

# Domain Dictionary

Name	Type	Description
Customer	Role	An individual who uses WideCast services, such as TV plans, internet plans, and PPV events.
Manager	Role	A role with all privileges, including the ability to cancel, update, or delete any type of order.
Account Specialist	Role	A role responsible for creating and updating customer accounts, creating incident tickets, and placing PPV orders.
Technical Support	Role	A role responsible for scheduling, closing, and canceling incident tickets.
Mobile Movie Streaming	Object	A service offering either 100 (Premium) or 500 (Ultimate) movies per month.
High Definition Box	Object	A required device for any TV plan, available in Basic and Ultra High Definition.
TV Plan	Object	Service plans for TV, including Basic (50 channels), BasicPlus (100 channels), and Ultimate (200 channels).
Internet Plan	Object	Service plans for internet, including SpeedLane (20/5 MBPS) and LightLane (50/10 MBPS).
Online Game Rental	Object	A service offering rental of up to 10 games.
PPV Live Sports Events	Object	Pay-per-view live sports events, with up to 10 fixed-date/time events.
PPV Movies	Object	Pay-per-view movies available at any date/time, with up to 20 movies available.

Incident Ticket	Object	A record created to address a customer issue, which can be scheduled, re-scheduled, or canceled by Technical Support Specialists.
Sales Team	Object	Team that uses customer transaction data for sales revenue forecasting and demand analysis.
Data Scientist	Object	A role in marketing focused on identifying well-connected customers for cross-promotion campaigns.

## Actor Dictionary

Actor	Description	Use Cases
Manager	Has full access to the system. Can manage all orders and accounts.	<ol style="list-style-type: none"> <li>1. Update Order</li> <li>2. Delete Order</li> <li>3. Cancel Order</li> <li>4. Identify Super Connectors</li> <li>5. Perform Demand Analysis</li> <li>6. Forecast Sales Revenue</li> </ol>
Account Specialist	Manages customer accounts, creates incident tickets, and places PPV orders.	<ol style="list-style-type: none"> <li>1. Create Customer Account</li> <li>2. Check If Customer Account Exist</li> <li>3. Update Customer Account</li> <li>4. Check Order Date</li> <li>5. Place PPV Order</li> <li>6. Create Incident Ticket</li> <li>7. Assign Incident Ticket</li> </ol>
Technical Support Specialist	Manages incident tickets including scheduling, closing, and canceling.	<ol style="list-style-type: none"> <li>1. Schedule incident ticket</li> <li>2. Close incident ticket</li> <li>3. Cancel incident ticket</li> </ol>
Customer	An existing account holder who can update personal information, pay bills, rent games, order and cancel PPV events, change service plans, rate or submit reviews, share online links and	<ol style="list-style-type: none"> <li>1. Update Record</li> <li>2. Change/Cancel/Add TV or Internet Plan</li> <li>3. Pay Monthly Bill</li> <li>4. Order PPV Event</li> <li>5. Rent Online Game</li> <li>6. Cancel PPV Event</li> </ol>

	schedule/re-schedule/cancel service appointments.	7. If Customer Agree Placed PPV Order By Account Specialist 8. Rate/Review Service or Event 9. Share Service Link 10. Schedule Service Appointment 11. Reschedule Service Appointment 12. Cancel Service Appointment
--	---	---

## Use Cases

1. Update Record
2. Change/Cancel/Add TV or Internet Plan
3. Pay Monthly Bill
4. Order PPV Event
5. Rent Online Game
6. Cancel PPV Event
7. Check Order Date
8. Rate/Review Service or Event
9. Share Service Link
10. Schedule Service Appointment
11. Reschedule Service Appointment
12. Cancel Service Appointment
13. Update Order
14. Delete Order
15. Cancel Order
16. Place PPV Order
17. If Customer Agree Placed PPV Order By Account Specialist
18. Forecast Sales Revenue
19. Perform Demand Analysis
20. Identify Super Connectors
21. Create Customer Account
22. Check If Customer Account Exist
23. Update Customer Account
24. Create Incident Ticket
25. Assign Incident Ticket
26. Schedule incident ticket
27. Close incident ticket

## 28. Cancel incident ticket

# Use Case Diagram

