User Stories and Acceptance Tests for Operator Functionality

As an operator I want to be able to view the log of alerts so that I can analyse and respond to them.

Test 1: View a list of alerts

Criteria:
- Operator is logged in
- Operator is at Home screen

Action:
- Operator selects View Alerts Summary.

Result:
- A list of alerts displayed in a table
  - Row: one row for each alert
  - Columns: (one column for each variable)
    - Date & Time (an alert received)
    - Bus route
    - Topic (e.g. crowding related, cleanliness, etc.)
    - State (new, investigating, resolved)
- Alerts are categorized/ordered by Date & Time as default. The most recent alert is displayed at the top.

Test 2: Category/order alerts

Criteria:
- Operator is at View Alerts Summary screen.

Action:
- Operator selects one of the variable column. (e.g. Date & time, Bus route, etc.)

Result:
- Alerts are categorized/ordered by the selected variable column.

Test 3: : View details of an alert

Criteria:
- Operator is at View Alerts Summary screen.

Action:
- Operator selects one row (one of the alerts).

Result:
- A new screen displayed with all information related to the selected alert.

Test 4: Update state of an alert

Criteria:
- Operator is at the Details of Alert screen
- Operator selected a state for the current alert

Action:
- Operator choose to update

Result:
- The state of the current alert is updated

As an operator I want to view aggregate data as a visualisation and also as a report, so that I can view and compare the current data to the past in two different ways.

Test 1: Select preferred variables for the data to view

Criteria:
- Operator is logged in
- Operator is at Home screen

Action:
- Operator selects View Aggregate Data

Result:
- RateIT system displays a set of variables which allows operator to choose and indicate the data which will be displayed.
    - Choose bus service IDs (e.g. route 123). Multiple bus routes are allowed for each query.
    - Choose time period
        - Day (24 hours)
        - Week (7 days)
        - Month
    - Choose type of topic
        - Crowding level
        - Cleanliness rating
        - Driver behaviour
        - (can add more)
- RateIT system provide two options for operator to view the data
    - View Data Graph
    - View Report

Test 2: View data graph

Criteria:

- Operator is at View Aggregate Data screen
- Operator selected all the variables

Action:

- Operator choose View Data Graph

Result:

- RateIT system displays a data graph with
    - x axis(time period) and y axis(variables, e.g. crowding level, cleanliness rating, etc.)
    - a trend line using aggregate data of past reports(reports for yesterday, last week or last month) which scales in the same period of time.
    - some black markers are displayed as the average for that unit period (hour if Day selected, day if Week selected)

Test 3: View data graph (invalid case)

Criteria:

- Operator is at View Aggregate Data screen
- Operator did not select all the variables

Action:

- Operator choose View Data Graph

Result:

- RateIT system does not display data graph
- RateIT system provides a message to remind operator to select all the variables.

Test 4: View report

Criteria:

- Operator is at View Aggregate Data screen
- Operator selected all the variables

Action:

- Operator chooses View Report

Result:

- RateIT system displays report as a data table.

Test 5: View report (invalid case)

Criteria:

- Operator is at View Aggregate Data screen
- Operator did not select all the variables

Action:

- Operator chooses View Report

Result:

- RateIT system dose not display report.
- RateIT system provides a message to remind operator to select all the variables.

Test 6: Download report

Criteria:

- Operator is currently viewing a report
- Operator selected a format(Excel, Word or PDF) of the report which will be downloaded.

Action:

- Operator chooses Download Report

Result:

- RateIT system downloads report on operator's local machine in the selected format.

Test 7: Download report (invalid case)

Criteria:

- Operator is currently viewing a report
- Operator did not select any format of the report which will be downloaded

Action:

- Operator chooses Download Report

Result:

- RateIT system does not download report
- RateIT system provides a message to ask operator to select the format of the report to be downloaded.