Use Case Description

# Request a Space

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| ID | 1 |
| Use Case Name | Request a space |
| Scenario | Client requests a space. |
| Triggering Event | Client wants to reserve a space. |
| Brief Description | To reserve a space, Client starts by choosing an available space based on their preferences. If the space requires an approval(s) before use, system will then notify Approver to decide whether to approve or reject the request. |
| Actor | Client |
| Related Use Case | - |
| Stakeholder | Client and Approver |
| Exception Condition | Another Client’s request gets approved before the request is sent. |
| Pre – Condition | - |
| Post – Condition | The system sends a 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 the request |
| Get notified about the request | 4 |  |

# Cancel a Request

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

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

# Report a Problem

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| ID | 3 |
| Use Case Name | Report a problem |
| Scenario | Client reports a problem. |
| Triggering Event | When a user wants to report a problem to Admin. |
| Brief Description | Client can write a problem to the system which will be forwarded to a corresponding Admin. |
| Actor | Client |
| Related Use Case | - |
| Stakeholder | Client and Admin |
| Exception Condition | - |
| Pre – Condition | - |
| Post – Condition | System sends a notification to Admin to fix a problem. |

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| Flow of Events | | |
| Client | **No.** | **System** |
| Choose a space that client want to report | 1 |  |
| Submit a problem report | 2 |  |
|  | 3 | Store the report |
| Client that have ‘admin’ permission will get notified with the report | 4 | Serve the report to the ‘admin’ permission client |

# Search and Browse Spaces

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| ID | 4 |
| Use Case Name | Search and browse spaces |
| Scenario | Client views spaces’ details and availabilities. |
| Triggering Event | Client wants to view spaces’ details; e.g. availability, schedule, seats and amenities. |
| Brief Description | Client searches and browses through spaces. Each space shows its information (e.g. seats, available times, amenities) 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 filters | 1 |  |
|  | 2 | Find spaces matching the search filters |
| See spaces matching the search filters | 3 |  |
| If satisfied, select a space to view its details | 4 |  |

# Evaluate a Request

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| ID | 5 |
| Use Case Name | Evaluate a request |
| Scenario | Approver views a reservation request, requested from user and evaluates it. |
| Triggering Event | Approver is 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 | When there is no space to evaluate, this function will not be used. |
| Pre – Condition | A pending request exists in the system. |
| Post – Condition | 1. The request is either marked as approved or rejected. 2. The system sends a notification to respective Client. |

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| Flow of Events | | |
| **Approver** | **No.** | **System** |
| View pending requests | 1 |  |
| Choose 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 |  |

# View a Reported Problem

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| ID | 6 |
| Use Case Name | View a reported problem |
| Scenario | Admin views a reported problem. |
| Triggering Event | Admin is notified of a new reported problem |
| Brief Description | When Client reports a problem, the system will notify Admin about the problem to take further actions. |
| Actor | Admin |
| Related Use Case | - |
| Stakeholder | Client and Admin |
| Exception Condition | - |
| Pre – Condition | A problem report exists in the system |
| Post – Condition | - |

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| Flow of Events | | |
| **Client** | **No.** | **System** |
| View reported problems | 1 |  |
| Select a problem | 2 |  |
|  | 3 | Find the selected problem |
| See the selected problem | 4 |  |

# Manage a Space

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| ID | 7 |
| Use Case Name | Manage space |
| Scenario | When Admin wants to manage a space in the system. |
| Triggering Event | Admin wants to manage a space. |
| Brief Description | Admin has permissions to add, edit and delete spaces. |
| Actor | Admin |
| Related Use Case | - |
| Stakeholder | Admin and Client |
| Exception Condition | - |
| Pre – Condition | - |
| Post – Condition | - |

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| Flow of Events | | |
| **User** | **No.** | **System** |
| Choose an action to either add, edit and remove a space | 1 |  |
| Submit the chosen action | 2 |  |
|  | 3 | Perform the action |
| Get notified about the action result | 4 |  |

# Manage a Material

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| ID | 8 |
| Use Case Name | Manage a Material |
| Scenario | Modifying a material that bonds to a space | |
| Triggering Event | Admin wants to add a material / bound material to a space / delete a material. | |
| Brief Description | Managing a material to make it visible or delete from a space.  User can reserve these material with the top of reserving a space. | |
| Actor | Admin | |
| Related Use Case | - | |
| Stakeholder | Admin | |
| Exception Condition | - | |
| Pre – Condition | - | |
| Post – Condition | - | |

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| Flow of Events | | |
| **Admin** | **No.** | **System** |
| Open ‘Material’ Dashboard | 1 |  |
| Create new or delete a current one | 2 |  |
|  | 3 | Add / Delete the material that admin select |
|  | 4 | Update the available material in department list |

# Manage a Role

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| ID | 9 |
| Use Case Name | Manage a role |
| Scenario | Admin can manage user roles and permissions. |
| Triggering Event | Admin wants to manage roles and permissions. |
| Brief Description | Admin has permissions to add, edit and delete roles. |
| Actor | Admin |
| Related Use Case | - |
| Stakeholder | Admin and Client |
| Exception Condition | - |
| Pre – Condition | - |
| Post – Condition | - |

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| Flow of Events | | |
| **Admin** | **No.** | **System** |
| Choose an action to either add, edit or remove a role | 1 |  |
| Submit the chosen action | 2 |  |
|  | 3 | Perform the action |
| Get notified about the action result | 4 |  |