

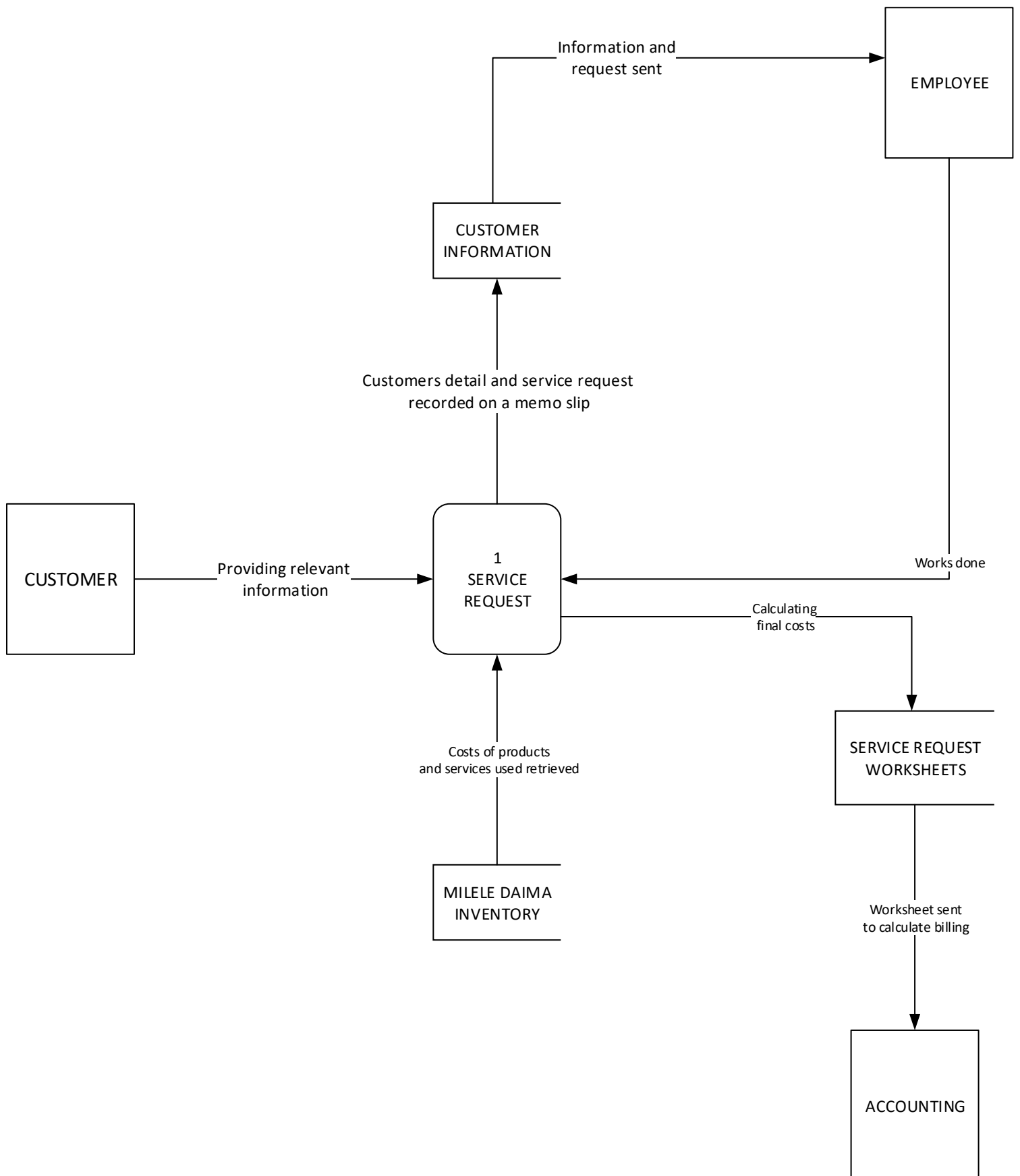
Use Case Name: Milele Daima Service Request		ID : <u>1</u>	Importance Level: High
Primary actor : Employees			
Short Description: This use case describes how an employee at MD receives a Service Request from a customer			
Trigger: A customer makes a service request to MD received by MD. Type: <u>External</u> / Temporal			
Major Inputs		Major Outputs	
Description	Source	Description	Destination
Name of the customer	Customer	List of items used	Accounting system
Problem Description	Customer	Time spent	Accounting system
Degree of urgency	Customer	Labor rate	Accounting system
		Non chargeable warrant work	Accounting system
		Final status of the original problem	Accounting system

Service Request Use Case

Use Case Name: Purchase of Stock		ID : <u>3</u>	Importance Level: High
Primary actor : Employees			
Short Description: This use case describes how an employee at MD purchases stock when depleted from the inventory.			
Trigger: An employee interacts with the system noticing a product is depleted from the inventory Type: <u>External</u> / Temporal			
Major Inputs		Major Outputs	
Description	Source	Description	Destination
Purchase order	Employee	Purchase order	Vendor
Shipping list	Vendor	Shipping list	Employee

Purchase of Stock Use Case

MILELE DAIMA SERVICE REQUEST DFD LEVEL 0



MILELE DAIMA PURCHASE OF STOCK DFD LEVEL 0

