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. Employee selects 'Rental Requests' from employee view menu bar.
2. Employee verifies that request form has valid inputs.
3. Employee verifies that desired resource will be available at the date/time requested.
4. Employee contacts the customer at the provided phone number to gather any further information needed.
5. Employee finalizes the request.

Alternate Scenario:

    4a: Employee is unable to reach the customer over the phone.

        4a1: Employee sends an email notifying the customer of the communication attempt and provides steps to continue the process.

        4a2: Employee marks the request as 'waiting for response' with the date of first contact.

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. Employee selects 'Catering Requests' from employee view menu bar.
2. Employee verifies that request form has valid inputs.
3. Employee verifies that catering services will be available at the date/time requested.
4. Employee contacts the customer at the provided phone number to gather any further information needed.
5. Employee finalizes the request.

Alternate Scenario:

2a: Employee finds that certain inputs are omitted or improperly entered.

2a1: Employee contacts the customer over the phone to address the issues and gather any other needed information.

2a2: Employee finalizes the request.

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: customer
Precondition: the user has logged in
Main Success Scenario:
1. Customer selects 'Volunteer/Apply' from the menu bar.
2. Customer fills out the interest form, selecting the event(s) of interest.
3. Customer clicks 'submit' and is shown a confirmation page with details from the interest form.

Failure Scenario:
2a: Customer fills out the interest form but fails to find the event they were interested in.
    2a1: Customer exits the site, aborting the form submission.

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. Employee selects 'Home Care' or 'Shuttle Services' from employee view menu bar.
2. Employee verifies that request form has valid inputs.
3. Employee contacts the customer at the provided phone number to conduct an introductory interview and obtain more specifics about availability and needs of the customer.
4. Employee compares interview results with staff availability and contacts the best fit to confirm availability.
5. Employee submits the request as pending final confirmation by customer.

Alternate Scenario:

    4a: Contacted staff member is unavailable or unwilling to take on the customer..

        4a1: Employee contacts the next best staff option and confirms availability.

        4a2: Employee submits the request as pending final confirmation by customer.

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: Create New Service / Event

Primary Actor: Staff

Preconditions: the user has received a new Service / Event work order and has logged in

Main Success Scenario:

1. Employee selects 'New Event' or 'New Service' from the employee view menu bar.
2. Employee fills out the creation form based on the information provided in the work order.
3. Employee views staff availability and contacts the best fit to confirm availability to take on the event.
4. Employee uses the work order to determine the total cost of the new item and determines any necessary fees.
5. Employee clicks 'submit' and verifies that the confirmation page has all of the correct information.

Alternate Scenario:

    2a: Employee finds that the work order requests the new Event to take place at a time that conflicts with a current event.

      2a1: Employee contacts the creator of the work order regarding the conflict and closes the site, aborting the event creation process.