**Full Use Case Description: Register**

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| --- | --- | --- |
| Use Case Name: | Register | |
| Scenario: | The Client wants to register in order to book for their car to be washed | |
| Trigger Event: |  | |
| Brief Description: | The client registers in order to request or make a booking for car wash services from the Ladies Car Wash. | |
| Actors: | Client | |
| Stakeholders: | Employee, Manager | |
| Preconditions: | Customer should not exist in the system  The customers vehicle should not exist in the system  The customer should be making booking for the first time | |
| Postcondition: | Customer is registered to the system  The customer’s vehicle is registered | |
| Flow of Activities: | Actor   1. Request system to create log in details 2. Enter personal information and vehicle information | System   * 1. System looks up if the client user name is correct as well as if the password matches the confirm password   2.1 System registers client and their vehicle  3.1 System completes the registration |
| Exceptions | 1.1 If the client log in details already exists  2.1 If the client or vehicle the client is registering exists | |

**Full Use Case Description: Make Booking**

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| Use Case Name: | Make booking | |
| Scenario: | Make online booking | |
| Trigger Event: | Existing customer makes appointment | |
| Brief Description: | An existing customer wants to make an appointment online for their car to get washed by entering all the appointment information | |
| Actors: | Client | |
| Stakeholders: | Employee, Manager | |
| Preconditions: | The customer should have already created an account with all the relevant information | |
| Postcondition: | A new appointment should be created and saved | |
| Flow of Activities: | Actor   1. Customer indicates desire to make an appointment and enters appointment information in the applicable fields. | **System**  1.1 System records the appointment information in the relevant table  1.2 System assigns an employee to specific made booking |
| Exceptions | 1.1 Incorrect date entered | |

**Full Use Case Description: Assign Job**

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| Use Case Name: | Assign job | |
| Scenario: | Assign job to employee | |
| Trigger Event: | A double booking for specific employee occurred. | |
| Brief Description: | The manager wants to assign a employee to a job where there might be a double booking | |
| Actors: | Manager | |
| Stakeholders: | Manager | |
| Preconditions: | A booking should exist | |
| Postcondition: | The booking is updated with a new employee | |
| Flow of Activities: | Actor   1. Manager indicates desire to assign an employee to a booking | **System**  1.1 System updates the booking with the specific employee the manager chose  1.2 System assigns employee to booking |
| Exceptions | 1.1 Incorrect employee chosen | |

**Full Use Case Description: Check Vehicle**

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| --- | --- | --- |
| Use Case Name: | Check Vehicle | |
| Scenario: | Check a Vehicle for Damages | |
| Trigger Event: | Employee was assigned a job which vehicle has some damages | |
| Brief Description: | Employee was assigned a job which vehicle has some damages and wants to record the damage | |
| Actors: | Employee | |
| Stakeholders: | Employee, Manager, Client | |
| Preconditions: | The vehicle should have arrived for booking | |
| Postcondition: | The jobcard is updated with the damage of the vehicle | |
| Flow of Activities: | Actor   1. Employee indicates desire to check a vehicle for damages | **System**  1.1 System records the damage information in the relevant table |
| Exceptions | 1.1 Incorrect job card number selected | |

**Full Use Case Description: Make Invoice**

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| --- | --- | --- |
| Use Case Name: | Make Invoice | |
| Scenario: | Invoice client for service delivered | |
| Trigger Event: | Service was delivered to client | |
| Brief Description: | Employee wants to invoice client for service delivered | |
| Actors: | Employee | |
| Stakeholders: | Employee, Manager, Client | |
| Preconditions: | The booking that was made by the client should be completed by the employee | |
| Postcondition: | The invoice is create with the correct data | |
| Flow of Activities: | Actor   1. Employee indicates desire to make an invocie for service delivered to client | **System**  1.1 System records invoice information in the relevant table |
| Exceptions | 1.1 No job card exist for booking | |

**View employee**

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| --- | --- | --- |
| Use Case Name: | View Employee | |
| Scenario: | The manager wants to view active employees. | |
| Trigger Event: | Assign job | |
| Brief Description: | The manager views employees in order to assign tasks to those without jobs and confirm if they are still active, or within the system. | |
| Actors: | Manager | |
| Related use cases: | None | |
| Stakeholders: | Manager | |
| Preconditions: | Employee should be registered on system | |
| Post condition: | None | |
| Flow of Activities: | Actor   1. Selects employee management. | System  1.1System displays active employees. |
| Exceptions | 1. Employee not registered. 2. Employee not on duty on selected date. | |

**View Customer comments**

|  |  |  |
| --- | --- | --- |
| Use Case Name: | View Comments | |
| Scenario: | The manager wants to view customer comments. | |
| Trigger Event: | None | |
| Brief Description: | The manager views Client comments related to services rendered by employees | |
| Actors: | Manager | |
| Related use cases: | None | |
| Stakeholders: | Manager | |
| Preconditions: | Client should be registered on system | |
| Post condition: | Comment should be added and saved. | |
| Flow of Activities: | Actor   1. Selects customer comments report. | System   * 1. System displays customer comments which can be filtered. |
| Exceptions | 1. Incorrect client number. | |

**Add service**

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| --- | --- | --- |
| Use Case Name: | Add Service | |
| Scenario: | The manager wants to add new service. | |
| Trigger Event: | None | |
| Brief Description: | The manager wants to add a new service to an existing service list. | |
| Actors: | Manager | |
| Related use cases: | None | |
| Stakeholders: | Manager | |
| Preconditions: | Service list should be available | |
| Post condition: | Service list updated with newly added service. | |
| Flow of Activities: | Actor   1. Selects Add service under service management. 2. Add new service details. | System   * 1. System displays add service details.   2.1 System adds new service details and updates service list. |
| Exceptions | 1. Service should not be existing | |

**Update Service**

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| --- | --- | --- |
| Use Case Name: | Update Service | |
| Scenario: | The manager wants to update a service. | |
| Trigger Event: | None | |
| Brief Description: | The manager wants to update an existing service from the service list. | |
| Actors: | Manager | |
| Related use cases: | None | |
| Stakeholders: | Manager | |
| Preconditions: | Service should be existing on service list | |
| Post condition: | Updated service list. | |
| Flow of Activities: | Actor   1. Selects update service under service management. 2. Selects service from service list and updates it. | System   * 1. Displays existing services on service list.   2.1 Updates and saves service list and displays updated service list. |
| Exceptions | 1. Service already exists | |

**View Report**

|  |  |  |
| --- | --- | --- |
| Use Case Name: | View Report | |
| Scenario: | The manager wants to view report | |
| Trigger Event: | None | |
| Brief Description: | The manager wants to view reports related to business activities and processes. | |
| Actors: | Manager | |
| Related use cases: | None | |
| Stakeholders: | Manager | |
| Preconditions: | Jobs must exist | |
| Post condition: |  | |
| Flow of Activities: | Actor   1. Selects reports. | System   * 1. Displays reports based on his interest. Could be weekly report, booking, invoice report. |
| Exceptions |  | |

**Add new employee**

|  |  |  |
| --- | --- | --- |
| Use Case Name: | Add new employee | |
| Scenario: | The Manager can add new employees | |
| Trigger Event: |  | |
| Brief Description: | The manager wants to add a new employee. | |
| Actors: | Manager | |
| Related use cases: | None | |
| Stakeholders: | None | |
| Preconditions: | Employee should not exist in the system | |
| Postcondition: | Employee is registered in the system | |
| Flow of Activities: | Actor   1. Request to add a new employee 2. Fills in the employee details | System   * System displays an employee form. * System completes the adding of the new employees |
| Exceptions | * If the employee already exist | |

**View available jobs**

|  |  |  |
| --- | --- | --- |
| Use Case Name: | View available jobs. | |
| Scenario: | The employee wants to see available jobs | |
| Trigger Event: |  | |
| Brief Description: | The employee is able to see jobs that are available and can update whether they have been attended or not. | |
| Actors: | Employees | |
| Related use cases: | None | |
| Stakeholders: | Manager | |
| Preconditions: | A job must exist. | |
| Postcondition: | Job is updated and saved. | |
| Flow of Activities: | Actor   1. Check available jobs. 2. Update jobs. | System   * System displays jobs available |
| Exceptions |  | |

**Update Booking**

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| --- | --- | --- |
| Use Case Name: | Update Booking | |
| Scenario: |  | |
| Trigger Event: | Existing client wants to update bookings | |
| Brief Description: | Client wants to update the booking that was previously captured. | |
| Actors: | Client | |
| Related use cases: | None | |
| Stakeholders: | None | |
| Preconditions: | The client booking must exist. | |
| Postcondition: | Client new information is updated and saved. | |
| Flow of Activities: | Actor   1. Select “Update booking” button 2. Input new information | System   * System displays previously recorded bookings * System updates record. |
| Exceptions | * Client data is incomplete * No previously recorded data. * Client doesn’t exist. | |

**Add vehicle**

|  |  |  |
| --- | --- | --- |
| Use Case Name: | Add vehicle | |
| Scenario: | The client wants to add his/her vehicle | |
| Trigger Event: |  | |
| Brief Description: | The clients wants to register his/her vehicle for services | |
| Actors: | Client | |
| Related use cases: | None | |
| Stakeholders: | Employees | |
| Preconditions: | The vehicle must not exist. | |
| Postcondition: | Vehicle is created and saved. | |
| Flow of Activities: | Actor   1. Select add vehicle 2. Fills in the vehicle information | System   * System displays vehicle information form * Record the information |
| Exceptions | * If the client or vehicle registering already exists | |

**Make comment**

|  |  |  |
| --- | --- | --- |
| Use Case Name: | Make comment | |
| Scenario: | Client wants to comment | |
| Trigger Event: |  | |
| Brief Description: | Existing clients can comment on the satisfactory of the service rendered. | |
| Actors: | Client | |
| Related use cases: | None | |
| Stakeholders: | Manager | |
| Preconditions: | * The job must exist. * The client must exist. | |
| Postcondition: | Comment is saved. | |
| Flow of Activities: | Actor   1. Select “make comment” button 2. Write his/her comment | System   * System displays comment form for input. * Save the comment. |
| Exceptions | If the client or service rendered does not exit. | |