**Use case document**

1. **Create SO**

**Use Case:** Creating a SO

**Brief Description:** Managing Workforce Resources in a Tech Corporate as Account Manager (AM) and Hiring Manager (HM) for Creating Service Orders (SO) with Multiple Resource Requests (RR)

**Actors:** AM, HM

**Preconditions:** The user should have access to the talent pool management system with AM/HM permissions and must be logged into the system**.**

**Basic Flow:**

**1.** The AM/HM selects the "Create SO" option.

**2.** The user provides the necessary details such

- SO type

- Employee Id (Attrition)

- Project Name.

-WFM Name

- FTE

- Number of RRs

- Resource Role

- Client Job Title

- Mandatory Skills

- Actual Work Location

- Start and end dates for the project.

**3.** User can review the summary and edit them before finalizing the SO.

**4.** Once the SO is finalized, user can submit it for approval, allowing BFM to review and approve the SO.

**Alternate Flows:**

- SO type (Attrition)

- Project Name.

-WFM Name

- FTE

- Number of RRs

- Resource Role

- Client Job Title

- Mandatory Skills

- Actual Work Location

- Start and end dates for the project.

**Post Conditions:** The new SO is created successfully.

**2.View SO**

**Use Case:** View a SO

**Brief Description:** Viewing Service Orders (SO) in the Workforce Management System

**Actors:** AM, HM, BFM

**Preconditions:** The user should have access to the talent pool management system with AM/HM/BFM permissions and must be logged into the system

**Basic Flow:**

1. The AM, HM, BFM have the option to search for specific SOs based on various parameters.

2. The system retrieves and displays the list of all SO in the application.

3. The system presents the complete details of the selected SO, including any comments or updates related to the SO.

**Alternate Flows:** None

**Post Conditions:** The AM, HM, BFM successfully views the complete details of the selected SO.

**3.Edit SO**

**Use Case:** Edit a SO

**Brief Description:** Editing Service Orders (SO) by Account Managers (AM) and Hiring Managers (HM) in the Workforce Management System

**Actors:** AM, HM

**Preconditions:** The user should have access to the talent pool management system with AM/HM permissions and must be logged into the system**.**

**Basic Flow:**

1. The AM/HM selects the "Edit SO" option.

2. The AM/HM can edit the necessary details such as

-Service Line, BF Manager, Primary Manager

- Role, Mandatory Skill, Location

- Expected Extension.

- Number of resources required for the project.

- Any additional comments or notes related to the SO.

3. Once satisfied with the changes, user can submit the edited SO for approval.

4. User can track the status of the edited SO and its associated RR, including whether they are awaiting approval, approved, or fulfilled.

**Alternate Flows:** None

**Post Conditions:** The SO get updated with the edited details.

**4.Cancel SO**

**Use Case:** Cancel a SO

**Brief Description:** Canceling a Service Order (SO) for Account Managers (AM) and Hiring Managers (HM)

**Actors:** AM, HM

**Preconditions:** The user should have access to the talent pool management system with AM/HM permissions and must be logged into the system**.**

**Basic Flow:**

1. The AM/HM selects the "Cancel SO" option.

2. The user select a specific SO to be cancelled.

3. The user provide a reason for the cancellation.

4. The user confirm the cancellation action to prevent accidental cancellations.

5. Canceled SOs should still be accessible in the system for historical record-keeping and reporting purposes

**Alternate Flows:** None

**Post Conditions:** An SO is cancelled.

**5.Authenticate SO**

**Use Case:** Authenticate a SO

**Brief Description:** Authorizing Service Orders (SO) as a Business Finance Manager (BFM)

**Actors:** BFM

**Preconditions:** The user should have access to the talent pool management system with BFM permissions and must be logged into the system**.**

**Basic Flow:**

1. The BFM selects the "Authenticate SO" option.

2. BFM can select a specific SO and the system present clear and accessible options for the BFM to either authorize or deny financial allocation for the SO.

3. The BFM can request edits to an SO and the system to send notifications to AM and HM.

4. BFM authorize the SO and proceed to the next stages of resource allocation and project execution.

5.If denied, the SO should be flagged for further review, adjustments, or possible cancellation.

**Alternate Flows:** The SO waiting for approval is automatically approved if no action is taken within 2 working days.

**Post Conditions:** An SO is Approved or Rejected.