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| Use Case Name | Log In |
| Description | This use case allows user to login into the system to access the relevant functions according to the user’s role. The various user roles are Manager, Customer and technician. To login to the system, all users have to enter their (unique) username and their password. |
| Primary Actor | User |
| Secondary Actor | None |
| Preconditions | 1. The user has to be registered 2. The user has to put valid information (username and password) |
| Postconditions | 1. The system displays the main page according to the user type |

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| Use Case Name | Edit profile |
| Description | This use case allows technicians and customers |
| Primary Actor | Technician, Customer |
| Secondary Actor | none |
| Preconditions | The user has to be logged in |
| Postconditions | The system updates the user date into the file-based system |

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| Use Case Name | Check history of services |
| Description | This allow the customer to access his history of services including payment and feedback from the technician who provided the service. It also allows him to leave a comment and a rate to the technician. |
| Primary Actor | Customer |
| Secondary Actor | none |
| Preconditions | The customer has to be logged in and must has at least one finished appointment |
| Postconditions | The system displays a table with all information and an access to the comment form. |

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| Use Case Name | Check Comments and rates |
| Description | Allows the technician to access the comments and rates provided by the customer according to the service |
| Primary Actor | Technician |
| Secondary Actor | none |
| Preconditions | The technician has to be logged in and must has at least one comment from customers |
| Postconditions | The system displays a table with all comments and appointments history |

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| Use Case Name | Check assigned appointment |
| Description | Allows the technician to access his assigned appointment and if he needs to, he can finish it. |
| Primary Actor | Technician |
| Secondary Actor | None |
| Preconditions | The technician has to be logged in and must has at least one assigned appointment |
| Postconditions | The system displays a table with all assigned appointments |

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| Use Case Name | Register new end user |
| Description | Allows the Manager to register new end user (manager, technician or customer). |
| Primary Actor | Manager |
| Secondary Actor | None |
| Preconditions | The Manager has to be logged in and the username has to be unique (that means that it does not already exist in the file base system). |
| Postconditions | The system save inputs into the file based system as user’s data. |

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| Use Case Name | Book appointment |
| Description | Allows the manager to assign an appointment according to the customer’s needs and the technician availability.  The manager has to:   * input the customer id * choose between normal and major service. * choose a date * choose a technician among the showing list (on the list, there is only the available ones according to the chosen date). |
| Primary Actor | Manager |
| Secondary Actor | None |
| Preconditions | * The Manager has to be logged in. * The customer’s id must exist into the file-based system. * It must have available technicians on the chosen date. |
| Postconditions | The system assigns an appointment between the chosen customer and the chosen technician according to the chosen date. It writes those information into the file based system as a schedule for the technician (it represent the appointment). |

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| Use Case Name | Set and edit prices |
| Description | Allows the manager to set or edit the prices of major and normal service. |
| Primary Actor | Manager |
| Secondary Actor | None |
| Preconditions | * The Manager has to be logged in. * He has to input the prices as he wants to. |
| Postconditions | The system updates the information in the file base system according to the inputs. |

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| Use Case Name | Manage user’s information |
| Description | Allows the manager to:   * Search specific user * Edit user’s information * Delete users |
| Primary Actor | Manager |
| Secondary Actor | None |
| Preconditions | * The Manager has to be logged in. * If he is searching users, he have to input an existing username. |
| Postconditions | The system updates the information in the file base system according to manager’s choices. |