

**Use case:** get reservation ticket

**Scope:** ticketing device

**Level:** user-goal

**Intention in context:** the customer wants to be added to the waiting queue for a given service

**Primary actor:** customer

**Secondary actor(s):** Ticket printer

**Stakeholders' interests:**

- The customer would like to be served as soon as possible
- Employee: do not issue ticket that would require more time than in the daily opening hours, in order to avoid having customer to be served after closing time.
- Manager: serve as many customer as possible

**Precondition:** - the office must be open, the counters must be configured

**Minimum guarantees:**

**Success guarantees:** a ticket is printed for the requested service

## Main Success Scenario

1. The customer specifies the service type
2. The system
  - shows expected waiting time and
  - ask for confirmation
3. The customer confirms
4. The system sends to the printer the ticket data
5. The printer confirms ticket has been printed out
6. The system confirms ticket is available

The use case terminates with success 😊

## Extensions:

2a. The system cannot issue other tickets:

The system shows an error message,  
the use case terminates in failure.

3a. The customer cancels : the use case ends in failure

3b. The customer is inactive for X seconds :

3b.1 The system shows a warning message (with a sound)

3b.2 The user acknowledge the warning

The use case continue at step 2.

4a. The system is not able to connect to the printer :

5a: The printer notifies it is out of paper:

5b: The printer notifies it is out of ink:

5c: The printer notifies it has a failure:

- The system shows the ticket on screen for the user to take note (or photo)

the use case terminates with success