# Use Case Template Example

| Use Case Name: | Customer Rents Car | Case - 01 |
|---|---|---|
| **Area:** | Reception Desk Activity | |
| **Actors:** | • Customer<br>• Rental Counter Staff | |
| **Description:** | Customer interacts with Rental agent to rent a car | |
| **Triggering Event:** | Customer enters Car Rental company and enquires about car rental | |
| **Basic Course:** | **Step** | **Action** |
| | 1 | Customer initiates car rental with agent |
| | 2 | Customer indicates car size (small, medium, large) |
| | 3 | Agent checks for availability |
| | 4 | Agent initiates contract |
| | 5 | Agent checks and verifies customer license |
| | 6 | Agent enters customer details in rental contract |
| | 7 | Agent enters car details in rental contract |
| | 8 | Customer provides credit card for verification |
| | 9 | Agent prints rental contract copy |
| | 10 | Customer agrees to terms and signs contract |
| | 11 | Agent provides car keys and documents |
| | 12 | Customer drives away car |
| **Preconditions:** | • Customer wants to rent a car<br>• Car is available to rent | |
| **Postconditions:** | Rental car is unavailable until current rental terms expire and customer returns car | |
| **Assumptions:** | • Rental agency is open<br>• Required car is available to rent<br>• Customer drivers license is valid<br>• Customer credit card is valid | |
| **Objective(s) Met:** | • System provides editable online rental contract<br>• Rental contract information can be printed on multipart form<br>• System provides means to track customer, rental contract and car information | |