

Requirements Engineering

USE CASES

PROJECT: RoomServiceOnDemand

Team #1

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Actor Description

Actor Name	Description
The User	The User is a dormitory habitant who can order a room cleaning service.
The Manager	The Manager is a dormitory manager who receives the cleaning service request. The dormitory manager assigns the order to the Personnel.
The Personnel	The Personnel is who receives the order detail from the Manager and perform the cleaning as requested.

Glossary

Term	Definition
List of offered services	List of cleaning options available for making an order. The current list can be found at https://hotel.university.innopolis.ru/portal/page/66-article

Diagram: RoomServiceOnDemand Use Cases

Use Case Name	Create Account
Actors	User
Pre-conditions	<ul style="list-style-type: none">• The User is willing to use our services
Flow of events	<ol style="list-style-type: none">1. The User opens the platform and selects registration.2. The User fills the required information like name, email, telegram account, and room number.3. The User selects a strong password ensured by the System.4. The system sends an EMail to the user for verification.5. The User clicks on the link in the EMail.6. The user receives another EMail containing all the entered information for documentation purposes.
Post-conditions	The User got an account to login with.

Use Case Name	Login
Actors	Manager, User
Pre-conditions	<ul style="list-style-type: none">• The User or The Manager has an account registered in the system.

Flow of events	<ol style="list-style-type: none"> 1. The User or The Manager go to the Login page. 2. The User or The Manager type the username. 3. The User or The Manager type the password. 4. The User or The Manager submits the login. 5. The System does authentication. <ol style="list-style-type: none"> a. If the username and password have been recognized, then show the homepage. b. If the username and password haven't been recognized, then show the error message.
Post-conditions	The system shows the homepage to the User or the Manager.

Use Case Name	Logout
Actors	Manager, User
Pre-conditions	<ul style="list-style-type: none"> • The User and The Manager has an account registered in the system. • The User and The Manager account has been authenticated.
Flow of events	<ol style="list-style-type: none"> 1. The User or The Manager click the logout button. 2. The system does logout. 3. The system shows the logout message.
Post-conditions	The User or the Manager has been logged out.

Use Case Name	Check status
Actors	User
Pre-conditions	<ul style="list-style-type: none"> • The User has an account registered in the system. • The User account has been authenticated. • The User already created an order.
Flow of events	<ol style="list-style-type: none"> 1. The User selects an order. 2. The User receives the corresponding information.
Post-conditions	The User sees the current status of the selected order

Use Case Name	Pay order
Actors	Manager, User
Pre-conditions	<ul style="list-style-type: none"> • The User has an account registered in the system. • The Manager account has been authenticated. • The User created an order.
Flow of events	<ol style="list-style-type: none"> 1. The User approaches directly to the Manager. 2. The Manager looks up the requested service and fee. 3. The User pays either in cash or by card. 4. The Manager sets the order to be paid.
Post-conditions	The User's order status is set to be paid.

Use Case Name	Cancel order
Actors	Manager, User
Pre-conditions	<ul style="list-style-type: none"> • The User has an account registered in the system. • The User account has been authenticated. • The User has an open order. • It is not less than three hours before the scheduled time for order execution. • The Manager account has been authenticated.
Flow of events	<ol style="list-style-type: none"> 1. The User clicks on the cancel button next to the order information. 2. The Manager receives the request to cancel the order. 3. The Manager decides to accept or decline the request. 4. The User gets a notification about the result
Post-conditions	Depending on the decision of the Manager, the Order of the User is either canceled or not.

Use Case Name	Send notifications
Actors	Manager, User
Pre-conditions	<ul style="list-style-type: none"> • The User has an account registered in the system. • The User account has been authenticated. • The Manager account has been authenticated.
Flow of events	<ol style="list-style-type: none"> 1. The Manager initiates notification creation. 2. The Manager selects the User to send a notification. 3. The Manager inputs the notification name. 4. The Manager inputs the notification description. 5. The Manager sends a notification. 6. The User receives a notification.
Post-conditions	The User received the notification created by the Manager.

Use Case Name	Accept Order
Actors	Manager
Pre-conditions	<ul style="list-style-type: none"> • The Manager account has been authenticated. • The User created an order. • The Manager received the User's order.
Flow of events	<ol style="list-style-type: none"> 1. The Manager checks the order details. 2. The Manager accepts the order.
Post-conditions	The order's status is changed to Accepted.

Use Case Name	Decline Order
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Actors	Manager, User
Pre-conditions	<ul style="list-style-type: none"> • The Manager account has been authenticated. • The User created an order. • The Manager received the User's order.
Flow of events	<ol style="list-style-type: none"> 1. The Manager checks an order details. 2. The Manager initiates declining of the order. 3. The Manager inputs a reason for declining. 4. The Manager sends declining information to User.
Post-conditions	The order's status is changed to Declined.

Use Case Name	Accept cancellation
Actors	Manager
Pre-conditions	<ul style="list-style-type: none"> • The Manager account has been authenticated. • The User created an order. • The User canceled an order. • The Manager receives the cancellation of the order.
Flow of events	<ol style="list-style-type: none"> 1. The Manager accepts cancellation. 2. The Manager checks the order details. 3. The Manager checks payment details. If prepaid option was selected, the Manager returns money to the User. 4. The Manager confirms cancellation,
Post-conditions	The order's status is changed to Cancelled.

Use Case Name	Control Payments
Actors	Manager
Pre-conditions	<ul style="list-style-type: none"> • The Manager account has been authenticated. • The User created an order. • The Manager accepted the order. • The User comes to the Manager.
Flow of events	<ol style="list-style-type: none"> 1. The Manager checks order details 2. The Manager checks payment details. If postpaid option was selected, then the Manager will check the cleaning service status. 3. The Manager collects money from the User. 4. The Manager confirms payment.
Post-conditions	The payment status is changed to accepted.

Use Case Name	Assign Cleaning
Actors	Manager
Pre-conditions	<ul style="list-style-type: none"> • The Manager account has been authenticated.

	<ul style="list-style-type: none"> • The User created an order. • The Manager accepted the order.
Flow of events	<ol style="list-style-type: none"> 1. The Manager checks order details 2. The Manager checks payment details. If postpaid option was selected, then the Manager will check the payment status. 3. The Manager assigns order details to the Personnel.
Post-conditions	The Personnel receive cleaning service order details.

Use Case Name	Cancel Cleaning
Actors	Manager
Pre-conditions	<ul style="list-style-type: none"> • The Manager account has been authenticated. • The User created an order. • The Manager accepted the order. • The Manager has assigned the order to the Personnel.
Flow of events	<ol style="list-style-type: none"> 1. The Manager checks order details 2. The Manager checks the order time. 3. The Manager gives cancelation details to the Personnel.
Post-conditions	The Personnel receive cancelation details.

Use Case Name	Perform Cleaning
Actors	Personnel
Pre-conditions	<ul style="list-style-type: none"> • The Personnel receive cleaning service order details.
Flow of events	<ol style="list-style-type: none"> 1. The Personnel checks order service details. 2. The Personnel come to the room. 3. The Personnel do the ordered service.
Post-conditions	The room has been cleaned.

Use Case Name	Cleaning Done
Actors	Personnel
Pre-conditions	<ul style="list-style-type: none"> • The room has been cleaned.
Flow of events	<ol style="list-style-type: none"> 1. The Personnel ensures that the ordered service has been done. 2. The Personnel give cleaning/service report details to the Manager.
Post-conditions	The Manager receives cleaning/service report details.

Diagram: Detailed “Place Order” Use Case

Use Case Name	Select time and date
Actors	User
Pre-conditions	<ul style="list-style-type: none"> • The User has an account registered in the system. • The User account has been authenticated.
Flow of events	<ol style="list-style-type: none"> 1. The User initiates order creation. 2. The User selects a date for cleaning. 3. The User selects time for cleaning.
Post-conditions	The date and time for cleaning is fulfilled.

Use Case Name	Select cleaning options
Actors	User
Pre-conditions	<ul style="list-style-type: none"> • The User has an account registered in the system. • The Manager created at least one cleaning option.
Flow of events	<ol style="list-style-type: none"> 1. The User selects needed cleaning options from the list of offered services.
Post-conditions	Preferable cleaning options are fulfilled.

Use Case Name	Select the payment option
Actors	User
Pre-conditions	<ul style="list-style-type: none"> • The User has an account registered in the system. • The User account has been authenticated.
Flow of events	<ol style="list-style-type: none"> 1. The User selects time for paying: postpaid or prepaid. 2. The User selects the type of payment: cash or transfer to the bank account.
Post-conditions	Preferable payment option for time and type of payment is fulfilled.

Diagram: Detailed “Manage list of offered services” use case

Use Case Name	Add cleaning option
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Actors	Manager
Pre-conditions	The Manager account has been authenticated.
Flow of events	<ol style="list-style-type: none"> 1. The Manager initiates the addition of the cleaning option. 2. The Manager input the cleaning option. 3. The Manager input the short description. 4. The Manager input the estimated time.
Post-conditions	The cleaning option data is added.

Use Case Name	Update cleaning option
Actors	Manager
Pre-conditions	<ul style="list-style-type: none"> • The Manager account has been authenticated • The Manager created at least one cleaning option.
Flow of events	<ol style="list-style-type: none"> 1. The Manager selects the cleaning option from an existing set. 2. The Manager edits the cleaning option. 3. The Manager edits the short description. 4. The Manager edits the estimated time.
Post-conditions	The cleaning option data is updated.

Use Case Name	Remove cleaning option
Actors	Manager
Pre-conditions	<ul style="list-style-type: none"> • The Manager account has been authenticated. • The Manager created at least one cleaning option.
Flow of events	<ol style="list-style-type: none"> 1. The Manager selects the cleaning option from an existing set. 2. The Manager initiates removing of cleaning option. 3. The Manager removes the cleaning option.
Post-conditions	The cleaning option data is removed.

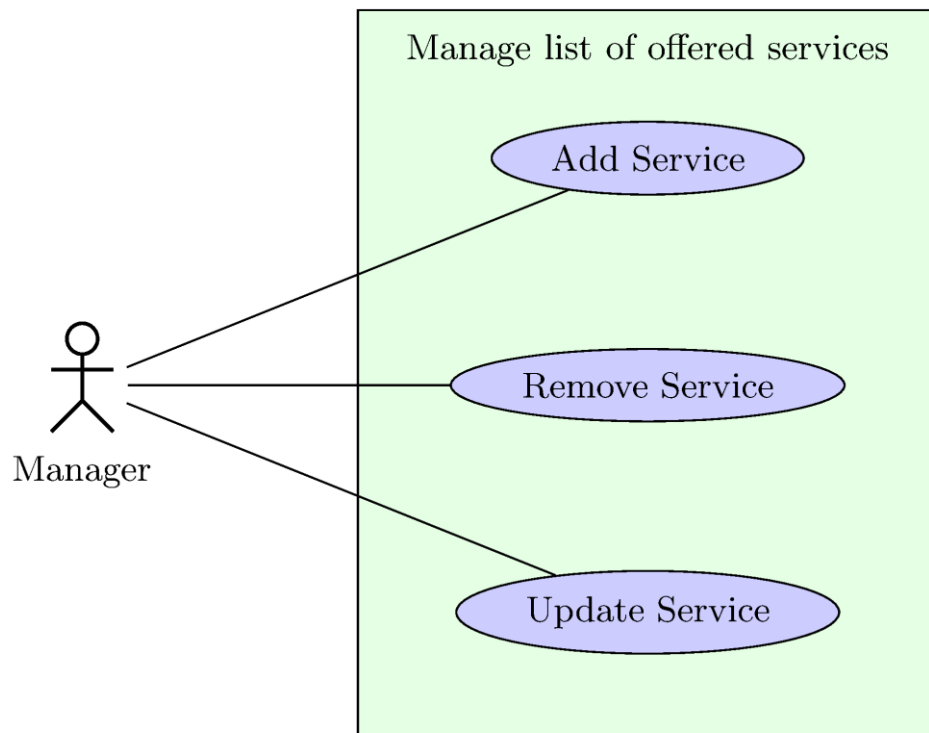


Diagram: Detailed "Manage list of offered services" use case

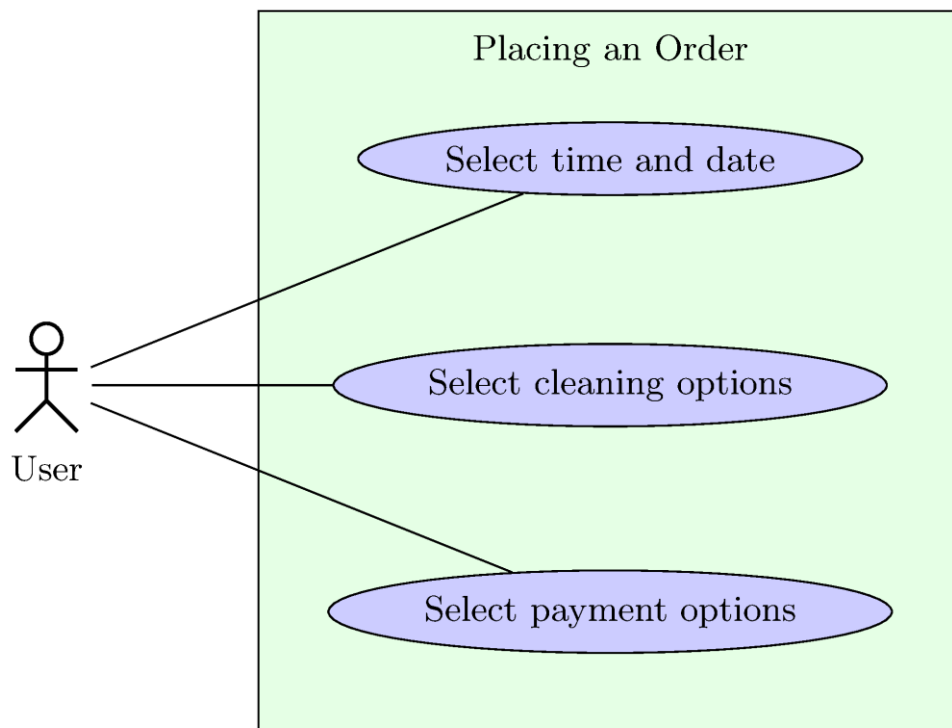


Diagram: Detailed "Place Order" Use Case

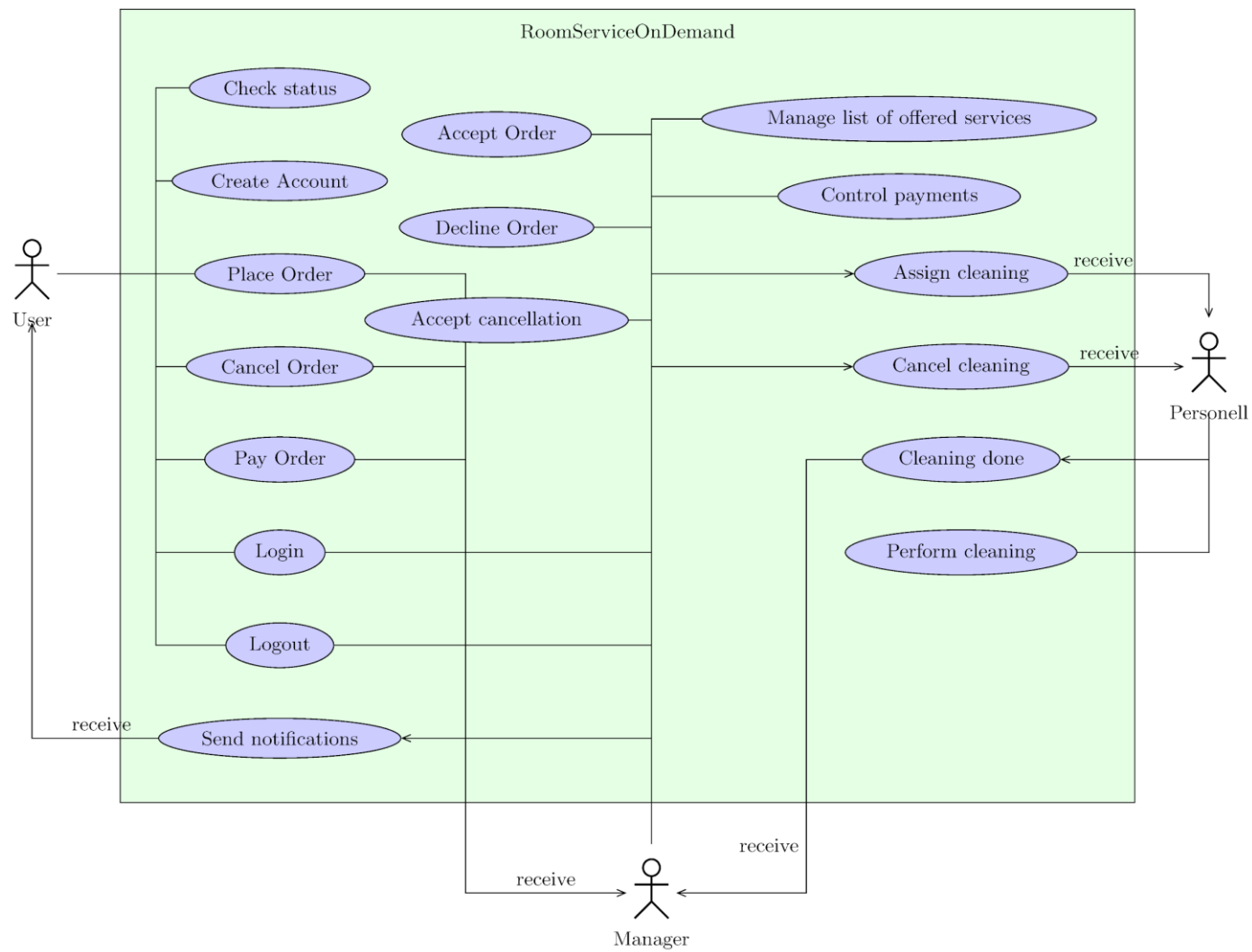


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