

User Stories

User Stories are all listed on Trello at this link:

<https://trello.com/b/jz5eMdcw/scrumbags>

Use Cases

Use Case Name	Search Available Room
Use Case Author	Dr. Ren
Actor	Hotel Guest
Preconditions	<ol style="list-style-type: none"> 1. The hotel system is online and operational. 2. Room and Reservation data exist in the system.
Postconditions	<ol style="list-style-type: none"> 1. A list of available rooms is displayed to the guest. 2. No reservations are created or modified.
Main Success Scenario	<ol style="list-style-type: none"> 1. The guest selects the option to search for available rooms. 2. The system prompts the guest to enter search criteria (e.g., check-in date, check-out date, number of guests). 3. The guest enters the search criteria. 4. The system validates the input. 5. The system searches for rooms that are available for the specified criteria. 6. The system displays a list of available rooms with their types and prices.
Extensions	<ol style="list-style-type: none"> 1. Invalid search criteria (step 4) <ol style="list-style-type: none"> i. The system detects invalid input (e.g., check-out date earlier than check-in date). ii. The system displays an error message and requests corrected input. 2. No rooms available (step 5) <ol style="list-style-type: none"> i. The system finds no rooms matching the search criteria. ii. The system displays a message indicating no available rooms.

Use Case Name	Book a Reservation
Use Case Author	Hannah Ross
Actor	Hotel Guest
Preconditions	<ol style="list-style-type: none"> 1. Guest is logged in. 2. The system shows available rooms.
Postconditions	<ol style="list-style-type: none"> 1. A reservation is saved. 2. Room is reserved for specified dates.
Main Success Scenario	<ol style="list-style-type: none"> 1. Guest selects desired room. 2. System requests Guest Info (Name, Address, Credit Card, Stay Dates). 3. Guest enters required details. 4. System validates credit card, address, and availability. 5. System calculates stay cost and provides summary of information. 6. Guest approves cost amount and details of reservation. 7. System saves reservation. 8. System displays confirmation number.
Extensions	<ol style="list-style-type: none"> 1. Invalid search criteria (step 4) <ol style="list-style-type: none"> i. The system detects invalid input (e.g., check-out date earlier than check-in date). ii. The system displays an error message and requests corrected input.

Use Case Name	Cancel Reservation
Use Case Author	Duane Schlottke
Actor	Hotel Guest / Clerk
Preconditions	<ol style="list-style-type: none"> 1. Valid reservation exists prior to start date. 2. User is logged in 3. The cancellation occurs 2+ days to reservation date.
Postconditions	<ol style="list-style-type: none"> 1. User selects a reservation to cancel. 2. System checks date of original reservation creation. 3. If > 2 days since creation, system calculates 80% single-night penalty. 4. System displays total refund/penalty and requests confirmation. 5. User confirms. 6. System updates status to Cancelled.
Main Success Scenario	<ol style="list-style-type: none"> 1. User selects a reservation to cancel. 2. System checks date of original reservation creation. 3. If > 2 days since creation, system calculates 80% single-night penalty. 4. System displays total refund/penalty and requests confirmation. 5. User confirms. 6. System updates status to Cancelled
Extensions	<ol style="list-style-type: none"> 1. User Aborts (step 5) <ol style="list-style-type: none"> i. Cancellation is canceled; reservation remains active.

Use Case Name	Check in a Guest
Use Case Author	Matt Freeman
Actor	Hotel Clerk
Preconditions	<ol style="list-style-type: none"> 1. The clerk is logged in.
Postconditions	<ol style="list-style-type: none"> 1. The guest's status is set to "checked-in." 2. A room number is assigned to the guest and that room is set to "occupied."
Main Success Scenario	<ol style="list-style-type: none"> 1. A guest approaches the clerk to check in. 2. The clerk searches for the guest's reservation by name or confirmation number. 3. The system displays the reservation and room specifications. 4. The clerk selects "Check-In." 5. The system displays available rooms matching the reservation's room specifications. 6. The clerk selects "Assign Room" on a chosen room. 7. The system sets the guest to "checked-in" and the room number to "occupied."
Extensions	<ol style="list-style-type: none"> 1. No Reservation Today (step 2) <ol style="list-style-type: none"> i. The guest does not have a reservation today ii. The system displays an error message 2. No Clean Rooms (step 5) <ol style="list-style-type: none"> i. No clean rooms matching the specifications can be displayed. ii. The clerk may override this and search for other rooms to assign.

Use Case Name	Reset Password
Use Case Author	Emmanuel Humber
Actor	Guest / Admin
Preconditions	1. Guest has an account password
Postconditions	1. Guest account is assigned new password
Main Success Scenario	<ol style="list-style-type: none"> 1. A guest clicks the forgot password button 2. The guest enters their account email 3. The guest gets an email with a link to reset their password 4. The guess enters new password and confirms it 5. The system updates the user's old password with a new one
Extensions	<ol style="list-style-type: none"> 1. If Guest Forgets Account Email: <ol style="list-style-type: none"> i. If the guest does not remember their account email, they can click forgot email button. ii. The user is then prompted to call the hotel to receive further help from the admin. iii. The admin confirms the guest's identity through a series of questions. iv. Once admin has confirmed the guest's identity, he can select their account and replace their password with a password of the guest's choice and give them their account email.

Use Case Name	Login
Use Case Author	Andrew Hutcheson
Actor	Hotel Guest, Staff Member, or Admin
Preconditions	<ol style="list-style-type: none"> 1. The user has a valid account with a username and password 2. The login system works and is accessible
Postconditions	<ol style="list-style-type: none"> 1. The user is logged in and has access to their respective dashboard. 2. The user is blocked after a number of failed login attempts.
Main Success Scenario	<ol style="list-style-type: none"> 1. The use navigates to the login page. 2. The user enters their username and password. 3. The system verifies the credentials against saved credentials. 4. The system authenticates the user, verifies their role, and grants access to the authenticated version of the system. 5. The user is redirected to their personal dashboard (different for guests, staff, and admin).
Extensions	<ol style="list-style-type: none"> 1. Invalid Credentials: <ol style="list-style-type: none"> i. If the user enters incorrect credentials, the system displays an error message ii. The system prompts them to retry iii. After a certain amount of tries, the system stops the user from logging 2. Forgot Password: <ol style="list-style-type: none"> i. The user can request a password reset, and gets an email to reset their password 3. System Down: <ol style="list-style-type: none"> i. If the system is not working, an error message is displayed.