|  |  |
| --- | --- |
| **Actor Name** | **Actor Description** |
| Employee | A staff member must be able to view the kennel card, view the kennel log and make reservations for clients over the phone. |
| Owner | An owner is an employee; they can do anything an employee can do. An owner can also modify prices, modify discounts and modify any available services. An owner can change the required vaccinations and modify the invoices for customers. |
| Customer | A pet owner must be able to make reservations for their pet(s) online, over the phone or in person. They must be able to fill in a contract. |

**Table of actors:**

**Table of use cases:**

|  |  |  |
| --- | --- | --- |
| **Use Case Name** | **Actors** | **Use Case Description** |
| **Employee** |  |  |
| View kennel card | Employee | Any staff member must be able to access the current kennel cards for any pet |
| View kennel log | Employee | Any staff member must be able to access the current kennel log |
| Take reservation | Employee | Any staff member must be able to make a reservation for a customer in person or over the phone |
| View customer information | Employee | A staff member must be able to view a customer’s information in order to contact them. |
| Owner |  |  |
|  | Owner | Anything an employee can do, an Owner can do |
| Modify prices | Owner | The HVK owners must be able to access the current rates for boarding or any available services and modify them |
| Modify discounts | Owner | The HVK owners must be able to access the current available discounts and modify them, get rid of them or create new available discounts |
| Modify available services | Owner | The HVK owners must be able to access the current available services and modify the services, add new services or get rid of certain ones. |
| Modify required vaccinations | Owner | The HVK owners must be able to access the current required vaccinations and add or remove vaccinations from that list. |
| Modify invoices | Owner | The HVK owners must be able to modify the current invoices for any customer to change how much they’re charging based on special circumstances |
| Customer |  |  |
| Make reservation | Customer | A customer must be able to make reservations online, over the phone or in person |
| View pet information | Customer | A customer must be able to access all of their pet’s information online. |
| Complete a contract | Customer | A customer must be able to sign a contract to get their pet into the kennel for a reservation. |

**Use case diagram:**

