

Blaise Swartwood

CSSE371-01

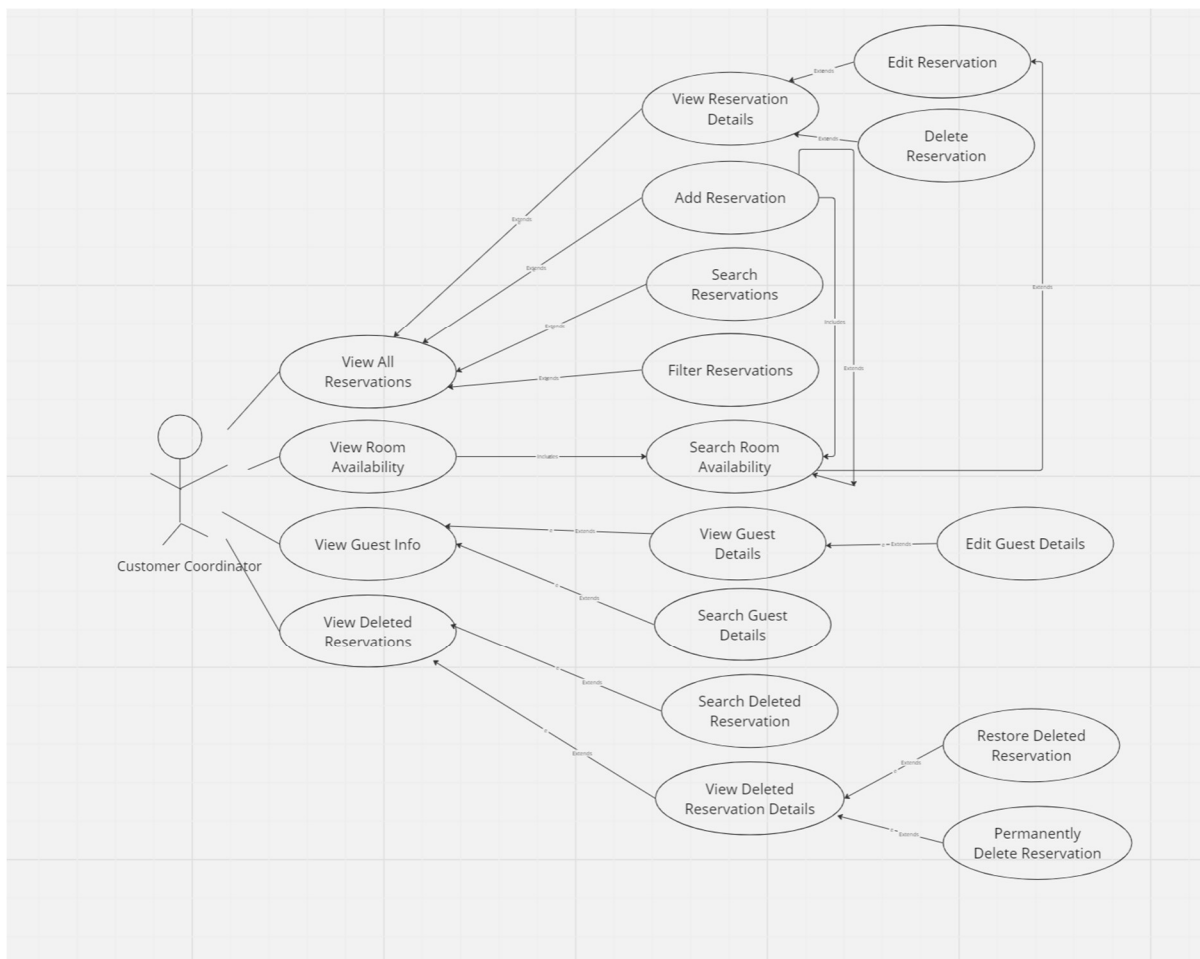
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CSSE371 Milestone 2 Project – Blaise Swartwood

Use Case Diagram

[Blaise's Part with Customer Coordinator]



Use Cases:

UC 1: View All Reservations

Actors: Customer Coordinator, Hotel Manager

Description: Customer coordinator wants to see all booked reservations

Pre-condition:

- User is logged in
- User is on the main page

Post-condition: User is on the reservations page

Basic Flow:

1. User selects the option to view Reservations
2. System displays the following options:
 - a. Reservations
 - b. Room Availability
 - c. Guest Information
 - d. Reservation History
3. User selects the Reservations option
4. System displays the Reservation page with the following:
 - a. Table
 - i. Guest Name
 - ii. Phone Number
 - iii. Email
 - iv. Room Type
 - v. Room Number
 - vi. Start Date
 - vii. End Date
 - viii. Details Button
 - b. Search option
 - c. Filter option
 - d. Add Reservation option

<< extension to UC 2: Filter Reservations>>

<< extension to UC 3: Search Reservations>>

<< extension to UC 4: Add Reservations>>

<< extension to UC 8: View Reservation Details>>

Alternate Flow:

Exception Flow:

At Basic Flow step 3: User cancels operation

- a) User clicks out of the Reservation link
- b) System returns to the main page

UC 2: Filter Reservations

Actors: Customer Coordinator, Hotel Manager

Description: Customer coordinator wants to view only daily reservations

Pre-condition:

- User is logged in
- User is on the reservations page

Post-condition: User is on the reservations page displaying reservations whose requirements meet the filter

Basic Flow:

1. User selects the option to Filter Reservations
2. System displays the following options with selectable options:
 - a. Hotel Name
 - b. Room Type
 - c. Start Date
 - d. End Date
3. User selects desired filter option
4. User inputs desired search parameters to appropriate filters
5. User selects Apply Filters option
6. System displays the Reservations page showing only reservations whose requirements meet the filter

Alternate Flow:

At Basic Flow Step 3: User selects View Today's Booking option

- a) User selects View Today's Bookings option
- b) System blocks out start and end date
- c) System sets Start Date field to be the current date
- d) Return to basic flow Step 5

At Basic Flow Step 3: User removes all currently applied filters

- a) User selects remove current filters option
- b) System removes all current filters selected
- c) Return to basic flow Step 3

Exception Flow:

At Any Basic Flow step: User cancels operation

- c) User selects the cancel option
- d) System returns to the View Reservations page showing all reservations

UC 3: Search Reservations

Actors: Customer Coordinator, Hotel Manager

Description: Customer coordinator wants to search a specific reservation by name

Pre-condition:

- User is logged in
- User is on the reservations page

Post-condition: User is on the reservations page displaying reservations only from the specific person

Basic Flow:

1. User selects the search option
2. User types the guest name information
3. As the user types guest name information, system displays matching guest name information and corresponding email address
4. User selects the desired guest name with email address
5. System shows reservations in the table of only that guest

Alternate Flow:

At Basic Flow Step 2: User finds no matches in search

- a) User types name that does not correspond to any guest reservation
- b) System highlights search bar red
- c) System displays no matching name message in text search bar
- d) Return to basic flow Step 2

Exception Flow:

At Any Basic Flow step: User cancels operation

- a) User clicks out of the search bar option
- b) System returns to the View Reservations page

UC 4: Add Reservations

Actors: Customer Coordinator

Description: Customer coordinator adds a new reservation to the system

Pre-condition:

- User is logged in
- User is on the reservations page

Post-condition: User is on the reservations page with the recently added reservation at the top of the table

Basic Flow:

1. User selects the add reservation option
2. System displays an add reservation page with the following:
 - a. Guest Name
 - b. Email
 - c. Phone Number
 - d. Select Hotel Room option
3. User fills out 2a-2c input information
4. User selects the select hotel room option
5. System displays the Room Availability Search page
6. User performs Use Case “**UC 7 Search Room Availability**”
7. User selects the “Book Option” for Room 001
8. System returns to “add reservation” page
9. User selects Make Reservation Option
10. The System displays a pop-up with the following:
 - a. “Are you sure message”
 - b. Confirm option
 - c. Cancel option
11. User selects the confirm option
12. System displays the “Successful add” message
13. User selects the ok option
14. System displays reservation page
15. System shows the new reservation at the top of the reservation table

Alternate Flow:

At Basic Flow Step 3: User does not fill in all data fields

- a) System displays missing at least one data field message
- b) Resume basic flow at step 3

At Basic Flow Step 3: User does not enter valid data

- a) System displays invalid data message with requirements on what is deemed as valid data
- b) Resume basic flow at step 3

Exception Flow:

At Any Basic Flow step: User cancels operation

- c) User selects the cancel option
- d) System returns to the View Reservations page

UC 5: Edit Reservations

Actors: Customer Coordinator

Description: Customer coordinator adds a new reservation to the system

Pre-condition:

- User is logged in
- User is on View Reservation Details page

Post-condition: User is on the view reservation details page with the edits to the details displayed

Basic Flow:

1. User clicks the edit button
2. System displays an add reservation page with the following, with all the information of the current booking filled next to each box and allows the user to change these values:
 - a. Guest Name
 - b. Email
 - c. Phone Number
 - d. Select Hotel Room option
3. User does any number of the following:
 - a. User inputs data into 3a
 - b. User inputs data into 3b
 - c. User inputs data into 3c
 - d. User selects the select hotel room option
 - i. System displays the Room Availability Search page
 - ii. User performs use Case “**UC 7: Search Room Availability**”
4. User selects the Save Option
5. System displays the view reservation details page with the edited information now displayed

Alternate Flow:

At Basic Flow Step 3: User does not fill in all data fields

- a. System displays missing at least one data field message
- b. Resume basic flow at step 3

At Basic Flow Step 3: User does not enter valid data

- a. System displays invalid data entered message and indicates what is deemed as valid data
- b. Resume basic flow at step 3

Exception Flow:

After Basic Flow Step 3: User cancels operation

- e) User selects the cancel option
- f) System returns to the view Reservations details page without changes

UC 6: Delete Reservations

Actors: Customer Coordinator

Description: Customer coordinator deletes a reservation

Pre-condition:

- User is logged in
- User is on view reservation details page

Post-condition: User is on view all reservation page and the deleted reservation is not there

Basic Flow:

1. User selects the delete reservation option
2. System displays a pop-up with the following:
 - a. "Are you sure?" message
 - b. Confirm option
 - c. Cancel option
3. User selects confirm option
4. System displays the following in the pop-up:
 - a. "Successful removal" message
 - b. Ok option
5. User selects the Ok option
6. System returns to the view all reservation page with the deleted reservation no longer displayed

Alternate Flow:

Exception Flow:

At Basic Flow Step 3: User cancels operation

- g) User selects the cancel option
- h) System returns to the View Reservations details page

UC 7: Search Room Availability

Actors: Customer Coordinator

Description: Customer coordinator sees specific rooms that are necessary

Pre-condition:

- User is logged in
- User is on Search Available Rooms page

Post-condition: User is on the View Available Rooms page with a view all Available Rooms that were filtered for

Basic Flow:

1. The system displays the following information:
 - a. Hotel Name with selection option
 - b. Start Date with selection option
 - c. End Date with selection option
 - d. Type of Room with selection option
 - e. Search option
 - f. Cancel option
2. User enters the information into the following fields:
 - a. Hotel Name
 - b. Start Date
 - c. End Date
 - d. Type of Room
3. User selects the search option
4. System displays the View Room Availability Page with the total number of rooms available meeting the requirements at the top
5. System displays a table with the following:
 - a. Room Number
 - b. Room Type
 - c. Hotel Name
 - d. Start Date
 - e. End Date
 - f. Book Option

<<extension to Use Case 4: Add Reservation Step 3>>

Alternate Flow:

At Basic Flow Step 2: User does not enter data into all fields

- a. System displays a 'missing data' message and for the appropriate field
- b. Return to basic flow Step 1

At Basic Flow Step 1: User does not enter appropriate data values

- a. System displays a 'invalid data' message and indicates what is considered to be 'valid data'
- b. Return to basic flow Step 1

Exception Flow:

At Basic Flow Step 3: User cancels operation

- a. User selects the cancel option
- b. System returns to the Main Page

UC 8: View Reservation Details

Actors: Customer Coordinator

Description: Customer coordinator views details of a particular reservation

Pre-condition:

- User is logged in
- User is on the reservations page

Post-condition: User has specific details of a reservation page displayed

Basic Flow:

1. User finds the desired reservation in the table
2. User clicks the info view details button
3. System displays a view details reservation page with the following, with all the information of the current booking (if any) filled next to each box:
 - a. Guest Name
 - b. Email
 - c. Phone Number
 - d. Select Hotel Room option
 - e. Edit button
 - f. Delete Button
 - g. Close button

<<extension to UC 5: Edit Reservations>>

<< extension to UC 6: Delete Reservations>>

Alternate Flow:

Exception Flow:

After Basic Flow Step 3: User closes view details

- i) User selects the close option
- j) System returns to the View Reservations page

UC 9: View Room Availability

Actors: Customer Coordinator, Hotel Manager

Description: Customer coordinator wants to view all rooms available

Pre-condition:

- User is logged in
- User is on the main page

Post-condition: User is on the view rooms available page displaying desired rooms

Basic Flow:

1. User selects the option to view Reservations
2. System displays the following options:
 - a. Reservations
 - b. Room Availability
 - c. Guest Information
 - d. Reservation History
3. User selects the Room Availability option
4. User performs **UC 7: Search Room Availability**

Alternate Flow:

Exception Flow:

At Basic Flow step 3: User cancels operation

- e) User clicks out of the Reservation link
- f) System returns to the main page

UC 10: View Guest Information

Actors: Customer Coordinator, Hotel Manager

Description: Customer coordinator wants to see all booked reservations

Pre-condition:

- User is logged in
- User is on the main page

Post-condition: User is on the guest information page

Basic Flow:

1. User selects the option to view Reservation
2. System displays the following options:
 - a. Reservations
 - b. Room Availability
 - c. Guest Information
 - d. Reservation History
3. User selects the Guest Information option
4. System displays the Guest Information page with the following:
 - a. Table
 - i. Guest Name
 - ii. Phone Number
 - iii. Email
 - iv. Booking History
 - v. Special Preferences/Feedback
 - vi. View details option
 - b. Search option

<< extension to UC 11 View Guest Details>>

<<extension to UC 12 Search Guest Details>>

Alternate Flow:

Exception Flow:

At Basic Flow step 3: User cancels operation

- g) User clicks out of the Reservation link
- h) System returns to the main page

UC 11: View Guest Details

Actors: Customer Coordinator, Hotel Manager

Description: Customer coordinator wants to view details of a guest

Pre-condition:

- User is logged in
- User is on the view guest information page

Post-condition: User is on the view guest details page of the particular guest they chose to view

Basic Flow:

1. User finds their desired reservation in the table
2. User selects the more info option of the reservation
3. System displays the following options:
 - a. Name
 - b. Phone Number
 - c. Email
 - d. Preferences
 - e. Booking History record of past bookings

<<extension to UC 13 Edit Guest Details>>

Alternate Flow:

Exception Flow:

After Basic Flow step 3: User cancels operation

- i) User selects the close option
- j) System displays the View Guest Information page

UC 12: Search Guest Details

Actors: Customer Coordinator, Hotel Manager

Description: Customer coordinator searches for particular view guest information

Pre-condition:

- User is logged in
- User is on the view guest information page

Post-condition: User is on the view guest information page displaying particular guests searched for

Basic Flow:

1. User selects the search option
2. User types the name of the guest they are looking for
3. System displays options for the guests under the searchbar as the user types
4. User selects the guest they are looking for
5. System displays guest information with the same name in the table

Alternate Flow:

At Basic Flow Step 2: User finds no matches in search

- a) User types name that does not correspond to any guest reservation
- b) System highlights search bar red
- c) System displays no matching name message in text search bar
- d) Return to basic flow Step 2

Exception Flow:

After Basic Flow step 3: User cancels operation

- a) User does one of the following:
 1. Does not select a person
 2. Stops typing
- b) System displays the View Guest Information as normal

UC 13: Edit Guest Details

Actors: Customer Coordinator, Hotel Manager

Description: Customer coordinator wants to view details of a guest

Pre-condition:

- User is logged in
- User is on the view guest details page of a guest

Post-condition: User is on the view guest details page with their edits made

Basic Flow:

1. User selects the edit option
2. System makes the current field values for the following features editable:
 - a. Name
 - b. Phone Number
 - c. Email
 - d. Preferences
 - e. Booking History record of past bookings
3. User selects any of the above field values and makes their changes to them
4. User selects the save option
5. System displays a pop up with the following:
 - a. "Are you sure?"
 - b. Confirmation option
 - c. Cancel option
6. User selects the confirmation option
7. System displays the following:
 - a. "Successful change saved" message
 - b. Ok option
8. User selects the Ok option
9. System returns to the view details page with fields not editable with the changed values displayed

Alternate Flow:

At Basic Flow Step 3: User does not fill in all data fields

- a. System displays missing at least one data field message
- b. Resume basic flow at step 3

At Basic Flow Step 3: User does not enter valid data

- a. System displays invalid data entered message and indicates what is deemed as valid data
- b. Resume basic flow at step 3

Exception Flow:

At Basic Flow step 5: User cancels operation

- k) User selects the cancel option
- l) System displays the View Guest Details page without any edits

UC 14: View Deleted Reservation History

Actors: Customer Coordinator, Hotel Manager

Description: Customer coordinator wants to see all deleted reservations

Pre-condition:

- User is logged in
- User is on the main page

Post-condition: User is on the view deleted reservations page

Basic Flow:

1. User selects the option to view Reservations
2. System displays the following options:
 - a. Reservations
 - b. Room Availability
 - c. Guest Information
 - d. Reservation History
3. User selects the Reservation History option
4. System displays the Reservation page with the following:
 - a. "Deleted Reservations" label
 - b. Table
 - i. Guest Name
 - ii. Phone Number
 - iii. Email
 - iv. Room Type
 - v. Room Number
 - vi. Start Date
 - vii. End Date
 - viii. Details Button
 - c. Search option

<< extension to UC 15: Search Deleted Reservation History>>

<<extension to UC 16: View Details of Deleted Reservation>>

Alternate Flow:

Exception Flow:

At Basic Flow step 3: User cancels operation

- a. User clicks out of the Reservation link
- b. System returns to the main page

UC 15: Search Deleted Reservation History

Actors: Customer Coordinator, Hotel Manager

Description: Customer coordinator searches for particular deleted reservation

Pre-condition:

- User is logged in
- User is on the view deleted reservations page

Post-condition: User is on the view deleted reservations page with deleted reservations they searched for

Basic Flow:

1. User selects the search option
2. User types the name of the deleted guest reservation they are looking for
3. System displays options for the guests under the search bar as the user types
4. User selects the guest they are looking for
5. System displays deleted reservations with the matching guest name in the table

Alternate Flow:

At Basic Flow Step 2: User finds no matches in search

- a. User types a name that does not correspond to any guest reservation
- b. System highlights search bar red
- c. System displays no matching name message in text search bar
- d. Return to basic flow Step 2

Exception Flow:

After Basic Flow step 3: User cancels operation

- a) User does one of the following:
 1. Does not select a person
 2. Stops typing
- b) System displays the View Deleted Reservation History as normal

UC 16: View Details of Deleted Reservation

Actors: Customer Coordinator, Hotel Manager

Description: Customer coordinator views the details of a particular deleted reservation

Pre-condition:

- User is logged in
- User is on the view deleted reservations page

Post-condition: User is on the view details deleted reservations page for one specific reservation

Basic Flow:

1. User finds the deleted reservation they want to view details of
2. User selects the “details” option
3. System displays the following with values filled out:
 - a. Guest name
 - b. Email
 - c. Phone Number
 - d. Select Hotel Room option
 - e. Permanently Delete Option
 - f. Restore Option
 - g. Close option

<<extension to UC 17: Restore Deleted Reservation>>

<<extension to UC 18: Permanently Delete Reservation>>

Alternate Flow:

Exception Flow:

After Basic Flow step 3: User cancels operation

- a) User selects the close option
- b) System displays the View Deleted Reservation History as normal

UC 17: Restore Deleted Reservation

Actors: Customer Coordinator, Hotel Manager

Description: Customer coordinator restores a deleted reservation

Pre-condition:

- User is logged in
- User is on the view deleted reservations details page

Post-condition: User is on the view deleted reservations page with restored deleted reservation missing

Basic Flow:

1. User selects the restore option
2. System displays a pop up with the following:
 - a. "Are you sure?"
 - b. Confirmation option
 - c. Cancel option
3. User selects the confirmation option
4. System displays the following:
 - a. "Successful change saved" message
 - b. Ok option
5. User selects the Ok option
6. System returns to the view deleted reservations page with the restored deleted reservation removed

Alternate Flow:

Exception Flow:

- At Basic Flow step 3: User cancels operation
- a) User selects the cancel option
 - b) System displays the View Deleted Reservation Details page as normal

UC 18: Permanently Delete Reservation

Actors: Customer Coordinator, Hotel Manager

Description: Customer coordinator permanently deletes a deleted reservation

Pre-condition:

- User is logged in
- User is on the view deleted reservations details page

Post-condition: User is on the view deleted reservations page with permanently deleted reservation missing

Basic Flow:

1. User selects the permanently delete option
2. System displays a pop up with the following:
 - a. "Are you sure?"
 - b. Confirmation option
 - c. Cancel option
3. User selects the confirmation option
4. System displays the following:
 - a. "Successful change saved" message
 - b. Ok option
5. User selects the Ok option
6. System returns to the view deleted reservations page with the permanently deleted reservation removed

Alternate Flow:

Exception Flow:

- At Basic Flow step 3: User cancels operation
- a) User selects the cancel option
 - b) System displays the View Deleted Reservation Details page as normal