

Cycle-2

Analyze the Requirements for the following Case Studies.

- 1) Point-of-Sale Terminal
- 2) Customer Support Service Operations
- 3) Cab Booking Service

POINT-OF-SALE TERMINAL

Point of Sale (POS) Terminal or Checkout. A retail POS system typically includes a computer, monitor, keyboard, barcode scanners, weight scale, receipt printer, credit card processing system, etc. and POS terminal software.

Actors of the system are:

- 1) Customer
- 2) Clerk

Checkout use case involves Customer, Clerk and Credit Payment

Service actors and includes scanning items, calculating total and taxes, payment use cases.

Checkout use case requires a Customer actor, hence the 1 multiplicity of Customer.

Clerks can only participate in a single Checkout use case.

Credit Payment Service can participate with many Checkout use cases at the same time.

Checkout use cases may not need Credit Payment Service (for example, if payment is in cash)

CUSTOMER SUPPORT SERVICE OPERATIONS

The Specific objectives for customer support system are the functions associated with the customer the system should include all the functions associated with customer, technician and administrator. Products for the customer from order entry to arrival of shipment.

Customer Service support service operations has use cases

- Customer
- Technician
- Administrator

CAB BOOKING SERVICE

Online Cab Booking Service deals with an online system designed for booking cabs as per the requirements of the customers at their convenience. options to book a cab by entering details like their journey date and time, origin, pick-up point, destination and the drop-off point they need to reach.

The proposed Online Cab Booking system ensures that the users can book the cab as per their requirements by logging on to the website. It allows users to book their cabs online, manage their bookings and cancel their bookings at any point of time. So as to communicate with him.

Regular updates are provided to the customer so that they are aware of their bookings, driver details, and booking status. The user can also drop in their suggestions or queries in the feedback form. Advantages: It enhances business processes since it makes use of internet technology to increase their profits. The software acts as a 24/7 office due to its all-time availability. It increases the efficiency of the system in offering quality services to its customers

Actors of the System are:

1. Passenger
2. Service provider
3. Drive