|  |  |  |
| --- | --- | --- |
| Use case name: | Cancel Cab | |
| Scenario: | A customer calls the Dispatch center to cancel their cab | |
| Triggering event: | Customer wants to cancel cab | |
| Brief description: | The customer calls the dispatch center to cancel their cab. The dispatch center cancels the cab order/reservation in their system and notifies the cab driver. | |
| Actors: | Customer | |
| Related use cases: | Rate Experience | |
| Stakeholders: | Customers and employees of RazorCab | |
| Preconditions: | Customer must have a cab reserved | |
| Postconditions: | Cab driver is notified of cancellation. | |
| Flow of activities | Customer | Dispatch |
| 1. Customer calls Dispatch center to cancel a reserved cab  2. Customer can rate their experience | 1.1 Dispatch cancels the cab  1.2 Dispatch notifies cab driver of cancellation  1.3 Dispatch sends customer a text with survey link |
| Exception conditions: | 1.1 Customer has no cab reserved | |

|  |  |  |
| --- | --- | --- |
| Use case name: | Rate Experience | |
| Scenario: | Customer can rate the experience of RazorCab | |
| Triggering event: | A customer cancels their cab reservation | |
| Brief description: | The member of dispatch who cancelled the cab reservation sends a survey link to the customer so they may rate their experience with RazorCab | |
| Actors: | Dispatching | |
| Related use cases: | Cancel Cab | |
| Stakeholders: | Customers and employees of RazorCab | |
| Preconditions: | Cab has been cancelled (or potentially, ride completed) | |
| Postconditions: | System records survey | |
| Flow of activities | Dispatching | System |
| 1. Sends survey to customer | 1.1 Receives survey and saves to records |
| Exception conditions: | 1. Customer does not send a survey | |