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| **USE CASE – ECRM008** | | | | | | |
| **Use Case No.** | ECRM008 | | | **Use Case Version** | | 2.0 |
| **Use Case Name** | Create report | | | | | |
| **Author** | Doan Nguyen Minh Chi | | | | | |
| **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. * Teacher sends report about damaged equipment.   **Triggers:**   * User send “Tạo Báo Cáo” request in notification page.   **Preconditions:**   * User has login successful on system with role 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 send “Tạo Báo Cáo” request. |  | |  | 1. System will show classroom map which are used by user.    * Classroom map: equipment position    * “Tiếp theo”: send command | | 1. User must choose damaged equipment, and send “Tiếp theo” request.   [Exception 1, 2] |  | |  | 1. Detail report will be shown in form:  * “Phòng”: label * “Thiết bị”: label * “Độ hư hỏng”: value list , required   + “Nặng, không thể sử dụng”   + “Trung bình, khó sử dụng”   + “Nhẹ, cố thể sử dụng” * “Đánh giá của bạn”: value list, required   + “Cần đổi phòng ngay”   + “Cần hổ trợ gấp”   + “Có thể sửa sau” * “Mô tả hư hại”: free text input, min length: 0, max length: 200, optional. * “Gửi báo cáo”: send command | | 1. User fills the information into the form, and send “Gửi báo cáo” request.   [Exception 3] |  | |  | 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 | Cause | System Response | | 1 | Sent “Tiếp theo” request when no equipment is chosen. |  | |  | Show message: “Bạn cần chọn thiết bị hư hại trước khi qua bước tiếp theo”. | | 2 | User chooses the equipment, which had reported. |  | |  | Show message: “Thiết bị này đã được report, vui lòng chọn thiết bị khác” | | 3 | Connection error |  | |  | Show error message: “Lỗi kết nối, vui lòng thử lại” |   **Relationships:** include Notify about damage, extend by View Room Map  **Business Rules:**   * Only user have teaching in class can report damage. And time for report in room will stop when user have teaching in other class. * “Gửi báo cáo” request will send not when equipment is reported. * System will get value of “Độ hư hỏng”, “Đánh giá của bạn”, and priority of equipment, before calculate damage level of them. It will be notify for staff in resolve form. * If damage level larger than 35%, system will call Suggest Available Room. It help staff can find available room faster. | | | | | | |
| **USE CASE – ECRM002** | | | | | | |
| **Use Case No.** | | ECRM002 | **Use Case Version** | | 2.0 | |
| **Use Case Name** | | Resolve report | | | | |
| **Author** | | Doan Nguyen Minh Chi | | | | |
| **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 send request view new report notification.   **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 send request view new report notification. |  | |  | 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 + “Vị trí” send command   + “Mức độ hư hại”: process   + “Mô tả từ giáo viên”: label   + “Đề nghị đổi phòng”: label + “Đổi phòng” send command * “Lịch sử” tab:   + “Thiết bị”: value list, all of equipment type in system   + Table history damaged of this equipment * “Khắc phục” send command * “Khắc phục tất cả” send command * “Thoát” send command   [Alternative 1] [Alternative 2]  [Alternative 3] [Alternative 4] | | 1. Staff send “Khắc phục” request   [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 send “Xem bản đồ” request |  | |  | Show classroom map with position of damaged equipment | | 2 | 1. Staff send “Đổi phòng” request |  | |  | 1. Show change room form with:  * “Phòng trống”: label * “Phòng khác”: send command * “Đổi phòng” send command * “Thoát” send command | | 1. Staff send “Đổi phòng” request in this form |  | |  | 1. Change to new classroom, and show success message | | 3 | Staff choose “Lịch sử” tab |  | |  | Show resolve history of equipment in room | | 4 | 1. Staff send “Khắc phục tất cả” request |  | |  | 1. Show list all damaged equipment in this room.  * Equipment image: image   + Equipment name: label   + Number of damaged equipment group by type. | | 1. Staff will chooses 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 | Cause | System Response | | 1 | Staff send “Khắc phục” request, 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 Suggest Available Room, extend Notify about fixed, and extend by View Report.  **Business Rules:**   * SMS will send maximum which are 2 times. * All damaged equipment always update when user report other equipment in this room. * If damaged level of room is higher 35%, the system will show available room. It accept for staff can change with suggest room or other available room. * When staff finishes a report, it will notify for other staff by real-time. * Other equipment are fixed in notification, it will update in other notification by real-time. | | | | | | |

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| **USE CASE – ECRM003** | | | |
| **Use Case No.** | ECRM003 | **Use Case Version** | 2.0 |
| **Use Case Name** | View Report History | | |
| **Author** | Doan Nguyen Minh Chi | | |
| **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 send request view report history.   **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 send request view report history.  [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” send command   + “Mức độ hư hại”: process   + “Mô tả từ giáo viên”: label * “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 send request in 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” send command   + “Mức độ hư hại”: process   + “Mô tả từ giáo viên”: label * “Khắc phục” tab:   + “Nhân viên”: label   + “Thời gian hoàn thành”: label   + “Cách khắc phục”: label   + “Lý do hư hỏng”: lable * “Thoát” button |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No | Cause | 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 View Notification.  **Business Rules:**   * User only views them report. | | | |