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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 website.   **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. * **Fail:** Show error message.   **Main Success Scenario:**   |  |  | | --- | --- | | Actor Action | System Response | | 1. User send “Tạo Báo Cáo” request. |  | |  | 1. System will show room detail with two part:    * “Phòng”: value list (list room can be reported)    * Part “Thông tin”: list equipment by category and status report of equipment.      + Equipment image      + “Hư hại”: checkbox      + Equipment evaluate: value list [“Hư hại nặng”, “Hư hại trung bình”, “Hư hại nhẹ”, “Không biết”]      + Equipment status    * “Đánh giá của bạn”: value list [“Không thể dạy được”, “Vẫn dạy được”]    * Part “Sơ đồ phòng”: list equipment and they position in the room.    * “Gửi báo cáo”: send command    * “Quay lại”: send command | | 1. User must choose damaged equipment, and send “Gửi báo cáo” request.   [Alternative 1] [Alternative 2] |  | |  | 1. Report will be saved.   [Exception 1]   1. Notify to staff about report. |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | No | Actor action | System Response | | 1 | User choose other room in list “Phòng” |  | |  | System will show this room detail. | | 2 | User send “Quay lại” command |  | |  | System will show history report page. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No | Cause | System Response | | 1 | User haven’t teaching in class |  | |  | Show message: “Báo cáo không thể gửi vì bạn không có lịch dạy trong lớp này”. |   **Relationships:** include Notify about damage, extend by View Room Map  **Business Rules:**   * Only user can report equipment in classroom which they are teaching. * If equipment evaluate is “Hư hại nặng”, you must input damaged description. * System will get value of “Đánh giá của bạn”, equipment evaluates, and priority of equipment, before calculate damage level of them. It will be notify for staff in resolve form. * If damage level is larger than 50%, system will call Suggest Available Room. | | | | | | |
| **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 resolved 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 three part:  * Part “Thông tin”: information of reports in room.   + “Phòng”: label   + “Người báo cáo”: label   + “Thiết bị”: label, list damaged equipment   + “Thời gian báo cáo”: label, the time of last report   + “Mô tả từ giáo viên”: label   + “Đề nghị đổi phòng”: label, suggest the best room + “Đổi phòng” send command   + “Mức độ hư hại”: value ranges [0-100] * Part “Sơ đồ phòng”: list equipment and they position in the room. * Part “Danh sách thiết bị”: list damaged equipment category.   + Equipment image   + Equipment name   + Number of damaged equipment in category   + List real equipment have serial number in category. * “Khắc phục” send command * “Khắc phục tất cả” send command * “Quay lại” send command | | 1. Staff choose equipment and send “Khắc phục” request   [Alternative 1] [Alternative 2]  [Alternative 3] [Alternative 4] |  | |  | 1. System saves resolve data.   [Exception 1] |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Staff send “Xem bản đồ” command |  | |  | 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 send “Quay lại” command |  | |  | Show list report page. | | 4 | 1. Staff send “Khắc phục tất cả” request |  | |  | 1. System will show message: “Bạn muốn khắc phục tất cả thiết bị”.    * “Khắc phục” send command    * “Thoát” send command | | 1. Staff send “Khắc phục” request |  | |  | 1. System saves resolve data. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No | Cause | System Response | | 1 | Staff sends “Khắc phục” request but the report has already resolved. |  | |  | Show message: “Báo cáo đã được xử lý bởi một nhân viên khác.” |   **Relationships:** extend Suggest Available Room, extend Notify about fixed, and extend by View Report.  **Business Rules:**   * All damaged equipment always update when user report other equipment in this room. * If damaged level of room is higher than 35%, the system will show available rooms. * When staff resolves a report, it notifies for other staff. * Equipment in other report are fixed in report, it will update in other report. * Report’s status will change to “going” when all the damaged equipment was not fixed. A damaged equipment change to “finish” status after it was fixed. * After change other room, report’s status will change “going”. * Report’s status will be changed to “finish” when all damaged equipment was fixed. | | | | | | |

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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] |  | |  | System will show report with two part:   * Part “Thông tin:   + “Phòng”: label   + “Người báo cáo”: label   + “Trạng thái”: label, list status[“Chưa sửa”, “Đang sửa”, “Đã sửa”]   + “Thiết bị”: label + “Xem bản đồ” send command   + “Thời gian báo cáo”: label   + “Mô tả từ giáo viên”: label * Part “Sơ đồ phòng”: list equipment and they position in the room. * “Quay lại” send command   [Exception 1][Exception 2] |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | User send request in resolve notify when report is resolved. |  | |  | System will show report with two part:   * Part “Thông tin:   + “Phòng”: label   + “Người báo cáo”: label   + “Trạng thái”: label, list status[“Chưa sửa”, “Đang sửa”, “Đã sửa”]   + “Thiết bị”: label + “Xem bản đồ” send command   + “Thời gian báo cáo”: label   + “Mô tả từ giáo viên”: label * Part “Sơ đồ phòng”: list equipment and they position in the room. * “Quay lại” send command |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No | Cause | System Response | | 1 | Report history not exist |  | |  | Show warning message: “Báo cáo hiện không tìm thấy.” | | 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. | | | |

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| **USE CASE – ECRM004** | | | |
| **Use Case No.** | ECRM004 | **Use Case Version** | 2.0 |
| **Use Case Name** | Change Password | | |
| **Author** | Doan Nguyen Minh Chi | | |
| **Date** | 08/08/2015 | **Priority** | Low |
| **Actor:**   * Teacher and staff   **Summary:**   * This use case allows user to change them password.   **Goal:**   * User will have a new password for account.   **Triggers:**   * User send change password request in user page.   **Preconditions:**   * User must login into the system.   **Post Conditions:**   * **Success:** Password was updated. And success message will be shown. * **Fail:** Show error message.   **Main Success Scenario:**   |  |  | | --- | --- | | Actor Action | System Response | | 1. User send “Thay đổi mật khẩu” request. |  | |  | 1. System will show change password form:  * “Mật khẩu mới”: free text input, min length 6, required. * “Xác nhận mật khẩu”: free text input, min length 6, required. * “Đổi mật khẩu” send command. * “Thoát” send command. | | 1. Input form and “Đổi mật khẩu” request. |  | |  | 1. System update user’s password   [Exception 1][Exception 2]  [Exception 3] |   **Alternative Scenario: N/A**  **Exceptions:**   |  |  |  | | --- | --- | --- | | No | Cause | System Response | | 1 | Text input “Mật khẩu mới” has length least 6 characters. |  | |  | Show warning message: “Mật khẩu phải có ít nhất 6 ký tự.” | | 2 | Text input “Xác nhận mật khẩu” has value different to text input “Mật khẩu mới” |  | |  | Show warning message: “Xác nhận mật khẩu không giống nhau”. | | 3 | Text input “Mật khẩu mới” value is default password. |  | |  |  | Show warning message: “Mật khẩu mới phải khác mật khẩu mặt định”. |   **Relationships: N/A**  **Business Rules: N/A** | | | |

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| **USE CASE – ECRM005** | | | |
| **Use Case No.** | ECRM005 | **Use Case Version** | 2.0 |
| **Use Case Name** | Activate/Deactivate Account | | |
| **Author** | Doan Nguyen Minh Chi | | |
| **Date** | 08/08/2015 | **Priority** | Low |
| **Actor:**   * Administrator   **Summary:**   * This use case allows admin to lock and reopen account.   **Goal:**   * User’s account can change to activate or deactivate.   **Triggers:**   * User send “Kích hoạt” request in admin page.   **Preconditions:**   * User must login into the system.   **Post Conditions:**   * **Success:** Password was updated. And success message will be shown. * **Fail:** Show error message.   **Main Success Scenario:**   |  |  | | --- | --- | | Actor Action | System Response | | 1. User send “Kích hoạt” request.   [Alternative 1] |  | |  | 1. System will change account status to activate.   [Exception 1]   1. And return admin page. |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | No | Actor action | System Response | | 1 | User send “Khóa” request. |  | |  | System will change account status to deactivate.  [Exception 1] |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No | Cause | System Response | | 1 | 1. User’s account not found |  | |  | 1. Show error message: “Tài khoản không tồn tại trong hệ thống.” 2. Return list account page. |   **Relationships: N/A**  **Business Rules: N/A** | | | |