Name and Surname of Students:

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Unique Queue Application

Agreed User Story:

User downloads the application. To use this application user needs register and login to the system. User can take an appointment from the application. User can choose which institution / corporation to take appointment from. User can see available hours to take appointment.

To book the appointment user has 3 ways:

1. Directly with their smartphone or website.

2. The Customer can call the office to book a service and the operator can book an appointment on behalf of the user

3. On-Site: with staff support: The Customer without a smartphone can book directly on-site by asking staff to make an appointment on their behalf.

After completing the booking at the time of the appointment, Via App: The Customer who made the booking will receive a notification to get information.

 If user enters an invalid password, system will warn user that entered an invalid password. User also can cancel the appointment before 24 hours.

Agreed Use-Case Diagram:
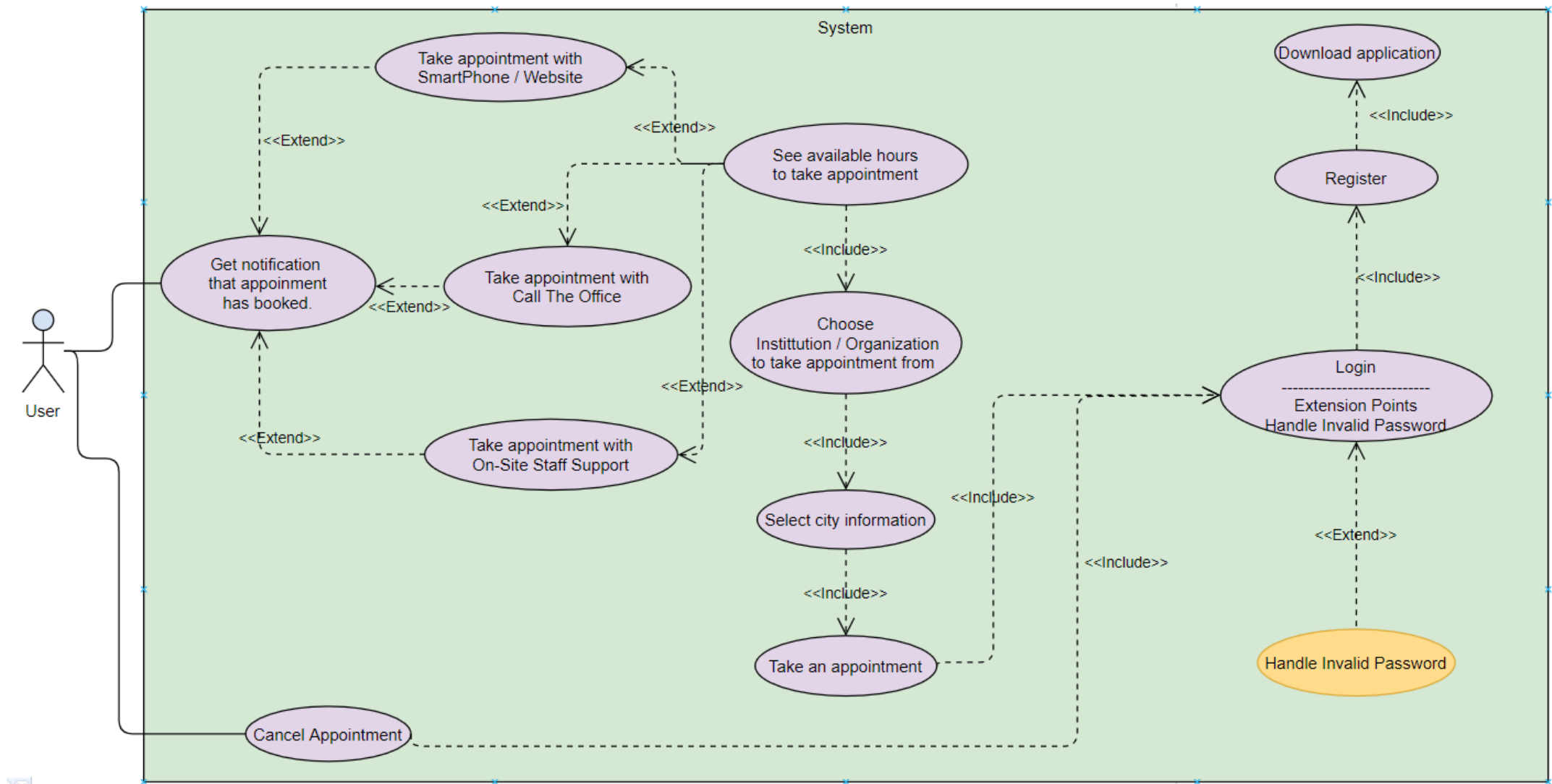
Süleyman Gölbol Use-Case Description

• <u>Name:</u> Taking Appointment   `3.1`

• <u>Actor:</u> User

• <u>Requirements:</u>

   • Users – Need to take appointment from an institution.

• <u>Trigger:</u> User needs to click take appointment button.   `3.2`

• <u>Basic Flow:</u>

1- User clicks take appointment button.   `3.3`

2- User selects city information.

3- User selects institution.

4- User selects available hours.

5- User takes appointment with default method.

6- User get informed about appointment with notification. `3.4`

• <u>Postconditions:</u>

   The user can only take appointment if there is available hour that he/she wants.

   The user can only cancel the appointment until 24 hours before.

• <u>Alternative flows:</u>

4a: If there is no available hour:

   4a1. User have to find an other hour for appointment.

5a: User wants to select the way to take an appointment.

   5a1. User takes appointment with smartphone/website.

   5a2. User takes appointment with staff support.

   5a3. User takes appointment with calling the office.

Arash Ziaee Use-Case Description

● A User wants to make an appointment for office work on a certain day and time.

● Need to log In. **[4.1]**

● Need to select the city and office.

● Select the Service that he/she needs.

● Select the date and time to reserve the appointment.

● Reserve the Appointment.

● Name: Smart Phone / Website **[4.2]**

● Actor: The User

● Requirements:

The User - Needs to make an appointment remotely and in a certain time and day.

Information - The user needs to specify for which operation he is making an appointment.

● Trigger: The need of doing some office work and book appointments as soon as possible. **[4.3]**

● Basic flow: **[4.4]**

The User wants to make a reservation.Open the application or Website on his phone and select the city and Office that he needs. Select the service that User needs for making a reservation then the only thing is just select the available time and day. **[4.5]**

● PostConditions: **[4.6]**

The application works just the city and office supported by the application.

The appointment can be done if the time that the user selects is available.

● Alternative flow:

- The Application is not showing the time table

The application give the user the other option for making the appointments

- The time and the day is not available for selecting

The application through the server of the office shows the available day and time.

- If the user wants to change the appointment

Can do it by cancelling the precious one and making a new one.

Kazalo komentarjev