

CSE213 CRA Report Template

Topic: Simulating operations of Keya Cosmetics Ltd			
ID:2131051	Name: Arif Faisal		User1: Administrator
			User2: Finance & Accounts
ID:2021741	Name: Md Read Hossain		User3: Event Manager
			User4: security control officer
ID:2130276	Name: Md Sadaf Shahriar		User5: Customer Service Executive(CE)
			User6: Delivery Man
ID: 2030583	Name: Masum Anjum Moon		User7: Production Manager
			User8: HR officer

P.T.O

NOTE:

- Download this this template and create a google-docs file with the following **file name format**:
 - MS1_GroupNo_topicKeyword_id1_id2_id3_id4
 - Ex: [MS1_Group70_IRAS_1234567_2345678_3456789_4567890](#)
- Group Leader will create the google-docs and will share the google-docs file among yourselves. All of you need to work on the same document.
- Team leader must also share the viewer share link of your google-docs file in a private comment of the assignment in the Google Classroom so that I can view your document anytime and check your progress:
- **By 08-February-24, Thursday, you MUST update this document by completing workflows for ALL 64 goals and submit it's downloaded copy as DEADLINE-VERSION of MileStone-1 as classroom assignment.**
 - **ONLY ONE SUBMISSION from EACH GROUP**
 - **Submit a DOCX or PDF file. No links will be accepted.**
- **If you fail to submit deadline version of your MileStone-1 by 8-February-24, you will not get any mark for MileStone-1**

Possible event type:

- UIE - - user input to trigger event
- UID - - user input to be considered as data
- OP – display content (output)
- VL – validation check
- VR – verification check
- DP – fetching data from file system and process it to get some calculated outcome (data processing)

NOTE:

there can be workflows for common **processes** as follows (**BUT, these are NOT GOALS**):

Process-1: Login (for example)			
			event type
Workflow:	event-1	validate user id (must be 4 or 7 digit number)	VL
	event-2	validate password (pattern told by client)	VL

	event-n

Process-2: SignOut (for example)			
			event type
Workflow:	event-1
	event-2

	event-n

Process-n: xyz (for example)			
			event type
Workflow:	event-1
	event-2

	event-n

Workflow of user specific goals:

User1 name: Administrator			
User-1, Goal-1	Description of Goal-1: Administrator aims to update and organize product information on the website.		event type
Workflow:	event-1	Login to Admin Dashboard	UIE
	event-2	Access Manage Products option	UID
	event-3	Edit product details and pricing	VL
	event-4	Validate changes	DP
	event-5	Save updates to the database	OP
User-1, Goal-2	Description of Goal-2: Administrator wants to review and respond to customer feedback for improvement.		event type
Workflow:	event-1	Login to Admin Dashboard	UIE
	event-2	Access Customer Feedback section	UID
	event-3	Read and analyze feedback	VR
	event-4	Respond to customer comments	DP
	event-5	Update feedback status	OP
User-1, Goal-3	Description of Goal-3: Administrator intends to monitor and update the status of customer orders.		event type
Workflow:	event-1	Login to Admin Dashboard	UIE
	event-2	Navigate to Order Tracking	UID
	event-3	Enter order details	VR
	event-4	Verify order status	DP
	event-5	Update shipment information	OP

User-1, Goal-4	Description of Goal-4: Administrator aims to oversee and update user accounts on the website.		event type
Workflow:	event-1	Login to Admin Dashboard	UIE
	event-2	Access User Management	UID
	event-3	Search and select user accounts	VL
	event-4	Validate account changes	DP
	event-5	Save updates to the database	OP
User-1, Goal-5	Description of Goal-5: Administrator aims to create and oversee promotional discount campaigns.		event type
Workflow:	event-1	Login to Admin Dashboard	UIE
	event-2	Access Discount Campaigns	UID
	event-3	Create or edit discount details	VL
	event-4	Validate campaign settings	DP
	event-5	Save changes to the database	OP
User-1, Goal-6	Description of Goal-6: Administrator wants to refresh and modify the content displayed on the website.		event type
Workflow:	event-1	Login to Admin Dashboard	UIE
	event-2	Navigate to Content Management	UID
	event-3	Edit website content	VL
	event-4	Validate content changes	DP
	event-5	Save updates to the database	OP
User-1, Goal-7	Description of Goal-7: Administrator aims to analyze website analytics for performance insights.		event type
Workflow:	event-1	Login to Admin Dashboard	UIE,
	event-2	Access Analytics	OP

	event-3	View and interpret analytics data	DP
	event-4	Generate reports	OP
User-1, Goal-8	Description of Goal-8: Administrator wants to address and manage customer inquiries and support tickets.		event type
Workflow:	event-1	Login to Admin Dashboard	UIE
	event-2	Access Customer Support	UID
	event-3	Review and respond to customer inquiries	DP
	event-4	Update inquiry status	OP

User-2 name: Finance & Accounts

User-2, Goal-1	Description of Goal-1: Finance & Accounts User is responsible for handling customer payments.		event type
Workflow:	event-1	Login to Finance Dashboard	UIE
	event-2	Access Payment Processing	UID
	event-3	Enter payment details	VR
	event-4	Verify payment information	DP
	event-5	Update payment status	OP
User-2, Goal-2	Description of Goal-2: Finance & Accounts User needs to create periodic financial reports.		event type
Workflow:	event-1	Login to Finance Dashboard	UIE
	event-2	Navigate to Reports section	UID
	event-3	Select report parameters	DP
	event-4	Process and generate financial report	OP
User-2, Goal-3	Description of Goal-3: Finance & Accounts User is tasked with handling payments to vendors.		event type
Workflow:	event-1	Login to Finance Dashboard	UIE
	event-2	Access Vendor Payments	UID
	event-3	Enter vendor payment details	VR
	event-4	Verify payment information	DP
	event-5	Update payment status	OP
User-2, Goal-4	Description of Goal-4: Finance & Accounts User wants to monitor and manage the budget.		event type
Workflow:	event-1	Login to Finance Dashboard	UIE
	event-2	Navigate to Budget Tracking	UID

	event-3	Enter budget details and allocations	VR
	event-4	Verify budget status	DP
	event-5	Update budget information	OP
User-2, Goal-5	Description of Goal-5: Finance & Accounts User is responsible for processing customer refunds.		event type
Workflow:	event-1	Login to Finance Dashboard	UIE
	event-2	Access Refund Processing	UID
	event-3	Enter refund details	VR
	event-4	Verify refund information	DP
	event-5	Update refund status	OP
User-2, Goal-6	Description of Goal-6: Finance & Accounts User aims to ensure compliance with tax regulations.		event type
Workflow:	event-1	Login to Finance Dashboard	UIE
	event-2	Navigate to Tax Compliance	UID
	event-3	Input tax-related information	VR
	event-4	Validate tax compliance	DP
	event-5	Generate tax reports	OP
User-2, Goal-7	Description of Goal-7: Finance & Accounts User wants to monitor and record company expenses.		event type
Workflow:	event-1	Login to Finance Dashboard	UIE
	event-2	Access Expense Tracking	UID
	event-3	Enter expense details	VR
	event-4	Verify expense information	DP
	event-5	Update expense records	OP
User-2, Goal-8	Description of Goal-8: Finance & Accounts User aims to create financial forecasts for planning.		event type

Workflow:	event-1	Login to Finance Dashboard	UIE
	event-2	Navigate to Financial Forecast	UID
	event-3	Input forecast parameters	DP
	event-4	Generate financial forecast	OP

User-3 name: Event Manager			
User-3, Goal-1	Description of Goal-1: Efficient Event Planning		event type
Workflow:	event-1	Workflow of login process will be executed first	OP
	event-2	If login successful, dashboard will be loaded	UIE
	event-3	user can click on the "News and Announcements" button to see the latest news	UIE

	event-4	A list of 2 options will be displayed.	UIE
User-3, Goal-2	Description of Goal-2: Streamlined Event Coordination		
Workflow:	event-1	Workflow of login process will be executed first
	event-2	If login successful, dashboard will be loaded
	event-3	A list of 2 options will be displayed

	event-n	After selecting the approved application it will show all approved applications.
User-3, Goal-3	Description of Goal-3: Centralized Event Information		
Workflow:	event-1	Workflow of login process will be executed first
	event-2	User can select My profile
	event-3	Users can view all personal information

	event-n	User can select edit to edit his information.
User-3, Goal-4	Description of Goal-4: Automated Reminders and Notifications		

Workflow:	event-1	Workflow of login process will be executed first
	event-2	Workflow of login process will be executed first
	event-3	User will select confirm to save the report.

	event-n	Users can select a particular report to view
User-3, Goal-5	Description of Goal-5: Customizable Event Templates		
Workflow:	event-1	Users can select a particular report to view
	event-2	Users can also select edit to send requests to modify demand.
	event-3	Then user have to select “confirm” to send request.

	event-n	Then user have to select “confirm” to send request.
User-3, Goal-6	Description of Goal-6: Integration with Calendar Apps:		
Workflow:	event-1	Workflow of login process will be executed first
	event-2	If login successful, dashboard will be loaded
	event-3	Employees and their details are accessed from the database

	event-n	User can select Back to go back to the list of Employees
User-3, Goal-7	Description of Goal-7: Real-time Collaboration		
Workflow:	event-1	Workflow of login process will be executed first
	event-2	All the employees data working for this organization will be accessed from the database

	event-3	The officer can generate payment reports or receipts for internal record keeping

	event-n	User can select Back to go back to the dashboard
User-3, Goal-8	Description of Goal-8: Comprehensive Event Analytics		
Workflow:	event-1	Workflow of login process will be executed first
	event-2	If login successful, dashboard will be loaded
	event-3	User can filter complaints by ID, Name, Dept, Designation and and displays the relevant complaints to the User.

	event-n	System displays the full complaint details to the User.

User-4 name: security control officer			
User-4, Goal-1	Description of Goal-1: Create a work schedule for the maintenance worker.		event type
Workflow:	event-1	User will provide log-in id and password and click log-in button.
	event-2	After that a home screen will be apper.
	event-3	There will be a “Create schedule” button. While pressing the button a text box will apper.
	event-4	In the box he can write the schedule. Here user can write in text.
	event-5	There is a submit button at the bottom. By pressing that the schedule have been created.
User-4, Goal-2	Description of Goal-2: Create tasks and assign them.		
Workflow:	event-1	User will provide log-in id and password and click log-in button
	event-2	After login user will click on the “Assign Task” button.
	event-3	A box will apper , here user can write the task.
	event-4	Under that box there will be a Assign box where user can write who will be assign.Then At the end
	event-5	Users can press the “Log-out” button to log out from the scene
User-4, Goal-3	Description of Goal-3: Monitoring and Incident Response		
Workflow:	event-1	User will provide log-in id and password and click log-in button
	event-2	After login there will be a “Show problem list” button
	event-3	By pressing the button there will be a box appear. If a problem is reported by the other users the problem will be show in the box.

	event-4	IF no problem is reported then the box will show a message “No Problem Reported”.
	event-5	There is a close button at the end to close the box
User-4, Goal-4	Description of Goal-4: Security Awareness and Training		
Workflow:	event-1	User will provide log-	
	event-2	After that the user will press the “Update progress” button
	event-3	A box will apper . In the box the assign tasks will be shown.
	event-4	Under the tasks there will be 3 check box. User can click on the check box.
	event-5	After that there will be a save button
User-4, Goal-5	Description of Goal-5: Policy Development and Enforcement		
Workflow:	event-1	User will provide log-	
	event-2	After that there wil be a “Request for leave” Button
	event-3	After pressing the button a box will apper.
	event-4	the box he can write to the manager.
	event-5	There wil be a submit button.
User-4, Goal-6	Description of Goal-6: Security Audits and Compliance		
Workflow:	even-1	User will provide log-in id and password and click log-in button.
	event-2	After login there will be a “Sent cost report” button
	event-3	After pressing that button a from will apper.
	event-4	The from contains many options and small boxes. User can fill the from with number and texts
	event-5	Therre will be a Sent button. Pressing the sent button the report will sent to the accounts department

User-4, Goal-7	Description of Goal-7: Incident Response and Management		
Workflow:	event-1	User will provide log-in id and password and click log-in button
	event-2	After login there will be a “Alart” button.
	event-3	By pressing that button a message box will open
	event 4	In the box user can write about the problem and by pressing the sent button user can sent the message
	event-5	Users can press the “Log-out” button to log out from the scene
User-4, Goal-8	Description of Goal-8: Security Control Documentation		
Workflow:	event-1	User will provide log-in id and password and click log-in button
	event-2	After login there will be a “Monthly report” button.
	event-3	After login there will be a “Monthly report” button	
	event 4	Under the month and Supervis there will be a download button.	
	event-5	By pressing the download button a pdf will be downloaded. In the pdf the work and cost report will be there.

User-5 name: Customer Service Executive(CE)			
User-5, Goal-1	Description of Goal-1: Load the dashboard. The default page shows the available chat requests from Goal-1 customers.		event type
Workflow:	event-1	events of login process to be executed
	event-2	if login is successful, load dashboard.
	event-3

	event-n
User-5, Goal-2	Description of Goal-2: Accept chat request from customer.		
Workflow:	event-1	Customer support request is accepted by clicking the “Accept” button.
	event-2	If a request is accepted, load the customer chat box.
	event-3	Types in a message in the text area and clicks on the “send” button.

	event-4	If event 3 and the text area is not empty, send the message to the customer side, and update the chat box with the new message.
User-5, Goal-3	Description of Goal-3: Reject chat request from customer. The CE can reject a support chat request from a customer from the list for any valid reason		
Workflow:	event-1	Customer support request is rejected by clicking the “Reject” button

	event-2	If a customer support request is rejected, display a pop-up with a text field asking for the reason for rejecting the request. The reason is recorded along with the customer ID. After the request is typed, the “Ok” button has to be pressed to close the pop-up. Providing a reason is mandatory. The reason, customer and support executive details are recorded for future reference.
	event-3

	event-n
User-5, Goal-4	Description of Goal-4: Mark customers as spam. If the customer support executive finds a customer to be spamming support requests or to be suspicious with reasonable grounds, he/she can mark the customer to be reviewed.		
Workflow:	event-1	Click on the “Mark as spam” button
	event-2	If the “Mark as spam” button is clicked, display a pop-up with a text field asking for the reason for marking as spam. The reason is recorded along with the customer ID. After the request is typed, the “Ok” button has to be pressed to close the pop-up.
	event-3

	event-n
User-5, Goal-5	Description of Goal-5: Issue refund.The Support Executive can issue a refund to a customer for any valid reason.		
Workflow:	event-1	Click on the “Issue refund” button
	event-2	If “Issue refund” button is clicked, pop-up menu opens and asks for the following info in their respective text fields:

		<ul style="list-style-type: none"> - Customer ID - Order ID - Refund Amount - Refund Reason <p>After the info has been given in the text fields and “Confirm refund” has been clicked, validate and verify Customer ID, Order ID, Refund amount(Maximum amount is the price of the order).</p>	
	event-3	After the refund information has been verified in event-2, forward the refund request to the accounts department for approval.

	event-n
User-5, Goal-6	Description of Goal-6: Issue voucher.The Support Executive can issue a voucher to a customer for any valid reason(complement, delay, damaged packaging, etc).		
Workflow:	event-1	Click on the “Issue voucher” button.
	event-2	<p>If “Issue voucher” button is clicked, pop-up menu opens and asks for the following info in their respective text fields:</p> <ul style="list-style-type: none"> - Customer ID - Voucher Amount - Voucher Reason <p>After the info has been given in the text fields, and “Confirm voucher” has been clicked, validate and verify Customer ID.</p>
	event-3	After the customer information has been verified in event-2, forward the voucher request to the accounts department for approval.

	event-n
User-5,	Description of Goal-7: View Customer Information.The support		

Goal-7	executive can use a customer's ID to view their information and activity to better understand the customer.		
Workflow:	event-1	Click on the "Customer Information" button.
	event-2	If the "Customer Information" button is clicked, ask for the customer ID in a text field. Click the "Show info" button after the ID has been typed. Validate and verify the customer ID.
	event-3	If the customer ID is validated and verified in event-2, show customer details including: - Name - Date of account creation - All purchase history - Last order activity - Pending orders - Shop balance

	event-n
User-5, Goal-8	Description of Goal-8: Record customer feedback. The support executive can record negative/positive feedback or complaints and if required, forward it to other departments.		
Workflow:	event-1	Click on the "Record feedback" button.
	event-2	If the "record feedback" button is clicked, pop-up menu opens and asks for the following info in their respective text fields: - Customer ID - Order ID - Customer feedback - Comment "Record Feedback Only" and "Record Feedback and forward" buttons are available.
	event-3	If "Record Feedback Only" is clicked after event 2, validate and verify customer and order ID and save the feedback in the database.

	event-4	If "Record Feedback and Forward" is clicked after event 2, validate and verify customer and order ID, save the feedback in the database. Then, ask for input on which department to forward it to and confirm.
--	---------	--	-------

User-6 name: Delivery Man			
User-6, Goal-1	Description of Goal-1: To log in and see dashboard event typ		event type
Workflow:	event-1	Login executed by the user from login page
	event-2	User is directed to a page with some options. The option “Dashboard” is selected.
	event-3	After event-2 occurs, the dashboard of the user shows up.
	
	event-4	From the dashboard, the user can see if there is any assigned parcel to the user by clicking on “Assigned Parcel”.
User-6, Goal-2	Description of Goal-2: To update delivery status and confirm delivery		
Workflow:	event-1	From “ Assigned Parcel”, the user can click on the parcel link to see delivery status.
	event-2	A page will be displayed to show information
	event-3	If the delivery status is set to “Ready For Pickup”, then the user can click on “Confirm Delivery”
	event-4	After picking the parcel physically from the storehouse, he has to go through “event-1” again and click on “Confirm Pickup”.
	event-5	If event-4 is executed successfully, a new task will be added to the dashboard of the user showing the parcel to be delivered.
	event-6	The dashboard will now show an active status of the ongoing delivery as “Ongoing Delivery”	

	event-7	After the user delivers the parcel to the customer and confirms delivery by clicking on “Confirm drop-off”, the status will be removed.	
User-6, Goal-3	Description of Goal-3: See parcel delivery details		
Workflow:	event-1	Dashboard loads OP
	event-2	User clicks on “Ongoing deliveries”
	event-3	A list of ongoing deliveries load in the next window. User right clicks on the required delivery
	event-4	A drop down menu appears. User clicks on “Delivery details”.
	event-5	Another window appears with a list of details about the delivery. They are as follow- -Address -Total parcels -Phone Number
	event-6	User clicks on “Address” and it expands into the address given by the customer.	
	event-7	User clicks on “Total parcels” to see how many parcels are there to be delivered.	
User-6, Goal-4	Description of Goal-4: To communicate with the customers		
Workflow:	event-1	Logs into the dashboard. Select the desired delivery by clicking on it.
	event-2	A list of options will appear as a drop down menu after event-1 is executed
	event-3	One of them is “Contact Receiver”. User clicks on it.
	event-4	A new window appears with new options:

		-Chat with customer -Call customer The user can select any option.	
	event-5	A new window appears with new options: -Chat with customer -Call customer The user can select any option.
	event-6	A side window appears with a chatting option. The conversation will remain in the database for future needs	
	event-7	The user clicks on "Call customer"	
	event-8	The phone number of the customer will be shown with a drop down menu. The user can copy paste the number into his mobile phone app and call the customer	
User-6, Goal-5	Description of Goal-5: See the location of the delivery		
Workflow:	event-1	From the "Dashboard" the user selects "My Deliveries"
	event-2	Details appear. User clicks on the active delivery in the display
	event-3	Some options appear, one of them is "Location". User clicks on to see the location of the delivery address.
	event-4	Some options appear, one of them is "Location". User clicks on to see the location of the delivery address.
	event-n
User-6, Goal-6	Description of Goal-6: Check Customer bill to verify customer identity		
Workflow:	event-1	Login to dashboard again.

	event-2	From the dashboard, go through event 2,3 of goal 3 again to see the required delivery details.
	event-3	n the delivery details window, the user can see details such as - Name - Address - TrxID - Contact Number - Order ID
	event-4	User can verify this information physically.
	event-5	There is a “Download” button to download the bill copy in case the user wants to see it. User clicks on “Download” button
User-6, Goal-7	Description of Goal-7: Amount required to collect from customer		
Workflow:	event-1	User first needs to verify the customer’s parcel.he/she can do it by clicking on the specific delivery link
	event-2	The details of the delivery appear in the next window.
	event-3	The user can confirm the receiver by cross-checking the name, order ID.
	event-4	User checks the required amount to collect from the details. He can check the same from the bill copy too.
	event-5	The transaction of money is completed. User gives the parcel to the receiver. User completes the delivery.
User-6, Goal-8	Description of Goal-8: Check total earned money from deliveries		
Workflow:	event-1	From the dashboard, user can navigate to the right side of the window and see a button named as “Total Income Available”

	event-2	User clicks on the button "Total Income Available"
	event-3	A window appears with an amount of money.
	event-4	A window appears with an amount of money.
	event-5	By default, the delivery charge that the user received in the last delivery will be shown in the window.
	event-6	The user can click another button to see how much he has earned altogether, irrespective of the income available	
	event-7	By default a window will be shown with income from the beginning.	
	event-8	User can filter out using the parameters: <ul style="list-style-type: none"> - Today - Last week - Last month - Last year - From the beginning 	

User-7 name: Production Manager			
User-7, Goal-1	Description of Process-1: User can see the list of the current production Unit		event type
Workflow:	event-1	Workflow of login process will be executed first	UID, VL, VR
	event-2	If login successful, dashboard will be loaded	OP
	event-3	User can click “View Production Unit” button from dashboard	UIE
	event-4	A Table will be loaded To View Production Unit	UIE,OP
	event-5	User can select “Return to dashboard” button to load their dashboard	UIE
User-7, Goal-2	Description of Process-2: User can see “production Target”		event type
Workflow:	event-1	Workflow of login process will be executed first	UID, VL, VR
	event-2	If login successful, dashboard will be loaded	OP
	event-3	User can click “View Production Target” button from dashboard	UIE
	event-4	A Table will be loaded To View Production Target	UIE,OP
	event-5	User can select “Return to dashboard” button to load their dashboard	UIE
User-7, Goal-3	Description of Goal-3: User Can See “Order List”		event type
Workflow:	event-1	Workflow of login process will be executed first	UID, VL, VR

	event-2	If login successful, dashboard will be loaded	OP
	event-3	User can click "Order List" button from dashboard	UIE
	event-4	A Table will be loaded To View Order List	UIE,OP
	event-5	User can select "Return to dashboard" button to load their dashboard	UIE
User-7, Goal-4	Description of Goal-4:User Can See levels of raw materials		event type
Workflow:	event-1	Workflow of login process will be executed first	UID, VL, VR
	event-2	If login successful, dashboard will be loaded	OP
	event-3	User can click "Raw Materials" button from dashboard	UIE
	event-4	A Table will be loaded To View Raw Materials	UIE,OP
	event-5	User can select "Return to dashboard" button to load their dashboard	UIE
User-7, Goal-5	Description of Goal-5:User can see Production Schedule		event type
Workflow:	event-1	Workflow of login process will be executed first	UID, VL, VR
	event-2	If login successful, dashboard will be loaded	OP
	event-3	User can click "Production Schedule" button from dashboard	UIE
	event-4	A Table will be loaded To View Raw Materials	UIE,OP

	event-5	User can select "Return to dashboard" button to load their dashboard	UIE
User-7, Goal-6	Description of Goal-6:User Can Update Order Status		event type
Workflow:	event-1	Workflow of login process will be executed first	UID, VL, VR
	event-2	If login successful, dashboard will be loaded	OP
	event-3	User can click "Order Status" button from dashboard	UIE
	event-4	A Table will be loaded To View Order Status	UIE,OP
	event-5	User can select "Return to dashboard" button to load their dashboard	UIE
User-7, Goal-7	Description of Goal-7:User Can Apply For Leave		event type
Workflow:	event-1	Workflow of login process will be executed first	UID, VL, VR
	event-2	If login successful, dashboard will be loaded	OP
	event-3	A form pops up with fields to enter following information - Leave application type (Sick, Vacation, Emergency, or Maternity), start date of leave, end date of leave and the details of the application	DP, OP
	event-4	Validation check is performed so the user cannot submit invalid data.	VL, UIE
	event-5	User can enter data and select OK	

	event-6	Leave Application is created and can be accessed by HR Officer for approval	DP
	event-7	User can select "Return to dashboard" button to load their dashboard	UIE
User-7, Goal-8	Description of Goal-8: User can view and post Announcements		event type
Workflow:	event-1	Workflow of login process will be executed first	UID, VL, VR
	event-2	If login successful, dashboard will be loaded	OP
	event-3	User can click "view and submit Announcements" button	OP
	event-4	User can click "view announcements" button to view announcement	UIE
	event-5	User can click "submit announcements" button to submit announcement	VL
	event-6	User can click "save" button to post announcement	UID
	event-7	User can select "Return to dashboard" button to load their dashboard	UIE

User-8 name: HR officer

User-8, Goal-1	Description of Goal-1: HR officers can update Keya Cosmetic policies and procedures.		event type
Workflow	event-1	Workflow of login process will be executed first	UID, VL, VR
	event-2	If login successful, dashboard will be loaded	OP
	event-3	USER can click on the "Update Policies and Procedures" button .	UIE
	event-4	Enter new policies and procedures on a text area Current policies and procedures are accessed displayed to the user.	DP/OP
	event-5	User selects "Confirm updates" button.	UIE
	event-6	System updated policies and procedures in the database.	DP
	event-7	User can select "Return to dashboard" button to load their dashboard	UIE
User-8, Goal-2	Description of Goal-2: HR officers can manage applications for leave		event type
Workflow	event-1	Workflow of login process will be executed first	UID, VL, VR
	event-2	If login successful, dashboard will be loaded	OP

	event-3	System displays pending leave applications with employee name, date of leave and a button to view application	OP
	event-4	User can select "View application" button for any of the users	OP, UIE
	event-5	User can select the users to approve or reject, then select the "Approve" or "Reject" button	UID, UIE
	event-6	The updated list of pending leave applications will be displayed again	OP
	event-7	User can select "Return to dashboard" button to load their dashboard	UIE
User-8, Goal-3	Description of Goal-3: HR officers can view and update employee records and profiles		Event type
Workflow:	event-1	Workflow of login process will be executed first	UID, VL, VR
	event-2	If login successful, dashboard will be loaded	OP
	event-3	A button to "Update records" for each employee is displayed along with the list of the employees that the system has retrieved.	(DP, OP)
	event-4	User can select "Update records" button for a targeted user	UIE
	event-5	User can update employee details such as employee id,name,designation,department.	(UIE)
	event-6	User can save the updated employee record and display the updated information	(UIE,OP)
	event-7	System updates the employee record in the database	(DP)
	event-8	User can select "Return to dashboard" button to load their dashboard	UIE

User-8, Goal-4	Description of Goal-4: HR officers can view employee complaints		Event type
Workflow:	event-1	Workflow of login process will be executed first	UID, VL, VR
	event-2	If login successful, dashboard will be loaded	OP
	event-3	List of employee name with complaints submitted are displayed	(DP,PC,OP)
	event-4	User can filter complaints by ID, Name, Dept, Designation and displays the relevant complaints to the User.	(UIE, DP,OP)
	event-5	System displays the full complaint details to the User.	(OP)
	event-6	System updates the complaint status in the database	(DP)
	event-7	User can select "Return to dashboard" button to load their dashboard	UIE
User-8, Goal-5	Description of Goal-5: HR Officer can add New Employees		Event type
Workflow:	event-1	The shared Login process is executed	UIE, UID, DP, OP, VL, VR
	event-2	If login successful, dashboard will be loaded	OP
	event-3	User can click "Add New Employee" Button	UIE
	event-4	A popup will show with fields to enter information(ID,Name>Password,email,contract,Gender,salary,,address,designation,department,branch name)	UID, UIE
	event-5	If the Confirm button is clicked, new Employee will be added to the database .	DP
	event-6	User can select "Return to dashboard" button to load their dashboard	UIE

User-8, Goal-6	Description of Goal-6: HR officers can create reports on employees		Event type
Workflow:	event-1	Workflow of login process will be executed first	UID, VL, VR
	event-2	If login successful, dashboard will be loaded	OP
	event-3	User can select the "Select Employee" button.	(UIE)
	event-4	System displays the employee table view report creation form to the User.	(OP)
	event-5	User can select Type(Employee Performance,Employee Attendance,Quarter) combo box button	(UIE)
	event-6	User can input Enter title and details.	(UID)
	event-7	User also can filter the data by ID,Name,Designation .	(UID, DP)
	event-8	User can select "Return to dashboard" button to load their dashboard	UIE
User-8, Goal-7	Description of Goal-7: HR officers can update employee compensation.		Event type
Workflow:	event-1	Workflow of login process will be executed first	UID, VL, VR
	event-2	If login successful, dashboard will be loaded	OP
	event-3	User can select "update compensation" button	(UIE)
	event-4	User can select employee from list of current employees	DP, OP, PC
	event-5	User inputs the new salary and confirms it.	(UID,VR)
	event-6	User can select "Return to dashboard" button to load	UIE

		their dashboard	
User-8, Goal-8	Description of Goal-8: HR officers can handle resignations		Event type
Workflow	event-1	Workflow of login process will be executed first	UID, VL, VR
	event-2	If login successful, dashboard will be loaded	OP
	event-3	User can select the View resignation notices button and select(subject,details).	(UIE)
	event-4	User retrieves the employee's profile and personal information(ID,Name,date) from the database	(DP)
	event-5	The resignation is accepted or rejected by the HR officer.	(VR)
	event-6	User can select "Return to dashboard" button to load their dashboard	UIE