

User scenarios - Secretary

1.Secretary views calendar:

Secretary logs in

In the main dashboard she can see the calendar of appointments

The calendar gives information on the appointments arranged on the timeline of three days(today-tomorrow-after today)

2.Secretary views cancelled appointments

After being logged in secretary, she can see cancelled appointments appearing on the main dashboard,in case there are any.

3.Secretary views requests and responses from employees

She logs in.

After logging in, she can see a specific section dedicated to interaction of the secretary with the employees, where they exchange requests and decisions: like a mini chat-room. For example secretary may see she has received a positive answer from an employee, which affirms he/she agrees on the change of shift time secretary had previously requested. Also, employee might request to take the next day off and waits for the confirmation of the secretary.

❖ 4.Secretary views employee shifts

Secretary logs in.

On a specific section in dashboard she can have a view of employees and their shifts.

❖ 5.Secretary views special/loyal clients

In her dashboard the secretary can see on main page ,a section for special or loyal clients. Here are included customers who have their birthday, those who receive discounts due to enrollment in our loyalty program.

6.Secretary create appointment

Secretary logs in.

In the section of appointments , she has the responsibility to create an appointment for clients who have not booked online.

Appointment form is filled with all the necessary data: full name of client, phone number, email, time of appointment etc.

7.Secretary approves/rejects appointments

Secretary logs in.

In her dashboard she can view bookings made by clients online that are waiting to be approved (or rejected).

According to the situation and the timetable,she decides whether she will approve or reject the requested appointment.

❖ 8.Secretary reschedules appointment

1. If an appointment made by client is not in a convenient time the pending appointments ,a request can be sent to the client to reschedule the meeting.
The appointment date cannot be rescheduled, only the time slot within the day of the originally created appointment

9.Secretary deletes appointment

Secretary logs in.

After seeing that an appointment is no longer valid she can delete it from the calendar.

10.Secretary changes shifts of employees

Secretary logs in.

In the employees' shifts section she can easily make a change in their shifts,for scheduling purposes.

By changing shift she will also be sending an notification to the responsible employee as well. With their approval, shift will be changed.

❖ 11.Secretary approves/rejects requests of employees

Secretary logs in. After viewing the requests of employees on main dashboard she has to respond to these requests by accepting or rejecting them

12.Secretary creates bill

Secretary can create a bill by herself with all the required information in the form,in the instance of customer not having booked online.

13.Secretary edits bill

Secretary logs in. She searches a bill, makes changes according to clients buying history. For example, a client who has booked online has made further purchases on the shop (i. e buying a beauty product) which needs to be added in the bill.

14.Secretary searches bills

Secretary logs in.

In the bill section she can view all the bills of clients.

To make her search simpler a functionality to search them by “name of client” or “time of issue of bill” will be added.

15.Secretary prints bill

Secretary logs in.

After accessing bills, she can print any bill desired.

16.Secretary sends message or email to special clients

Secretary logs in.

After viewing special clients, she will send them a message or email from the system to notify them on gifts, bonuses and discounts they have received.

These are the clients who have birthday on a specific day or those who are part of a reward program.

Use cases:

UC_01_S

Name	Appointment creation
Summary	Secretary can create appointment by filling a form with data
Actor	Secretary
Description	Secretary can fill a form to create an appointment which will then be added to the timetable. The appointment contains the data of the customer and the service, time they want.
Precondition	Secretary must be logged in and have an existing account. Client has not made an online booking.
Alternative	-
Post Condition	Calendar is updated with the new appointment

UC_02_S

Name	Appointment approve/reject appointments
Summary	Secretary decides if it is possible to approve the appointments made by clients online
Actor	Secretary
Description	In order to approve them, secretary looks at the appointments and makes sure they fit in the calendar in a convenient time in accordance with workers shifts as well .If there is not free time at all, they will be rejected immediately.
Precondition	Secretary must be logged in and have an existing account. Client must have made an appointment online.
Alternative	The appointment will be considered for reschedule.
Post Condition	Calendar is updated with the new appointments/Request is declined, appointment can not be set

❖ UC_03_S

Name	Appointment rescheduling
Summary	Secretary sends requests for possible rescheduling
Actor	Secretary
Description	Secretary looks at the section of appointments. In case when the appointment can not be accepted, but not rejected either there is room for rescheduling. In this section secretary can send a request to client who has made appointment to ask for reschedule, suggesting two alternative time slots(at max) of the same day.
Precondition	Secretary must be logged in and have an existing account.Client must have made a booking online.
Alternative	User does not agree on proposed changes and cancels for good.
Post Condition	Appointment is rescheduled to another time and added automatically in calendar.

❖ UC_04_S

Name	Delete appointment
Summary	Secretary deletes appointments of clients who say they are not available to come.
Actor	Secretary
Description	Secretary deletes the appointment so it can be added in cancelled appointments list.
Precondition	Secretary must be logged in and have an existing account. Client has not made the cancellation online but by other means.
Alternative	There are no cancelled appointments
Post Condition	The invalid appointments are deleted from the calendar.

UC_05_S

Name	Secretary changes shifts
Summary	When necessary secretary makes changes to shifts of employees.
Actor	Secretary , Employee
Description	Secretary makes change to a shift of employee, and by doing that the employee is immediately notified for the request. They have to accept the change in their shift in order for this action to be completed.
Precondition	Secretary and employee must be logged in and have existing accounts. Employee must view and accept request.
Alternative	Employee does not accept request. Shift might be assigned to another employee.
Post Condition	Employee agrees on shift change. Their shift time is changed in the table.

UC_06_S

Name	Secretary approves/rejects employee requests
Summary	In a specific section employee and secretary can agree on possible arrangements or requests regarding their job time.
Actor	Secretary , Employee
Description	Secretary makes change to a shift of employee, and by doing that the employee is immediately notified for the request. They have to accept the change in their shift in order for this action to be completed.
Precondition	Secretary and employee must be logged in and have existing accounts. Employee must view and accept request.
Alternative	Employee does not accept request. Shift might be assigned to another employee.
Post Condition	Employee agrees on shift change. Their shift time is changed in the table.

UC_07_S

Name	Bill generating
Summary	Secretary generates bill of a specific customer
Actor	Secretary
Description	Secretary clicks on the bills section and searches a specific bill by entering as a keyword name of the client or day of issue.
Precondition	Secretary must be logged in and have an existing account. Bill must exist, therefore the client must have made an online appointment.
Alternative	Secretary has entered wrong keyword and can not find bill. Customer has not made online appointment so bill must be created.
Post Condition	Bill is searched and found.

UC_08_S

Name	Bill creation
Summary	Secretary creates a bill by filling a form in case an appointment has not been set online.
Actor	Secretary
Description	Secretary clicks on the bills section and creates a new bill, by entering all the necessary data on the form.
Precondition	Secretary must be logged in and have an existing account. Client has not made an online appointment.
Alternative	-
Post Condition	Bill is created.

UC_09_S

Name	Bill editing
Summary	Secretary edits an existing bill
Actor	Secretary
Description	Secretary looks at the section of bills. In this section she can select a bill and perform desired changes to it.
Precondition	Secretary must be logged in and have an existing account
Alternative	No changes in bill are made
Post Condition	Bill is edited.

UC_10_S

Name	Bill printing
Summary	Secretary finds bill of a specific customer and prints it.
Actor	Secretary
Description	Secretary goes to the bills section and searches a specific bill by entering as a keyword name of the client or day of issue. After being found, it can be printed in a click.
Precondition	Secretary must be logged in and have an existing account. Bill must exist.
Alternative	For any technical problems bill can not be printed.
Post Condition	Bill is printed successfully.

UC_11_S

Name	View Special (loyal)clients
Summary	Secretary can see a list of so called special clients
Actor	Secretary
Description	Secretary logs in and in the main dashboard she can look at those clients who are considered "special", this title is either due to them having their birthday on that specific day or them being loyal to the salon and being rewarded by our reward program.
Precondition	Secretary must be logged in and have an existing account. There should be customers who have their birthdays or receive discounts
Alternative	There are no special clients to be displayed.
Post Condition	To these client secretary, proceeds by sending a message via the system.

US_12_S

Name	Messages and emails for special clients
Summary	Secretary sends messages to special clients who win bonuses
Actor	Secretary, Client
Description	Secretary will check data of the client/s on the special clients list and will send a message to inform them about the bonus.
Precondition	Secretary must be logged in and have an existing account. Client has their birthday or is a loyal customer of the company, winner of reward program
Alternative	There are no birthdays and no loyal customers
Post Condition	Client receives a message which informs them that they have received a coupon or discount.

UC_13_S

Name	View Cancelled Appointments
Summary	Secretary can see a list of cancelled appointments
Actor	Secretary
Description	Secretary logs in and in the main dashboard she can look at those clients who have cancelled their appointments either online or by other communication means.
Precondition	Secretary must be logged in and have an existing account. Customer has cancelled the appointment.
Alternative	There are no cancelled appointments so this section is empty.
Post Condition	This information is necessary for the administrator of business to make evaluations of customer retention.