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| Use case name | Book a hotel | |
| Source | Customer | |
| Trigger event | Customer credentials | |
| Brief description | The customer books a hotel by using his credentials as a reference and for payment | |
| Related Use case | none | |
| Actor | Customer | |
| Preconditions | 1. Customer must have an account  2. Customer must have proper credentials | |
| Post conditions | Credentials are verified | |
| Flow of events | actor | System |
| 1. user books a hotel |  |
|  | 2. System verifies for user credentials |
|  | 3. System books user to chosen hotel |
| Exception conditions | Invalid credentials | |

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| --- | --- | --- |
| Use case name | Browse hotel | |
| Source | Customer | |
| Trigger event | Customer activity | |
| Brief description | Customer is given several options as he browses for their desired hotel | |
| Related Use case | none | |
| Actor | Customer | |
| Preconditions | 1. Customer must have an account  2. Customer must have proper credentials | |
| Post conditions | Chosen hotel is displayed | |
| Flow of events | actor | System |
| 1. user opens website |  |
|  | 2. System displays hotel list |
|  | 3.Customer chooses a hotel |
| Exception conditions | Invalid credentials | |

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| Use case name | Write review | |
| Source | Customer | |
| Trigger event | Customer review | |
| Brief description | The customer writes a review and rates his stay at the hotel | |
| Related Use case | Book a hotel | |
| Actor | Customer | |
| Preconditions | 1. Customer book the hotel using the system  2. The customer has stayed and has finished his stay at the hotel  3. the customer is emailed an invitational link to rate and review his stay | |
| Post conditions | The review is accepted as genuine | |
| Flow of events | actor | System |
|  | 1. send invitational link to customer |
| 2. accept and write a review and rate the hotel |  |
|  | 3. review is accepted as genuine |
| Exception conditions | Customer did not stay at the hotel | |

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| Use case name | Setup | |
| Source | QA employee | |
| Trigger event | User specifications | |
| Brief description | The QA employee sets the parameters for data extraction | |
| Related Use case | none | |
| Actor | QA employee | |
| Preconditions | 1. QA must be authorized personnel | |
| Post conditions | 1. parameters are set | |
| Flow of events | actor | System |
| 1. QA Sets the parameters |  |
|  | 2. System uses chosen parameters |
| Exception conditions | No specific parameters are chosen | |

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| Use case name | Set date range | |
| Source | QA employee | |
| Trigger event | Parameter request | |
| Brief description | The user is prompted to specify the date range | |
| Related Use case | Setup | |
| Actor | QA employee | |
| Preconditions | 1. Parameters have been made | |
| Post conditions | 1. timeframe has been set | |
| Flow of events | actor | System |
|  | 1. prompt user for date range |
| 2. set date range |  |
| Exception conditions | Date range is not set | |

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| --- | --- | --- |
| Use case name | Modify dictionary | |
| Source | QA employee | |
| Trigger event | User specifications | |
| Brief description | The QA employee categorizes unknown sentiments found in the reviews | |
| Related Use case | none | |
| Actor | QA employee | |
| Preconditions | 1. QA must be authorized personnel | |
| Post conditions | 2. Dictionary is updated | |
| Flow of events | actor | System |
|  | 1. prompt user for new entries |
| 2. categorize sentiments |  |
|  | 3. update dictionary |
| Exception conditions | No new unknown sentiments are found | |

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| Use case name | View analysis | |
| Source | QA employee Management | |
| Trigger event | User report inquiry | |
| Brief description | QA or management wants to view the analysis of sentiments | |
| Related Use case | none | |
| Actor | QA employee  Management | |
| Preconditions | 1. data analysis is already finished | |
| Post conditions | 1. Current data analysis is shown | |
| Flow of events | actor | System |
| 1. request for data analysis |  |
|  | 2. display data analysis |
| Exception conditions | There is no existing data analysis | |