## Use Case Description

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| **ID** | **Use Case Name** |
| 1 | Request a space |

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| **Scenario** | Client request a space |
| **Triggered Event** | Client wants to reserve a space. |
| **Brief Description** | In order to reserve a space, Client makes a request by choosing an available space at the selected time. If the space needs approval(s), the system will then notify Approver which has an authority on the space to make a decision whether they’ll approve or reject the request. |
| **Actor** | Client |
| **Related Use Case** | - |
| **Stakeholder** | Client and Approver |
| **Exception Condition** | Another Client’s request get approved before the request is sent. |
| **Pre – Condition** | - |
| **Post – Condition** | The system sends notification to Approver to evaluate the request. |

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| **Flow of Events** | | |
| **Client** | **No.** | **System** |
| Choose a space | 1 |  |
| Submit a reservation request | 2 |  |
|  | 3 | Store a request |
| Get notified about the request | 4 |  |

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| **ID** | **Use Case Name** |
| 2 | Cancel a request |

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| **Scenario** | Cancel a request or reservation. |
| **Triggered Event** | Client wants to cancel a request. |
| **Brief Description** | Client cancel a request that has not been approved. If the space doesn’t require Approver, Client needs to cancel the reservation before the designated time. |
| **Actor** | Client |
| **Related Use Case** | - |
| **Stakeholder** | Client and Approver |
| **Exception Condition** | 1. The request has been approved.  2. Client try to cancel the reservation after the designated time. |
| **Pre – Condition** | The pending request is available in the system | |
| **Post – Condition** | Request will be marked as cancelled. | |

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| **Flow of Events** | | |
| **Client** | **No.** | **System** |
| View pending request | 1 |  |
| Choose a request | 2 |  |
| Submit a cancellation | 3 |  |
|  | 4 | Mark the request as cancelled |
|  | 5 | Notify Client about result of cancellation |
| Get notified about the cancellation result | 6 |  |

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| **ID** | **Use Case Name** |
| 3 | Report a problem |

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| **Scenario** | Client reports a problem |
| **Triggered Event** | When user wants to report a problem to Admin. |
| **Brief Description** | Client can write a problem to the system which will forward to the corresponding Admin. |
| **Actor** | Client |
| **Related Use Case** | - |
| **Stakeholder** | Client and Admin |
| **Exception Condition** | - |
| **Pre – Condition** | **-** | |
| **Post – Condition** | System sends notification to Admin to fix a problem | |

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| **Flow of Events** | | |
| **Client** | **No.** | **System** |
| Choose a space | 1 |  |
| Submit a problem report | 2 |  |
|  | 3 | Store a report |
| Admin get notified about the new problem report | 4 |  |

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| **ID** | **Use Case Name** |
| 4 | Search and browse spaces |

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| **Scenario** | Client views space details and availability |
| **Triggered Event** | Client wants to view spaces details e.g. availability, schedule, seats capacity and equipment |
| **Brief Description** | Client search and browse through spaces. Each space shows its information (e.g. seats, available time, facilities) and options to reserve it or report its problem |
| **Actor** | Client, Guest, Admin and Approver |
| **Related Use Case** | - |
| **Stakeholder** | Client and Approver |
| **Exception Condition** | - |
| **Pre – Condition** | **-** | |
| **Post – Condition** | User can go to Reserve a Space. | |

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| **Flow of Events** | | |
| **Client** | **No.** | **System** |
| Enter search request | 1 |  |
|  | 2 | Find space(s) matching search request |
| See space(s) matching search request | 3 |  |
| If satisfied, select a space to view space details | 4 |  |

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| **ID** | **Use Case Name** |
| 5 | Evaluate a request |

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| **Scenario** | Approver views a space requests and evaluates it |
| **Triggered Event** | Approver gets notified of a new request |
| **Brief Description** | Approver evaluates a pending request and accepts it or rejects it with a reason. |
| **Actor** | Approver |
| **Related Use Case** | - |
| **Stakeholder** | Approver and Client |
| **Exception Condition** | - |
| **Pre – Condition** | The pending request is available in the system | |
| **Post – Condition** | The system sends notification to the Client | |

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| **Flow of Events** | | |
| **Approver** | **No.** | **System** |
| View pending requests | 1 |  |
| Review a request | 2 |  |
| Accept or reject the request | 3 |  |
|  | 4 | Mark the request as approved or rejected.  If there's enough approval mark the request as approved, else wait for more Approver to approve |
| Get notified that the request is rejected or approved | 5 |  |

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| **ID** | **Use Case Name** |
| 6 | View a reported problem |

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| **Scenario** | Admin view a reported problem |
| **Triggered Event** | Admin get notified of a new reported problem |
| **Brief Description** | When Client report a problem, the system will notify Admin about the problem to take further action. |
| **Actor** | Admin |
| **Related Use Case** | - |
| **Stakeholder** | Client and Admin |
| **Exception Condition** | - |
| **Pre – Condition** | Problem report is available in the system | |
| **Post – Condition** | - | |

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| **Flow of Events** | | |
| **Client** | **Event** | **System** |
| View reported problems | 1 |  |
| Select a problem | 2 |  |
|  | 3 | Find the selected problem |
| See the selected problem | 4 |  |

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| **ID** | **Use Case Name** |
| 7 | Manage spaces |

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| **Scenario** | When admin wants to manage a space in the system |
| **Triggered Event** | Admin wants to manage spaces |
| **Brief Description** | Admin have permission to add, edit and delete spaces provisioning. |
| **Actor** | Admin |
| **Related Use Case** | - |
| **Stakeholder** | Admin and Client |
| **Exception Condition** | - |
| **Pre – Condition** | **-** | |
| **Post – Condition** | - | |

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| **Flow of Events** | | |
| **User** | **Event** | **System** |
| Choose an action to add, edit and remove spaces | 1 |  |
| Submit the chosen action | 2 |  |
|  | 3 | Perform the action, based on selection |
| Get notified about the action result | 4 |  |

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| **ID** | **Use Case Name** |
| 8 | Manage Roles |

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| **Scenario** | Admin can manage user roles and permissions |
| **Triggered Event** | Admin wants to manage roles and permissions |
| **Brief Description** | Manage user roles and permission e.g. add, edit and remove some user roles. |
| **Actor** | Admin |
| **Related Use Case** | - |
| **Stakeholder** | Admin, Approver and Client |
| **Exception Condition** | - |
| **Pre – Condition** | **-** | |
| **Post – Condition** | - | |

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| **Flow of Events** | | |
| **Admin** | **Event** | **System** |
| Choose an action to add/edit/remove a role | 1 |  |
| Submit the chosen action | 2 |  |
|  | 3 | Perform the action, based on selection |
| Get notified about the action result | 4 |  |

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| **ID** | **Use Case Name** |
| 9 | Manage Users |

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| **Scenario** | Add a role to users |
| **Triggered Event** | Admin wants to add roles to users |
| **Brief Description** | Makes Admin to apply roles to certain user. |
| **Actor** | Admin |
| **Related Use Case** | - |
| **Stakeholder** | Admin, Approver and Client |
| **Exception Condition** | - |
| **Pre – Condition** | **-** |
| **Post – Condition** | - |

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| **Flow of Events** |  |  |
| **Admin** | **Event** | **System** |
| View users | 1 |  |
| Select an action to apply to a user | 2 |  |
| Assign a role or permission(s) to the user or Remove the user | 3 |  |
| Submit the action | 4 |  |
|  | 5 | Perform the action |
| Get notified about the action result | 6 |  |