**FULLY DRESSED USE CASE**

**Use Case UC1**: Process Schedule Appointment

**PRIMARY ACTOR:** SPA STAFF

**Stakeholders and Interests**

* SPA STAFF: Wants accurate, fast entry and no appointment errors, as appointment errors effects profit, Want to serve customer with the highest satisfactory.
* Customer: Wants spa service and fast service with minimal effort
* Spa Company: Wants to record transaction and satisfy customer interests. Wants to ensure customer and appointment details are recorded. Wants automatic and fast update of data.
* Marketing Department: Wants to generate accurate reports and fast update of services

**Preconditions:** SYSTEM is identified and authenticated

**Success Guarantee:** Appointment Schedule is saved, Customer details are updated, Service Details are updated. Spa staff serves customer according to the preferred service.

**Main Success Scenario**

1. System shows Service and Time Slots available.
2. Customer enters preferred date.
3. Customer enters customer and reservation details.
4. System processes the reservation details.
5. System assigns room and spa staff to the reservation details
6. System informs the spa staff.
7. Customer goes to the Spa Company.
8. Spa staff serves the customer.
9. System generates reports to be sent to Marketing Department
10. Marketing Department updates services
11. Reports are sent to SPA MANAGEMENT

**Extensions (or alternative flows)**

**\*A** anytime system fails:

1. Spa staff restarts system, logs-in, and requests recovery.

**\*B** anytime customer decides to change appointment

1. Customer changes his/her entered reservation details

1a. Change service

2a. Change time slot

\*C customer wants to resume a cancelled appointment

1. System displays the state of the resumed sale, with subtotal.

**Special Requirements**

* User interface must be clear.
* Reservations Details response must be fast.
* Database must be continuously updated