Use Cases

Use Case Title: Login

Primary Actor: Customer, Staff
Precondition: None
Main Success Scenario:
1. Customer selects 'Login' from the header.
2. Customer enters user name and password and clicks 'login'.
3. Customer is shown a page informing them of a successful login.

Failure Scenario:
2a: Customer enters incorrect information:
    2a1: A dialog box alerts the customer of the error.
    2a2: Customer clicks 'okay' and enters the information correctly, then clicks 'login'.
    2a3: Customer is shown a page informing them of a successful login.

Rental Services

Use Case Title: Rent Equipment

Primary Actor: Customer
Precondition: the user has logged in
Main Success Scenario:
1. Customer selects 'Services' from the menu bar.
2. Customer selects 'Equipment Rental' from the list of services offered.
3. Customer enters type of equipment, dates needed, personal information, and billing information into rental form.
4. Customer clicks 'submit' and is shown a rental confirmation page with details for the order.

Failure Scenario:
4a: The selected equipment is unavailable on at least one of the days needed:
    4a1: A dialog box alerts the customer of the exception.
    4a2: Customer clicks 'okay' and aborts the rental process.

Use Case Title: Request Space Rental

Primary Actor: Customer
Precondition: the user has logged in
Main Success Scenario:

1. Customer selects 'Services' from the menu bar.
2. Customer selects 'Space Rental' from the list of services offered.
3. Customer enters intended use for the space, date needed, start and end times, number of expected guests, personal information, and billing information into request form.
4. Customer clicks 'submit' and is shown a request confirmation page with details for the request.

Failure Scenario:
    4a: The selected space is unavailable on at least one of the days needed:
        4a1: A dialog box alerts the customer of the exception.
4a2: Customer clicks 'okay' and aborts the request process.

Use Case Title: Process Rental Request

Primary Actor: Staff
Precondition: the user has logged in
Main Success Scenario:
    1.
Failure Scenario:

Catering Services

Use Case Title: Request Catering Services

Primary Actor: Customer
Precondition: the user has logged in
Main Success Scenario:
1. Customer selects 'Services' from the menu bar.
2. Customer selects 'Catering Services' from the list of services offered.
3. Customer enters the primary host of the event, a description of the event, date needed, start and end times, number of meals, choices from lists of meal options, and personal information into the request form.
4. Customer clicks 'submit' and is shown a request confirmation page with details for the request.

Failure Scenario:
    3a: Customer does not see desirable options for meal selection:
        3a1: Customer sees contact information at the bottom of the form and elects to seek additional help, aborting the current request process.

Use Case Title: Process Catering Request

Primary Actor: Staff
Precondition: the user has logged in
Main Success Scenario:
   1.
Alternate Scenario:

In-House Events

Use Case Title: Sign Up for Free Event

Primary Actor: Customer
Precondition: the user has logged in
Main Success Scenario:
   1. Customer selects 'Events' from the menu bar.
   2. Customer selects an event of interest from the list of upcoming free events.
   3. Customer enters personal and contact information, selects preferred notification method, and agrees to any conditions in the signup form.
   4. Customer clicks 'submit' and is shown a request confirmation page with details for the event signup.
Alternate Scenario:
   3a: Customer does not see desirable options for meal selection:
      3a1: Customer sees contact information at the bottom of the form and elects to seek additional help, aborting the current request process.

Use Case Title: Volunteer for Event

Primary Actor: Staff
Precondition: the user has logged in
Main Success Scenario:
   1.
Alternate Scenario:

External Services

Use Case Title: Request Home Care

Primary Actor: Customer
Precondition: the user has logged in
Main Success Scenario:
1. Customer selects 'Services' from the menu bar.
2. Customer selects 'Home Care' from the list of services offered.
3. Customer selects from needs options; enters additional details, desired times and days of the week, and personal information into the request form.
4. Customer clicks 'submit' and is shown a request confirmation page with details for the request.

Failure Scenario:
    3a: Customer omits required contact information:
        3a1: System notifies the customer that contact information is required.
        3a2: Customer chooses not to continue and aborts request process.

Use Case Title: Request Shuttle Services

Primary Actor: Customer
Precondition: the user has logged in
Main Success Scenario:
1. Customer selects 'Services' from the menu bar.
2. Customer selects 'Shuttle Services' from the list of services offered.
3. Customer selects from needs options; enters additional details, desired times and days of the week, and personal information into the request form.
4. Customer clicks 'submit' and is shown a request confirmation page with details for the request.

Alternate Scenario:
    3a: Customer does not have detailed information about days of week and times:
    4a: Customer clicks 'submit' and is shown a request confirmation page with details for the request, including a notice of information they will need to gather for a setup interview..

Use Case Title: Process External Services

Primary Actor: Staff
Precondition: the user has logged in
Main Success Scenario:
1.

Alternate Scenario:

Use Case Title: Volunteer for Event / Service

Primary Actor: Volunteer
Precondition: the user has logged in
Main Success Scenario:
1. Volunteer selects 'Volunteer/Apply' from the menu bar.
2. Volunteer selects an event from 'events' list
3. Volunteer enters

Alternate Scenario:

Donations

Use Case Title: Make Donation

Primary Actor: Customer
Precondition: the user has logged in
Main Success Scenario:
1. Customer selects 'Donations' from the menu bar.
2. Customer enters the personal and billing information, donation amount, and selects between anonymity and frequency options.
3. Customer clicks 'Make Donation' and is shown a request confirmation page with details for the donation.

Alternate Scenario:
2a: Customer neglects to enter an amount and clicks 'Make Donation':
    3a1: System notifies the customer that a donation amount is required.
    3a2: Customer clicks 'Okay' and and enters an amount.
    3a3: Customer clicks 'Make Donation again and is shown a confirmation page with
details about the donation.

Manage Business

Use Case Title: Determine Service Fee

Primary Actor: Staff
Precondition: the user has logged in

Main Success Scenario:
    1.
Alternate Scenario:

Use Case Title: Set Service / Event Staff

Primary Actor: Staff
Precondition: the user has logged in
Main Success Scenario:
    1.
Alternate Scenario:

Use Case Title: Create New Service / Event

Primary Actor: Staff
Precondition: the user has logged in
Main Success Scenario:
    1.
Alternate Scenario:

Use Case Title: Manage Donations

Primary Actor: Staff
Precondition: the user has logged in
Main Success Scenario:
    1.
Alternate Scenario: