# Feature Name (Report Guest’s Issues/Concerns)

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 5.1.7 | | | |
| **Use Case Name:** | Report Guest’s Issues/Concerns | | | |
| **Created By:** | Matthew Hill | | **Last Updated By:** |  |
| **Date Created:** | 9-14-18 | | **Last Revision Date:** |  |
| **Actors:** | | User (Maids).  System. | | |
| **Description:** | | Report a guest’s issues with their stay. | | |
| **Trigger:** | | User opens employee portal. | | |
| **Preconditions:** | | 1. User needs to be logged out. 2. System needs to be online. | | |
| **Postconditions:** | | 1. User needs to be logged out. | | |
| **Normal Flow:** | | 1. User opens employee portal. 2. User inputs employee ID. 3. User inputs password. 4. User submits input. 5. System validates user’s input. 6. System prompts user for desired operation. 7. User selects “report guest concern” option. 8. System prompts user to input a short message describing the issue. 9. User inputs a short message. 10. System validates user’s input. 11. System validates input. 12. System stores message. 13. User logs out of the system. | | |
| **Alternative Flows:**  **[Alternative Flow 1 – Not in Network]** | | *Step 5: If user’s log-in input is invalid,*   1. *System prompts user to re-enter valid data.* 2. *User submits input.* 3. *System validates user’s input.* 4. *Input is valid, use case resumes on step 6.*   *Step 10: If user’s log-in input is invalid,*   1. *System prompts user to re-enter room number.* 2. *User submits input.* 3. *System validates user’s input.* 4. *Input is valid, use case resumes on step 11* | | |
| **Exceptions:** | |  | | |
| **Includes:** | | Steps 1-6 are included with all use cases involving use of the employee portal. | | |
| **Frequency of Use:** | | 20-30 times per day. | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | | 1. User is an employee of the resort hotel. 2. User is a maid of the resort hotel. | | |
| **Notes and Issues:** | |  | | |