) b) No money in account

) a)1) Fail

)) Coach not available

) a)1) Find another coach

) a)2) Go to #2 or Fail

)) Payment bounces

))) Try again later

))) Fail

|  |  |  |
| --- | --- | --- |
| Use Case Name: | Book Appointment with Coach | |
| Scenario: | Book Appointment with Coach | |
| Triggering Event: | Customer decides to book a section | |
| Brief Description: |  | |
| Actors: | Customer | |
| Stakeholders: | Coach, Customer, App Developer | |
| Preconditions: | The customer must exist.  The coach must exist. | |
| Flow of Events: | Actor | System |
| 1. Customer enters account details 2. Customer enters activity & coach preferences. 3. Customer enters | 1.1 System retrieves customer details  2.1 System filters customer preferences and checks for available coaches  3.1 |
| Exception Conditions: | 1)a) Not an existing customer  1)a)1) Go through registration process |  |
| Success Guarantees: | Customer receives booking appointment  Payment approved and sent to coach | |
| Minimum Guarantees: | Booking fee paid in full, Or  Booking process is cancelled | |

A picture containing text, whiteboard

Description automatically generated