**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:

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* 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:

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* 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:

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* 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