# Feature Name (Update Resort Service)

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 2.3.30 | | | |
| **Use Case Name:** | Update Resort Service | | | |
| **Created By:** | Craig Barkley | | **Last Updated By:** | Jeff Stobb |
| **Date Created:** | 2018-09-21 | | **Last Revision Date:** | 2018-11-29 |
| **Actors:** | | Manager | | |
| **Description:** | | Update Resort Service | | |
| **Trigger:** | | 1. Manager needs to update Customer information 2. Managers needs to use accessed information to complete work. | | |
| **Preconditions:** | | 1. Personnel are logged in to the resort CMS 2. Personnel has access to customer account records. | | |
| **Postconditions:** | | 1. Personnel attained new customer information. 2. Personnel Manager has logged out of system. | | |
| **Normal Flow:** | | 1. Personnel logs in to resort CMS. 2. Personnel enters username or email. 3. Personnel enters password. 4. System validates personnel. 5. System prompts user to select customer account view. 6. Personnel updates data. 7. Personnel closes customer accounts records. | | |
| **Alternative Flows:** | | 1a. In step 4 of the normal flow, if the new employees do not have access to the internet.   1. Personnel can request Employee information to be print off from resort or another manager. 2. Use Case resumes on step 5 | | |
| **Exceptions:** | | 2a. In step 2 of the normal flow, if the customer enters and invalid Password   1. Transaction is disapproved 2. Message to personnel to re-enter Password 3. Personnel enters correct Password 4. Use Case resumes on step 4 of normal flow | | |
| **Includes:** | | 2.Personnel could also email updated related information on the customer. The Manager would also have access to this exact flow since they may be printing out customer information details to those who do not have access to email. | | |
| **Frequency of Use:** | | This Use Case will be executed to resolve customer account issues. Unless personnel has access to online customer account data themselves. | | |
| **Special Requirements:** | | Personnel will need to have access to the internet to access event details. | | |
| **Assumptions:** | | That Personnel will have access to the internet and that the Catering manager will follow procedure and ensure that Maintenance has accessed the customer details. | | |
| **Notes and Issues:** | | 1. They have correct permission to edit and save events details. | | |