

Part b

i Use case 'Maintain appointments'

- Katherine phones the dentist to make an appointment
- Joanne, the receptionist, asks when she would like to come
- Katherine says Monday 8th November
- Joanne says there are free appointments at 10.00am and 2.00pm
- Katherine says she will come at 2.00pm
- Joanne records the appointment.

ii Use case 'Maintain appointments'

- Ann phones the dentist to make an appointment as soon as possible
- Joanne says there are free appointments on Monday 11th October at 9.00am, 11.15am or 11.45am or on Wednesday 13th October at 2.00pm
- Ann says she will come Monday 11th October at 9.00am
- Joanne records the appointment.

iii Use case 'Maintain appointments'

- Alan comes into the waiting room after seeing the dentist. The dentist has told him to make another appointment in 10 days
- Joanne says that will be Thursday 16th September
- Joanne looks up the system and finds there are no free appointments on that day
- She says there are free appointments on Friday 17th September at 8.45am, 11.00am and 12.15pm or on Monday 20th September at 9.00am and at 10.30am
- Alan says he has forgotten his diary and will phone later to make an appointment.

Notice that, although these scenarios record very different sequences of events, they all have the same goal, i.e. to make an appointment – although in the last case this goal is not achieved.