**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. Clicks on “Register” 2. Enters username and password and clicks on “Register” button. 3. Enters all personal information and vehicle information and clicks on “Register” button. | System   * 1. Display registerUser form.   2.1 System creates username and password for client and displays registerClient form.  3.1 System registers client and vehicle |
| Exceptions | 2.1 If the client log in details already exists  3.1 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 booking | |
| 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 client should exist and the vehicle he/she is making a booking for should also exist | |
| Postcondition: | A new appointment should be created and saved | |
| Flow of Activities: | Actor   1. Clicks on “New Booking” 2. Enters booking information and clicks on “Make Booking“ button | **System**  1.1 Display addBooking form.    2.1 Creates booking and assigns employee |
| Exceptions | * 1. Incorrect date entered.   2.1 Duplicate date and time entry. | |

**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. Clicks on “Assign Jobs” 2. Chooses different employee. | **System**  1.1 Display assignJob form.  2.1 System assigns employee to booking |
| Exceptions | 2.1 Employee not available | |

**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. Clicks on “Check Vehicle” 2. Enters information required and clicks on “Save” button | **System**  1.1 Display checkVehicle form.  2.1 Records damage and damage type into the table |
| Exceptions |  | |

**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. Clicks on “Make Invoice”. 2. Enters information and clicks on “Create Invoice” | **System**  1.1 Display makeInvoice form  2.1 Creates invoice in table |
| Exceptions | 2.1 Incorrect date selected | |

**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**

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| --- | --- | --- |
| 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. Clicks the “add new employee” button 2. Fills in the employee details | System   * System displays an employee form. * Displays employee list |
| 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. | |