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| **USE CASE – ECRM001** | | | |
| **Use Case No.** | ECRM001 | **Use Case Version** | 1.0 |
| **Use Case Name** | Create damaged report | | |
| **Author** | ChiDNM | | |
| **Date** | 05/21/2015 | **Priority** | High |
| **Actor:**   * User   **Summary:**   * In this use case allows user to send report for staff about damaged equipment.   **Goal:**   * Staff will be received damaged report from user.   **Triggers:**   * User click “Tạo Báo Cáo” button in Notification screen of user.   **Preconditions:**   * User must be teacher. * User has teaching schedule in this classroom.   **Post Conditions:**   * **Success:** Report must be send to staff. And return Notification page. * **Fail:** Show error message.   **Main Success Scenario:**   |  |  | | --- | --- | | Actor Action | System Response | | 1. User click “Tạo Báo Cáo” button. |  | |  | 1. System will show classroom map which are used by user. | | 1. User must choose damaged equipment,   and click “Tiếp theo” button.  [Exception 1] |  | |  | 1. Detail report will be shown in form:  * “Phòng”: label * “Thiết bị”: label * “Độ hư hỏng”: dropdown list * “Đánh giá của bạn”: dropdown list * “Mô tả hư hại”: text area | | 1. User fills the information into the form, and click “Gửi báo cáo” button. |  | |  | 1. Report will be saved. 2. Call SentNotificationStaff method of SocketIO  * Get staff is online * Notify for this staff about damaged report   [Alternative 1]   1. Return Notification page and show success message. |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | List online staff is empty. |  | |  | System will dismiss this step and continue. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Click “Tiếp theo” button when no equipment is chosen. |  | |  | Show message: ”Bạn cần chọn thiết bị hư hại trước khi qua bước tiếp theo”. |   **Relationships:** include by View Room Map (show classroom map).  **Business Rules:**   * “Tiếp theo” button only enable when user chose an equipment. * User will be reported this classroom until user have next lesson. * User can report equipment which has not any report in process. * “Mô tả hư hại” in detail report form is optional. | | | |

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| **USE CASE – ECRM002** | | | |
| **Use Case No.** | ECRM002 | **Use Case Version** | 1.0 |
| **Use Case Name** | Resolve report | | |
| **Author** | ChiDNM | | |
| **Date** | 05/21/2015 | **Priority** | High |
| **Actor:**   * Staff   **Summary:**   * This use case allows staff to resolve damaged equipment of this report, or all of damaged equipment in room.   **Goal:**   * Report will be resolved, and user will receive notify.   **Triggers:**   * Staff click notify in “Báo cáo mới” tab.   **Preconditions:**   * User must be staff.   **Post Conditions:**   * **Success:** Report must be resolved. And user receives resolve massage. * **Fail:** Show error message.   **Main Success Scenario:**   |  |  | | --- | --- | | Actor Action | System Response | | 1. Staff click notify in “Báo cáo mới” tab. |  | |  | 1. System will show report detail of notify with two tab and some button:  * “Báo cáo” tab:   + “Phòng”: label   + “Người báo cáo”: label   + “Thời gian báo cáo”: label   + “Thiết bị”: label + “Xem bản đồ” button   + “Mức độ hư hại”: process   + “Mô tả từ giáo viên”: label   + “Đề nghị đổi phòng”: label + “Đổi phòng” button * “Lịch sử” tab:   + “Thiết bị”: dropdown list   + Table history damaged of this equipment * “Khắc phục” button * “Khắc phục tất cả” button * “Thoát” button   [Alternative 1] [Alternative 2]  [Alternative 3] [Alternative 4] | | 1. Staff click “Khắc phục” button   [Exception 1] |  | |  | 1. System saves resolve data. 2. Send notify to this user.   [Alternative 5]   1. Return Notification page and show success message. |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Staff click “Xem bản đồ” button |  | |  | Show classroom map with position of damaged equipment | | 2 | 1. Staff click “Đổi phòng” button |  | |  | 1. Show change room form with:  * “Phòng trống”: label * “Phòng khác”: button * “Đổi phòng” button * “Thoát” button | | 1. Staff click “Đổi phòng” button in this form |  | |  | 1. Change to new classroom, and show success message | | 3 | Staff choose “Lịch sử” tab |  | |  | Show resolve history of this equipment | | 4 | 1. Staff click “Khắc phục tất cả” button |  | |  | 1. Show list all damaged equipment in this room. | | 1. Staff will choose some damaged equipment which are fixed |  | |  | 1. System saves resolve data. 2. Send notify to this user. 3. Return Notification page and show success message. | | 5 | When user is offline |  | |  | System will send notify to user by SMS  [Exception 2] |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Staff click “Khắc phục” button, but this report is resolved no long. |  | |  | Turn off the report form and show warning message: “Báo cáo đã được xử lý bởi một nhân viên khác rồi.” | | 2 | Message Timeout |  | |  | Resent SMS 1 times at 10 minute later. |   **Relationships:** extend by View Room Map (show classroom map).  **Business Rules:**   * All damaged equipment always update when user report other equipment in this room. * When staff finishes a report, it will notify for other staff by real-time. * If damaged level of room is higher 40%, the system will show suggest change room. And “Đổi phòng” button in report detail will enable. * If damaged level of room is lower 40%, the system will not display suggest change room. And “Đổi phòng” button in report detail will disable. * Suggesting change room choose a rest room in schedule before report is shown. * SMS will send maximum which are 2 times. | | | |

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| **USE CASE – ECRM003** | | | |
| **Use Case No.** | ECRM003 | **Use Case Version** | 1.0 |
| **Use Case Name** | View Report History | | |
| **Author** | ChiDNM | | |
| **Date** | 05/21/2015 | **Priority** | Low |
| **Actor:**   * User   **Summary:**   * This use case allows user to view detail resolve for them report.   **Goal:**   * User can view report detail is resolved.   **Triggers:**   * User click “Detail” button in report history table. * User click resolve notify when report is resolved.   **Preconditions:**   * User must be teacher. * This report must be created by user.   **Post Conditions:**   * **Success:** Show report detail and resolve of staff. * **Fail:** Show error message.   **Main Success Scenario:**   |  |  | | --- | --- | | Actor Action | System Response | | User click “Detail” button  [Alternative 1][Exception 1][Exception 2] |  | |  | System will show report with two tab:   * “Báo cáo” tab:   + “Phòng”: label   + “Người báo cáo”: label   + “Thời gian báo cáo”: label   + “Thiết bị”: label + “Xem bản đồ” button   + “Mức độ hư hại”: process   + “Mô tả từ giáo viên”: label   + “Sơ đồ phòng học”: map * “Khắc phục” tab:   + “Nhân viên”: label   + “Thời gian hoàn thành”: label   + “Cách khắc phục”: label   + “Lý do hư hỏng”: lable * “Thoát” button |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | User click resolve notify when report is resolved. |  | |  | System will show report with two tab:   * “Báo cáo” tab:   + “Phòng”: label   + “Người báo cáo”: label   + “Thời gian báo cáo”: label   + “Thiết bị”: label + “Xem bản đồ” button   + “Mức độ hư hại”: process   + “Mô tả từ giáo viên”: label   + “Sơ đồ phòng học”: map * “Khắc phục” tab:   + “Nhân viên”: label   + “Thời gian hoàn thành”: label   + “Cách khắc phục”: label   + “Lý do hư hỏng”: lable   “Thoát” button |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Report history not exist |  | |  | Show warning message: “Báo cáo hiện không tìm thấy.” And reload page. | | 2 | User view report of other user |  | |  | Show warning message: “Bạn không có quyền truy cập báo cáo này”. |   **Relationships:** extend by Suggest Available Room (choose a room spare), include by Notify about fixed(sent notify for user).  **Business Rules:**   * User only views your report. | | | |