# Feature Name Remove Reservation

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 5.4.02 | | | |
| **Use Case Name:** | Remove Reservation | | | |
| **Created By:** | Wes Richardson | | **Last Updated By:** | Gunardi Saputra  Wes Richardson |
| **Date Created:** | 2018-09-13 | | **Last Revision Date:** | 2018-11-02  2018-11-09 |
| **Actors:** | | Receptionist, Manager, Guest | | |
| **Description:** | | As a receptionist, I would like to Deactivate a Reservation so that I can delete the reservation | | |
| **Trigger:** | | Resort customer wants to cancel Reservation | | |
| **Preconditions:** | | 1. User is an employee of Resort 2. The user has the role of Receptionist or Concierge | | |
| **Postconditions:** | | 1. The user successfully removes reservation and is informed 2. The reservation was not removed and the user is told why | | |
| **Normal Flow:** | | 1. The user looks up the reservations from a list 2. The user clicks to look at the details of a reservation 3. The user clicks the remove reservation button 4. The user is asked to confirm they want to remove the reservation 5. The user is returned to the starting screen | | |
| **Alternative Flows:** | | 2.a. If the user cannot find the reservations from a list, it will pop up an error message.  3.a. If the user cannot see the detail of the reservation, it can continue to normal flow step | | |
| **Exceptions:** | | 1a. Database Issues   1. The user is informed of the database issue 2. The user is returned to the starting screen | | |
| **Includes:** | | 1. View List of Reservation 2. View Details of Reservation | | |
| **Frequency of Use:** | | 50 per week | | |
| **Special Requirements:** | | NA | | |
| **Assumptions:** | | The user is logged in. The user has permissions | | |
| **Notes and Issues:** | | 1. Do we need to save the history for any removing reservation? | | |