

## Use Cases:

### 1. Manage Client Information

**Actors:** Staff

**Description:** Allows staff to manage client info, including adding new clients and updating existing client info.

**Related use cases:**

- **Extends:** View client payments

**Steps:**

1. Staff collects client details(name, phone, address)
2. Staff enters clients details into system
3. System confirms and stores client info
4. Staff updates existing client info as needed
5. System send welcome message to new clients

### 2. Manage Pet Information

**Actors:** Staff

**Description:** Allows staff to manage pet info, including adding new pets and updating existing pet info.

**Related use cases:**

- **Generalization:** Track pet health record

**Steps:**

1. Client provides pet details (name, breed, age, health information).
2. Staff enters pet details into the system.
3. System confirms and stores pet information.
4. Staff creates a care profile for the pet.
5. System associates the pet profile with the client profile

### 3. Booking and reservations

**Actors:** Staff, Client

**Description:** Notify clients of upcoming payment and appointments

**Related use cases:**

- **Extends:** Manage client information, manage pet information and billing and payments

**Steps:**

1. Client request booking/reservation

2. Staff checks availability and confirms booking
3. Staff enters booking into system
4. System confirms and stores reservation
5. System generates a email or SMS to client

#### 4. **Billing and payments**

**Actors:** Staff, Clients

**Description:** Allows staff to manage and clients to process payments for services

**Related use cases:**

- **Extends:** view client payments

**Steps:**

1. Staff generates invoice for services rendered
2. Client receives invoice
3. Client pays
4. System confirms the payment
5. Staff updates the payment status in system

#### 5. **View pet profile**

**Actors:** Staff

**Description:** Allows staff to view information about a pet

**Related use cases:**

- **Includes:** Manage Pet Info

**Steps:**

1. Staff logs into computer system
2. Staff selects pet from list
3. System shows data about that pet
4. Staff retrieves info

#### 6. **View pet medication**

**Actors:** Staff

**Description:** Staff can see medication list given to specific pet

**Related use cases:**

- **Extends:** view pet profile

**Steps:**

1. Staff logs into computer system
2. Staff selects pet from list
3. System shows data about that pet

4. Staff retrieves info

## 7. View client payments

**Actors:** Staff

**Description:** This allows staff to view the payment history of a client

**Related use cases:**

- **Includes:** billing and payments

**Steps:**

1. Staff logs in to computer program
2. Staff selects client from list
3. System shows payment history
4. Staff retrieves and reviews payment history

## 8. Send Reminders and Notifications

**Actors:** System, client

**Description:** allows system to send reminders and notifications to clients about upcoming bookings, payments, or important info.

**Related use cases:**

- **Extends:** Booking and Reservations and Billing and Payments

**Steps:**

1. System identifies upcoming bookings or due payments.
2. System generates reminder notifications.
3. System sends reminders to clients via email or SMS.
4. Clients receive and review reminders.
5. System logs reminder status.

## 9. Print care instructions

**Actors:** Staff

**Description:** Staff creates print out of care instruction for pets

**Related use cases:**

- **Includes:** Manage Pet Information

**Steps:**

1. Staff logs into computer system
2. Staff finds pet information

3. Staff downloads info and prints it
4. Staff posts the care instructions on the board

#### **10. Track pet health record**

**Actors:** Staff

**Description:** Staff records and tracks pet health info and documents what is necessary

**Related use cases:**

- **Extends:** view pet profile

**Steps:**

1. Staff record pet health information
2. System stores and updates health records
3. Staff retrieves health records when needed