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| Use case name: Reserve Vehicle | ID: 1 | Importance Level: High |
| Primary actor: Customer | Use case type: Detailed, Essential | |
| Stakeholders and interests:  Customer- will have a way to select vehicles based on location and date for online reservation  Owner- wants to provide customers with a simple way to reserve vehicles | | |
| Brief description: Explanation of steps necessary for customer to rent a vehicle via website | | |
| Trigger: Customer needs to rent a vehicle and doesn’t want to call or visit store to make reservation | | |
| Relationships:  Association: Customer  Include:  Extend: Select Insurance, Pay for Rental  Generalization: | | |
| Normal flow of events:   1. Customer goes to website and sees vehicle database 2. Customer chooses a vehicle 3. Customer inputs date for reservation   If the vehicle isn’t available, the customer enters a new date  S-1: New Date sub flow is initialized  If the vehicle isn’t available, the customer chooses a new vehicle  S-2: New Vehicle sub flow is initialized   1. Does customer want insurance?   If yes, customer selects insurance   1. Does customer want to pick-up?   If yes, customer inputs pick-up location   1. Does customer want to drop-off?   If yes, customer inputs drop-off location   1. Customer Pays | | |
| Subflows:  S-1: New Date  1: Customer goes back to step 4  2: Customer enters a new date  S-2: New Vehicle  1: Customer goes back to step 3  2: Customer chooses a new vehicle | | |
| Alternate/exceptional flows:  S-1 B1: Customer can’t find a vehicle they like  S-1 B2: Customer exits program  S2- B1 Customer can’t find a vehicle on requested date  S2- B2: Customer exits program | | |