Uses Cases

CTI website

Matthew Clark

Use Case 1 – User browses the website

· Description – user accesses and checkouts the website. They may put doing it out of curiosity, or because they are researching local irrigation companies

· Actors – Any given web user

· Organizational Benefits – Provides advertisement by spreading awareness of the company

· Freq of Use – Difficult to say

· Triggers – entering the domain name in a web browser or by clicking the domain URL

· Preconditions – None

· Postconditions – None

· Main Course

· Exceptions – None

Use Case 2 – User schedules appointment

· Description – user schedules appointment

. Actors – Any given user wishing to be a potential customer of CTI

· Organizational Benefits – Saves the organization time and has the potential to bring in additional customers (for the organization) they may have otherwise not bothered to stay on hold to schedule an appointment

· Freq of Use – Difficult to say

· Triggers – Clicking an onscreen button labeled as “schedule appointment”

· Preconditions - The user would have had access the “appointments” page in the website

· Postconditions – The selected time slot information will be sent over to the scheduler platform used by the organization. Additionally, the organization will receive a notification via email that appointment has been made with the specified time and user contact information

· Main Course - User will be directed to another page, prompting the user to select the type of appointment and displaying open time slots. After selecting a timeslot, the user will be required to leave a name, address, phone number and email. The user will then have to hit “submit”

· Exceptions – None