Use Cases Description

Description of **Use Case "new visit":**

- Actors:
  - Front-Desk Clerk
  - Customer
  - System
- Main success scenario:

Actor Action	**System Answer**
1-The clerk initiate the process	The system create a new visit
2-The clerk insert customer	The system register customer and present the various services.
3-The clerk select a room service	The system add the room service
4-The clerk select other services	The system add other services
5-The clerk finalize process	The system save the visit and change the state of the room.

- Alternate scenario:
  2- The system informs that customer have active visit at given period: The clerk informs that customer can not make a reservation at given period: The clerk may create visit in another period.

  3- The system detect that the room service is not available: The clerk informs customer, that currently room service is not available. The system cancels process.

- Time dependencies:
  - Frequency of Occurrence: ~5-10 times/day
  - Anticipated accumulation: during the holidays
  - Typical realization time: 15 min.
  - Maximal realization time: 1 hour

- Values obtained by the actors after the end of the use case:
  - Information for customer about success or failure of the room reservation,
  - New record in the reservation system related to the currently entered reservation.

Description of **Use Case "add service":**

- Actors:
  - Front-Desk Clerk
  - Customer
  - System

- Main success scenario:

Actor Action	**System Answer**
1- The clerk initiate the process	System create a new transaction

2- The clerk insert customer	System find customer, actual visit and present various services
3- The clerk select service The clerk may repeat this step until services will unavailable	The system add service
4- The clerk finalize the process	The system save selected services to visit.

- Alternate scenario:
  3- The system detect that the selected service is not available: The clerk informs customer. Clerk may select other service.

- Time dependencies:
  - Frequency of Occurrence: ~30 times/day
  - Anticipated accumulation: mornings and evenings
  - Typical realization time: 2 min.
  - Maximal realization time: 20 min

- Values obtained by the actors after the end of the use case:
  - Information for customer about success or failure of adding new service
  - New service added to that visit in system.

Description of **Use Case "update customer details":**

- Actors:
  - Front-Desk Clerk
  - Customer
  - System

- Main success scenario:

Actor Action	**System Answer**
1- The clerk initiate the process	System create a new transaction
2- The clerk insert customer	System find customer and present actual details
3- The clerk insert new customer details	The system presents new details
4- The clerk finalize the process	The system save new details.

- Alternate scenario:
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- Time dependencies:
  - Frequency of Occurrence: ~10 times/year
  - Anticipated accumulation: evenings
  - Typical realization time: 2 min.
  - Maximal realization time: 20 min

- Values obtained by the actors after the end of the use case:
  - Information for customer about updated details.
  - Updated data in system.

Description of **Use Case "Check-out customer":**

- Actors:
  - Front-Desk Clerk
  - Customer
  - System

- Main success scenario:

Actor Action	**System Answer**
1- The clerk initiate the process	The system calculates the cost of the visit
2- The clerk insert information about payment	The system sends receipt.
3- The clerk finalize the process	The system save datas and change the state of the room.

- Alternate scenario:
  1- The system cannot calculates the cost of the visit because no all the service usages are finished: Clark may manually finish service usages and continue process or cancel process.
  2- The clerk do not insert payment information: System suspends process until customer will not pay for visit.

- Time dependencies:
  - Frequency of Occurrence: ~7 times/day
  - Anticipated accumulation: mornings
  - Typical realization time: 10 min.
  - Maximal realization time: 20 min

- Values obtained by the actors after the end of the use case:
  - Customer received receipt.
  - System updated state of room service and saved payment.

Description of **Use Case "Cancel service":**

- Actors:
  - Front-Desk Clerk
  - System

- Main success scenario:

Actor Action	**System Answer**
1- The clerk initiate the process	The system create a new transaction
2- The clerk insert service	The system find and present service
3- The clerk cancel service	The system remove service from list of services
4- The clerk finalize the process	The system remove the service and update list of available services.

- Alternate scenario:
  3- The system detect that the service is in usage: The clerk may at first remove service from visits and continue or cancel the process.

- Time dependencies:
    - Frequency of Occurrence: ~12 times/year
    - Anticipated accumulation: evenings
    - Typical realization time: 2 min.
    - Maximal realization time: 10 min

- Values obtained by the actors after the end of the use case:
    - System has updated list of services.

Description of **Use Case "Get service details":**

- Actors:
    - Manager
    - System

- Main success scenario:

Actor Action	**System Answer**
1- The manager initiate the process	The system display a new window
2- The manager insert service	The system find and present service
3- The manager finalize the process	The system closes the window.

- Alternate scenario:
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- Time dependencies:
    - Frequency of Occurrence: ~5 times/month
    - Anticipated accumulation: mornings / evenings
    - Typical realization time: 2 min.
    - Maximal realization time: 10 min

- Values obtained by the actors after the end of the use case:
    - The manager gets service details.

Description of **Use Case "Add new service":**

- Actors:
    - Manager
    - System

- Main success scenario:

Actor Action	**System Answer**
1- The manager initiate the process	The system create a new process
2- The manager insert new service	The system add the service
3- The manager finalize the process	The system save the service and change the state of the available services.

- Alternate scenario:
  -

- Time dependencies:
  - Frequency of Occurrence: ~12 times/year
  - Anticipated accumulation: evenings
  - Typical realization time: 5 min.
  - Maximal realization time: 15 min

- Values obtained by the actors after the end of the use case:
  - New service is available in hotel's services

Description of **Use Case "Add resource":**

- Actors:
  - Manager
  - System

- Main success scenario:

Actor Action	**System Answer**
1- The manager initiate the process	The system create a new resource
2- The manager insert new resource	The system add the resource
3- The manager select service for given resource	The system links service with resource.
4- The manager finalize the process	The system save the new resource and change the state of the service.

- Alternate scenario:
  3- The system do not contains selected service: Manager may as first do Use Case "Add new service" and then continue or cancel the process.

- Time dependencies:
  - Frequency of Occurrence: ~5 times/month
  - Anticipated accumulation: mornings and evenings
  - Typical realization time: 2 min.
  - Maximal realization time: 10 min

- Values obtained by the actors after the end of the use case:
  - New resource linked into service.

Description of **Use Case "Remove resource":**

- Actors:
  - Manager
  - System

- Main success scenario:

Actor Action	System Answer
1- The manager initiate the process	The system create a transaction
2- The manager insert resource	The system find and present resource
3- The manager remove resource	The system unlink resource from service
4- The manager finalize the process	The system remove a resource and change the state of the service.

- Alternate scenario:
  3- The system detect that the resource is in usage: The manager have to wait until customer will be check-outed and resource will be free.

- Time dependencies:
  - Frequency of Occurrence: ~5 times/month
  - Anticipated accumulation: mornings and evenings
  - Typical realization time: 2 min.
  - Maximal realization time: 10 min

- Values obtained by the actors after the end of the use case:
  - Resource unlinked from service

Description of **Use Case "Get income":**

- Actors:
  - Manager
  - System

- Main success scenario:

Actor Action	System Answer
1- The manager initiate the process	The system create a new income summary
2- The manager insert date range	The system calculates and presents income
3- The manager finalize the process	The system closes action.

- Alternate scenario:
  -

- Time dependencies:
  - Frequency of Occurrence: 1-2/month
  - Anticipated accumulation: mornings
  - Typical realization time: 5 min.
  - Maximal realization time: 15 min

- Values obtained by the actors after the end of the use case:
  - The manager get income summary.

Description of **Use Case "Get exptenditure":**

- Actors:

    - Manager
    - System

- Main success scenario:

Actor Action	**System Answer**
1- The manager initiate the process	The system create a new expenditure summary
2- The manager insert date range	The system calculates and presents expenditure
3- The manager finalize the process	The system closes action.

- Alternate scenario:
  -

- Time dependencies:
    - Frequency of Occurrence: 1-3 times/month
    - Anticipated accumulation: evenings
    - Typical realization time: 5 min.
    - Maximal realization time: 15 min

- Values obtained by the actors after the end of the use case:
    - The manager get expenditure summary.

Information about method of describing use cases that we were learned in our home university.

- Ours Professor resource where example is shown(in polish): http://aragorn.pb.bialystok.pl/~mkret/Wprawki/wp_dpu.pdf
- The thing comes to determine and describe 5 elements
    - Actors attending in use case
    - Basic flow
    - Alternative flow/s
    - Time dependencies (like frequency, expected accumulates, typical realization time, maximum realization time)
    - Termination outcome