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| **Use Case Specification** | | | |
| Use Case ID and Name: | UC-5: Book a Consultation with Coach | | |
| Created By: | LAMTQSE182003 | Date Created: | 6/18/25 |
| Primary Actor: | User | Secondary Actors: |  |
| Trigger: | The user selects an available time slot and a coach, then clicks the button to schedule a consultation. | | |
| Description: | The user selects a coach and a preferred time slot, enters the reason for consultation, and submits a request. The coach reviews and either confirms or rejects the request. If confirmed, the coach sends a Google Meet link. The system updates the status and notifies the user. | | |
| Preconditions: | - PRE-1: The user is logged in with a valid account.  - PRE-2: The user has an active membership plan that allows booking consultations.  - PRE-3: Available coaches and time slots are updated in the system. | | |
| Post–conditions: | - POST-1: The consultation request is saved and the coach is notified.  - POST-2: If confirmed, a Google Meet link is sent to the user.  - POST-3: The system updates both the user’s and coach’s schedules. | | |
| Normal Flow: | 1. **Book a Coaching Session**   1 . The user accesses the consultation booking page.  2 . The system displays a list of available coaches and time slots.  3 . The user selects a coach, a time slot, and enters a reason for the consultation.  4 . The user submits the request.  5 . The system saves the request with a status of “Pending Confirmation” and notifies the coach.  6 . The coach reviews the request and either confirms or rejects it.  7 . If confirmed: the coach enters or generates a Google Meet link, the system sends it to the user, and updates the status to “Confirmed.”  8 . If rejected: the system notifies the user with a reason and updates the status to “Rejected.” | | |
| Alternative Flows: | **5.1 Coach Proposes a New Time**  1 . The coach does not agree with the proposed time and suggests a new time.  2 . The system sends the proposed time back to the user.  3 . The user accepts or declines the new proposal.  4 . If accepted → continue with confirmation and send Meet link.  5 . If declined → end the use case. | | |
| Exceptions: | 5.1.E1 Coach Does Not Respond in Time  1 . System displays message: "No response from coach within the expected time."  2 . System asks User whether they want to:   3a. Request another coach, or   4a. Exit the consultation request. 3a . User chooses to request another coach. 3b . System returns to step 2 of the normal flow (Coach selection). 4a . User chooses to exit. 4b . System terminates use case. | | |
| Priority: | High | | |
| Frequency of Use: | Approximately 2–3 times per month per user. | | |
| Business Rules: | - BR-1: Each user is allowed to schedule a maximum of 2 consultation sessions per week.  -BR-2: The Coach must send the Google Meet link at least 2 hours before the scheduled session start time.  -BR-3: Users are not allowed to modify an existing consultation appointment within 24 hours of the scheduled time. | | |
| Other Information: | -The system automatically sends reminders to both users and coaches before the scheduled session  -Users receive status updates in real-time when ever their consultation request is approved, rejected, or updated. | | |
| Assumptions: | -Users provide correct booking details.  -Coaches check and respond on time. | | |

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| **Use Case Specification** | | | |
| Use Case ID and Name: | Purchase Membership Package | | |
| Created By: | LAMTQSE182003 | Date Created: | 6/27/25 |
| Primary Actor: | User | Secondary Actors: |  |
| Trigger: | The user selects a membership package and initiates the payment process. | | |
| Description: | The user selects a membership package (e.g., 10-day, 20-day, or 30-day plan), chooses a payment method, and proceeds with the transaction. The system processes the payment through the payment gateway. Upon successful payment, the system upgrades the user’s role to 'member' (if previously 'guest'), sets the subscription end date, and stores the transaction details. The user receives a confirmation and invoice. | | |
| Preconditions: | - PRE-1: The user is logged in with a valid account.  - PRE-2: The user does not have an active membership package and chooses to renew or upgrade the package. | | |
| Post–conditions: | - POST-1: The payment is successfully processed and recorded.  - POST-2: The user’s role is updated (if necessary) and the subscription end date is set.  - POST-3: The user receives a confirmation message and payment details. | | |
| Normal Flow: | 1. The user accesses the 'Upgrade' or 'Membership Packages' page.  2. The system displays the available packages (duration, benefits, pricing).  3. The user selects a package and clicks 'Purchase.'  4. The user chooses a payment method (e.g., credit card, Momo, bank transfer).  5. The system redirects to the payment gateway or processes the request internally.  6. The user completes the payment.  7. The system verifies the payment status.  8. The system:  - Stores the transaction details (amount, method, timestamp).  - Updates the user’s role to 'member' if previously 'guest.'  - Sets the subscriptionEndDate according to the selected package.  9. The user will receive a notification of successful package registration or renewal. | | |
| Alternative Flows: | **5.1 User encounters an issue during the package purchase process:**   1. The user returns to the package list if they want to select a different package before proceeding with payment. 2. If the payment gateway returns an error, the system displays an error message. 3. The system allows the user to retry the payment or choose another payment method. 4. If the user already has an active membership package, the system treats the transaction as a renewal, automatically extends the subscription end date, and records the new transaction details. | | |
| Exceptions: | 5.1.E1 Payment Timeout  - If the user remains inactive for too long during the session:  - System displays: “Payment session has expired.”  - System asks: “Do you want to continue with the payment?”  - If yes → Return to Step 3 to reselect package and payment method.  - If no → System terminates the use case. | | |
| Priority: | High | | |
| Frequency of Use: | 1–2 times per month per user (average) | | |
| Business Rules: | - BR-1: A user cannot repurchase an identical package if it is still active (except for renewal).  - BR-2: Only guests or users with expired memberships can be upgraded to "member."  - BR-3: Role and status changes are applied only after successful payment confirmation. | | |
| Other Information: | - The system sends confirmation emails with invoice and package details.  - Admins have access to all payment logs and may manually adjust status when needed. | | |
| Assumptions: | - The payment gateway returns clear success or failure responses.  - Users provide accurate billing and payment information. | | |