the patient schedule. | | |
| **Alternative Flows:** | N/A | | |
| **Exceptions:** | System initiated: System unavailable the information will not deliver. If there are no internet connection patient cannot login to the website or the application. | | |
| **Includes:** | Steps 1-5 in the normal flow would be required for all types of request for view the patient schedule. | | |
| **Frequency of Use:** | On demand | | |
| **Special Requirements:** | N/A | | |
| **Assumptions:** | Visitor understands Thai or English language. | | |
| **Notes and Issues:** | N/A | | |

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| **Use Case ID:** | UC-12 | | |
| **Use Case Name:** | Make an appointment date | | |
| **Created By:** | Worapun Wongkium | **Last Updated By:** | Worapun Wongkium |
| **Date Created:** | 17/04/2014 | **Last Revision Date:** | 17/04/2014 |
| **Actors:** | Visitor | | |
| **Description:** | Visitor can making his/her own appointment date. She/he can check the available time from the patient and dentist schedule and confirm to make the appointment. | | |
| **Trigger:** | Visitor has to enter to the website or the application | | |
| **Preconditions:** | Visitor selects make an appointment date | | |
| **Postconditions:** | Visitor enters to the make an appointment page | | |
| **Normal Flow:** | 1. Visitor enters to website or application.  2. Visitor selects patient/dentist schedule.  3. Visitor views the appointment in the patient schedule.  4. System displays the patient/dentist schedule on the web page or application.  5. System displays the information in the patient/dentist schedule.  7. Visitor selects make an appointment date  8. Visitor selects the time and date which provide in the page and input the symptom description  9. System validates the date and time from patients’ request does available or not.  10. System collects the information in the database  11. System sends the confirmation via patients’ email  12. Visitor confirms to make a new appointment date.  13. System collect the information in to the database  14. System sends the QR code and email of the appointment to the patient  15. System updates patient and dentist schedule | | |
| **Alternative Flows:** | 8a. Visitor confirm to make a new appointment date  1. Visitor receive the message about confirmation from dental clinic  2. System validation of the date and time from patient request fails due to an incorrect entry.  4. System asks the user to re-enter the date and time or cancel  5. Go back to basic flow 8. | | |
| **Exceptions:** | System initiated: System unavailable the information will not deliver. If there are no internet connection patient cannot login to the website or the application. | | |
| **Includes:** | Steps 1-15 in the normal flow would be required for all types of make an appointment date | | |
| **Frequency of Use:** | On demand | | |
| **Special Requirements:** | N/A | | |
| **Assumptions:** | Visitor understands Thai or English language. | | |
| **Notes and Issues:** | N/A | | |

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| **Use Case ID:** | UC-13 | | |
| **Use Case Name:** | Receive the appointment date in the QR code | | |
| **Created By:** | Worapun Wongkium | **Last Updated By:** | Worapun Wongkium |
| **Date Created:** | 17/04/2014 | **Last Revision Date:** | 17/04/2014 |
| **Actors:** | Visitor | | |
| **Description:** | Visitor can receive the appointment information in the QR code after make a confirmation with the dental clinics’ officer. | | |
| **Trigger:** | Visitor has to enter to the dental clinic services website or application. | | |
| **Preconditions:** | Visitor has to enter to the dental clinic services website or application. | | |
| **Postconditions:** | Visitor has to enter to the dental clinic services website or application. | | |
| **Normal Flow:** | 1. Visitor enters to website or application.  2. Visitor receives the QR code about the appointment date after make a new appointment date.  3. Visitor receives the QR code about the appointment date after make a confirmation with the officer  4. System collects the appointment information into the database  5. System generates the patients ‘appointment information into the QR code.  6. System sends the QR code to the patient | | |
| **Alternative Flows:** | N/A | | |
| **Exceptions:** | System initiated: System unavailable the information will not deliver. | | |
| **Includes:** | Steps 1-6 in the normal flow would be required for all types of receive the appointment in the QR code | | |
| **Frequency of Use:** | On demand | | |
| **Special Requirements:** | N/A | | |
| **Assumptions:** | Visitor understands Thai or English language. | | |
| **Notes and Issues:** | N/A | | |