Use case: Issue bike
Actors: Receptionist
Goal: To hire out a bike

Overview:
When a customer comes into the shop they choose a bike to hire. The Receptionist looks up the bike on the system and tells the customer how much it will cost to hire the bike for a specified period. The customer pays, is issued with a receipt, then leaves with the bike.

Cross-reference:
R3, R4, R5, R6, R7, R8, R9, R10

Typical course of events:

Actor action	System response
1 The customer chooses a bike	
2 The Receptionist keys in the bike number	3 Displays the bike details including the daily hire rate and deposit
4 Customer specifies length of hire	
5 Receptionist keys this in	6 Displays total hire cost
7 Customer agrees the price	
8 Receptionist keys in the customer details	9 Displays customer details
10 Customer pays the total cost	
11 Receptionist records amount paid	12 Prints a receipt

Alternative courses:

Steps 8 and 9	The customer details are already in the system so the Receptionist needs only to key in an identifier and the system will display the customer details.
Steps 7–12	The customer may not be happy with the price and may terminate the transaction

Figure 3.6 Expanded description of the 'Issue bike' use case

system and particularly the design of the user interface, it is enough to have short unstructured descriptions, known as high-level descriptions (see Figure 3.5). These descriptions need only document the purpose of the use case, the actors involved and give a general overview of what happens. Subsequently it is useful to have more detailed structured descriptions known as expanded use case descriptions (see Figure 3.6).