# Feature Name Add Reservation

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 5.1.2 | | | |
| **Use Case Name:** | Add Reservation | | | |
| **Created By:** | Wes Richardson | | **Last Updated By:** |  |
| **Date Created:** | 9-13-2018 | | **Last Revision Date:** |  |
| **Actors:** | | Receptionists or Concierge | | |
| **Description:** | | The user will add a reservation for the Resort Customer | | |
| **Trigger:** | | A Resort Customer calls to make a reservation | | |
| **Preconditions:** | | User is an employee of Resort  The user has the role of Receptionist or Concierge | | |
| **Postconditions:** | | 1. The user is informed that the reservation was made and is returned to the staring screen  2. The user is informed that the reservation was not made and a reason why | | |
| **Normal Flow:** | | 1. The user clicks the Button “Make Reservation”  2. The data entry screen comes up and the user fills in the text boxes  3. The user clicks the submit button  4. The system tells the user “Reservation complete” | | |
| **Alternative Flows:**  **[Alternative Flow 1 – Not in Network]** | | 3a. Information is missing, the system will inform the user to fill out all boxes  3b. The system tells the user it data was not saved | | |
| **Exceptions:** | | 3a. Database issues | | |
| **Includes:** | |  | | |
| **Frequency of Use:** | | 3 per hour | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | | The user understands english | | |
| **Notes and Issues:** | |  | | |