Conceptual Classes

Class	Description	Attribute	Method
OrderType	This is a super class, which represents what kind of order the user has paid.		
MobileMovieStreaming	This is a subclass of the "OrderType" class, which represents that the user has paid an order of the type "Mobile Movie Streaming".	1. int premium 2. int ultimate	
HighDefinitionBox	This is a subclass of the "OrderType" class, which represents that the user has paid an order of the type "High Definition Box".	1. String definition	
OnlineGameRental	This is a subclass of the "OrderType" class, which represents that the user has paid an order of the type	1. int hardCode	

	"Online Game Rental".		
PPVMovies	This is a subclass of the "OrderType" class, which represents that the user has paid an order of the type "PPV Movies".	1. int hardCode	
PPVLiveSportsEvents	This is a subclass of the "OrderType" class, which represents that the user has paid an order of the type "PPV Live Sports Events".	1. int hardCode	
Plan	This is a super class, which represents what kind of plan the user has paid.		
TVPlan	This is a subclass of the "Plan" class, which represents that the user has paid an plan of the type "TV Plan".	1. int basic 2. int basicPlus 3. int ultimate	
InternetPlan	This is a subclass of the "Plan" class, which represents that the user has paid an plan of the type	1. int speedLane 2. int lightLane	

	"Internet Plan".		
Manager	This class contains information about the role Manager.	1. List<Order> orderList	1. cancelOrder(Order) : String 2. updateOrder(Order) : String 3. deleteOrder(Order) : String
Order	This class contains the details of order.	1. OrderType orderType 2. Customer user 3. Plan orderPlan 4. Date createTime	
Customer	This class contains information about the role Customer.	1. Account record 2. List<Plan> planList 3. List<Order> orderList	1. enrollInPlan(Plan): void 2. updateRecord(Account): String 3. payMonthlyBill(Order): void 4. rentOnlineGame(Order): void 5. orderPPVEvent(Order): void 6. cancelPPVEvent(Order): void 7. changePlan(Plan): void 8. cancelPlan(Plan): void 9. addPlan(Plan): void 10. rateAndSubmitReview(Review): void 11. shareOrderLink(Order): void 12. scheduleIncidentTicket(IncidentTicket): void 13. agreePlacePPVOrder(): boolean
Account	This class contains information about the role Account.	1. String creditCard 2. String userName 3. String userTel 4. String zipCodes 5. String email	
SalesTeam	This class contains information about the role SalesTeam.	1. Manager manager	1. forecastSalesRevenue() : String 2. forecastDemand() : String 3. analyzeDemand() : void
DataScientist	This class contains information about the role	1. List<Order> orderList	1. analyzeWellConnectedCustomer(Customer): void

|			
	DataScientist.		
CustomerSupport	This class contains information about the role CustomerSupport.	1. List<Customer> enrolledCustomerList 2. List<IncidentTicket> incidentTicketList	1. createNewAccount(Account, Plan): String 2. updateAccount(Customer): void 3. createIncidentTicket(): void 4. placePPVOrder(): void 5. checkAccountExist(Account): boolean
Review	This class contains the customer's evaluation of the service.	1. String content 2. int stars 3. Date createTime	
Technician	This class contains information about the role Technician.	1. List<IncidentTicket> incidentTicketList	1. scheduleIncidentTicket(IncidentTicket): void 2. closeIncidentTicket(IncidentTicket): void 3. cancleIncident(IncidentTicket): void
IncidentTicket	This class represents information about the incident ticket created for customer.	1. Date createTime 2. String createBy 3. String reason	

# Analysis class diagram
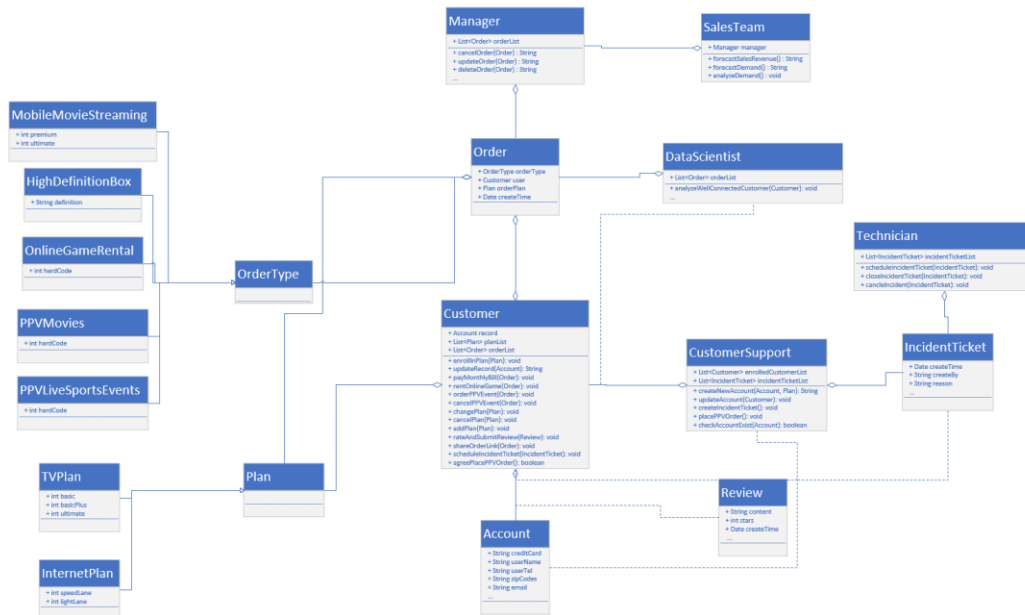
Sequence Interaction Diagrams

1. Use Case "Create Customer Account" at role "CustomerSupport".
Note: "account_1" contains the basic information for the customer that needs to be created, such as creditCard, userName, userTel, and so on.
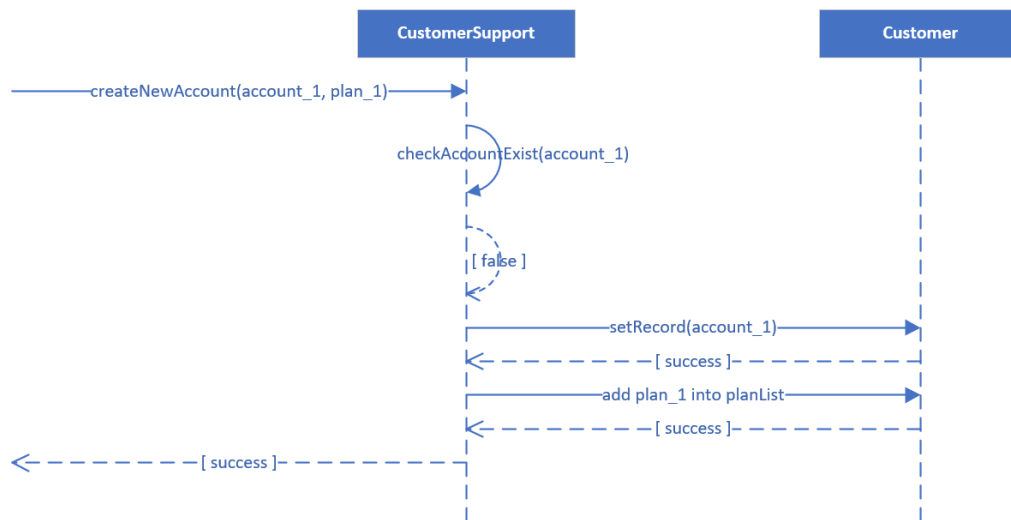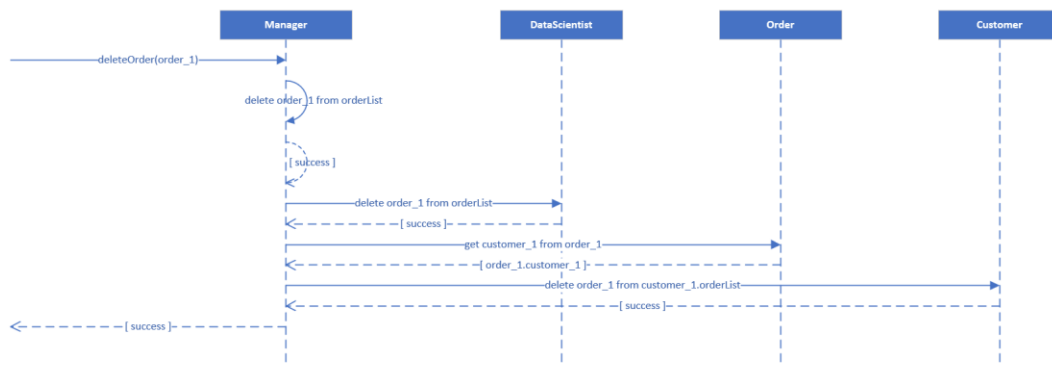
2. Use Case "Update Record" at role "Customer".

Note: "account_1" contains the basic information for the customer that needs to be updated, such as creditCard, userName, userTel, and so on.
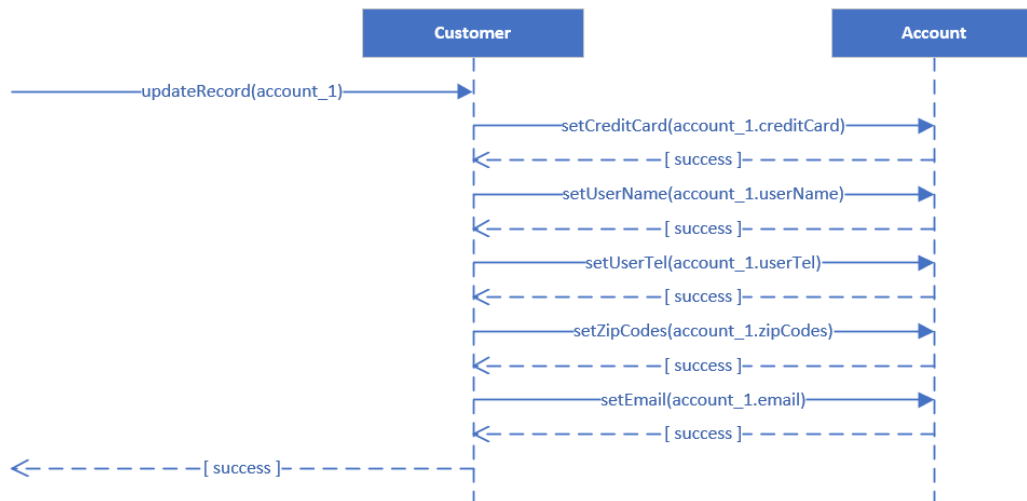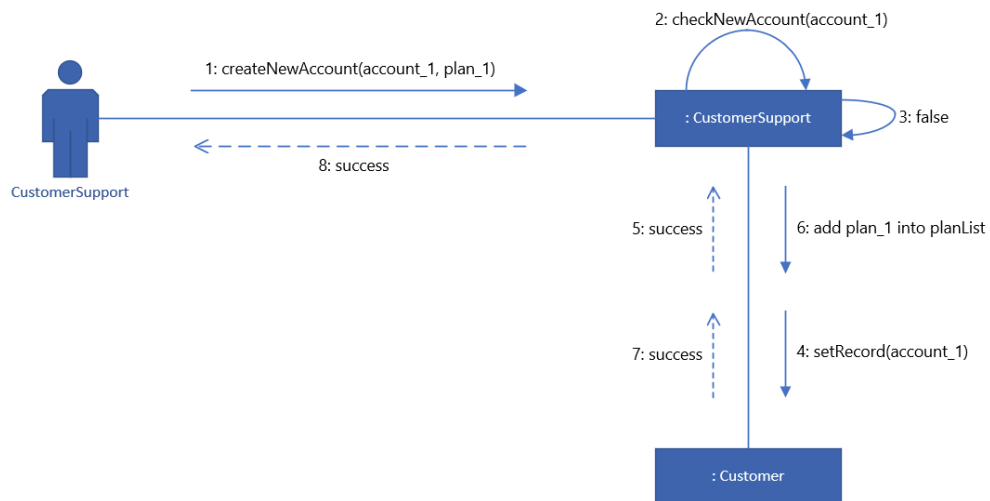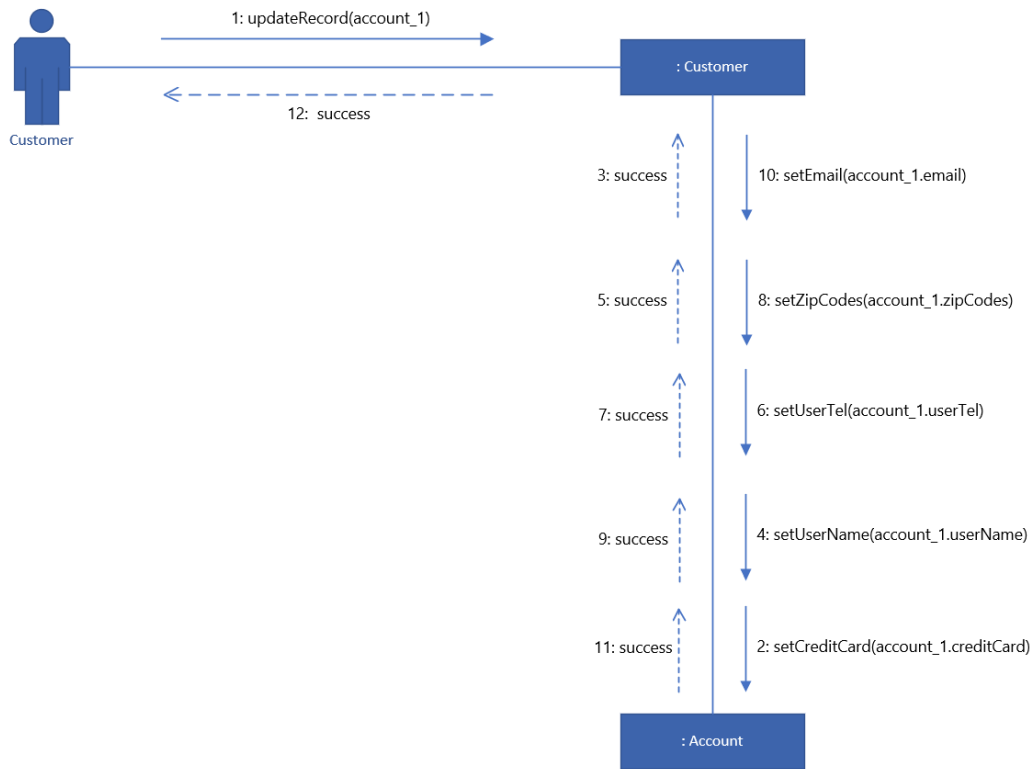

3. Use Case "Delete Order" at role "Manager".

Communication Interaction Diagrams

1. Use Case "Create Customer Account" at role "Customer Support".

2. Use Case "Update Record" at role "Customer".

3. Use Case "Delete Order" at role "Manager".