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| Use Case Identification and History | | | |
| Use Case ID & Name: | UC1: Owner Creates Support Case | Version: | 2 |
| Objective: | Creates a support case to send to the veterinarian clinic system | | |
| Created by: | Nikkolas Diehl (16945724) | Date: | 12/04/2018 |
| Actors & Goals: | Owner – Create a support case  Web System – Sends notifications and stores support cases  Veterinarian – Receive support case to review and answer case | | |
| Stakeholders: | Senior Veterinarian – Act as a control for all veterinarians. | | |
| Trigger: | Owner enters system to select action | | |

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| Preconditions |
| Owner is registered with the system as an owner of an AIK9-C dog |

| Main Success Flow | |
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| User Actions | System Actions |
| 1 – Owner logs into system  4 – Owner selects ‘Create support case’ through the web system  6 – Owner fills in a support case title  7 – Owner fills in a support case short description  8 – Owner attaches a file of some description  9 – Owner selects save  11 – Owner selects submit  14 – Veterinarian selects support case  16 – Veterinarian reviews support case  17 – Veterinarian comments on support case with simple answer  19 – Owner finds comment satisfactory and closes case  21 – Veterinarian closes case due to support case being a common and easy to solve problem | 2 – System checks owner identity  3 – System confirms owner identity  5 – System displays form for owner to fill out  10 – System saves and stores support case into the web system  12 – System sends support case to main clinic queue for veterinarian to review and answer  13 – System displays new support case in main clinic queue through the web system  15 – System changes status of support case from new to open through web system  18 – System uses web system to notify owner of new veterinarian comment  20 – System notifies veterinarian of owner update  22 – System changes status of support case from open to closed |

| Alternate Flow | |
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| User Actions | System Actions |
|  | 2a – System is restarting or updating.  2a – System denies entry |
| 3a – Owner logs into system | 3a – System rejects identity  3a – System requests owner to re-identify |
|  | 3b – System cannot find user  3b – System reroutes user to resignation system |
| 4a – Owner does not select ‘Create support case’ | 4a – Different use case is run |
|  | 5a – System fails to display support case form  5a – System attempts to display support case form again |
| 10a – Owner fills out support case | 10a – System fails to save support case  10a – Asks user if everything is correct  10a – Asks user to re-input support case |
| 11a – Owner deletes support case |  |
|  | 12a – System cannot find main clinic queue  12a – System attempts to send support case to another nearby clinic queue |
| 14a – Veterinarian does not select support case immediately  14a – Owner attempts to create another support case due to being held up. | 14a – System displays new duplicate support case to main clinic queue. |
| 17a – Veterinarian cannot answer the support case  17a – Veterinarian transfers case to another more knowledgeable vet | 17a – System moves support case to another veterinarian personal queue |
| 17b – Veterinarian cannot answer the support case  17b – Veterinarian searches through previous support cases | 17b – System displays searched support cases by specified time through web system |
| 17c – Veterinarian cannot immediately answer the support case  17c – Veterinarian changes support case to stalled | 17c – System changes support case status from open to stalled through web system  17c – System uses web system to notify owner of support case update |
| 17d – Veterinarian requests more information on support case  17d.1 – Owner replies with more information | 17d – System uses web system to notify owner of support case update |
| 19a – Owner does not find answer to support case satisfactory  19a – Owner replies with new comment | 19a – System uses web system to notify veterinarian of support case update |
| 19b – Owner replies with more information  19b.1 – Veterinarian reviews new information  19b.2 – Veterinarian still cannot answer question  19b.2 – Veterinarian requests new information | 19b – System uses web system to notify veterinarian of support case update |
| 19c – Owner replies with more questions  19c.1 – Veterinarian answers new questions  19c.2 – Veterinarian cannot not answer new questions  19c.3 – Veterinarian requests more information | 19c - System uses web system to notify veterinarian of support case update |
| 19d – Owner does not reply  19d – Veterinarian eventually changes support case status to stalled | 19d – System changes support case status from open to stalled using web system |
| 19e – Owner replies  19e – Veterinarian does not reply | 19e – System uses web system to notify veterinarian of support case update  19e – System eventually changes support case status to stalled  19e – System displays support case status to owner using web system |
| 21a – Veterinarian realizes case is not actually completed  21a – Veterinarian comments on support case | 21a – System uses web system to notify owner of support case updates |
| 21b – Veterinarian changes support case to wrong type; resolved | 21b – System changes support case status to resolved using web system  21b – System uses web system to notify owner of support case update |
| 21c – Veterinarian changes difficult support case to resolved for later search | 21c – System changes support case status to resolved using web system  21c – System uses web system to notify owner of support case update |

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| Post conditions |
| Support case has been solved and status has been changed to closed or resolved |
| Other Notes (Assumptions, Issues,) |
| Assumptions:   * Owner was registered with system * Owner selected ‘create support case’ * Veterinarian was able to answer support case * Veterinarian was able to resolve or close the support case |