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| **Use Case ID** | OP-Login | | |
| **Use Case Name** | Login | | |
| **Created By:** | Djamankulov Alihan | **Last Updated By:** | N/A |
| **Date Created:** | 28/09/2022 | **Last Revision Date:** | N/A |
| **Actors:** | Employee (Primary) | | |
| **Description:** | This use case lets employee to login to the system | | |
| **Trigger:** | Employee pushes the login button | | |
| **Preconditions:** | 1. Employee starts the system application and lands on login page | | |
| **PostConditions** | 1. Employee is logged in the system 2. Employee gets options to choose such as add data, view data, and update data in the database | | |
| **Normal Flow** | 1. Employee puts his name and logins to the system | | |
| **Alternative Flows** | N/A | | |
| **Exceptions:** | N/A | | |
| **Includes:** | OP-AddData, OP-ViewData, OP-UpdateData | | |
| **Frequency of Use:** | On demand | | |
| **Special Requirements:** | N/A | | |
| **Assumptions:** | Employee will login to the system | | |
| **Notes and Issues:** | N/A | | |

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| **Use Case ID** | OP-RequestFromCaller | | |
| **Use Case Name** | Request from caller | | |
| **Created By:** | Djamankulov Alihan | **Last Updated By:** | N/A |
| **Date Created:** | 28/09/2022 | **Last Revision Date:** | N/A |
| **Actors:** | Employee (Primary),  Customers of OPEQ (Secondary) | | |
| **Description:** | This use case describes how OPEQ gets a request from a customer | | |
| **Trigger:** | Employee gets a call from a customer | | |
| **Preconditions:** | 1. Employee is at workplace waiting for calls | | |
| **PostConditions (what happens after the whole process)** | 1. Employee has talked with a customer 2. Employee is going to put the information of the customer, or modify it | | |
| **Normal Flow (what happens during the process)** | * Employee gets a call from a customer * Employee talks with a customer * Customer accepts the service | | |
| **Alternative Flows** | N/A | | |
| **Exceptions:** | If customer denies to get the service, employee does not proceed to add the data | | |
| **Includes:** | OP-AddData, OP-ModifyData | | |
| **Frequency of Use:** | On demand | | |
| **Special Requirements:** | N/A | | |
| **Assumptions:** | Employee is at workplace waiting for calls | | |
| **Notes and Issues:** | N/A | | |

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| **Use Case ID** | OP-AddData | | |
| **Use Case Name** | Add Data | | |
| **Created By:** | Djamankulov Alihan | **Last Updated By:** | N/A |
| **Date Created:** | 28/09/2022 | **Last Revision Date:** | N/A |
| **Actors:** | Employee (Primary),  Customers of OPEQ (Secondary) | | |
| **Description:** | This use case lets employee to add the data about the OPEQ customer | | |
| **Trigger:** | Employee gets a call from customer and pushes the button add data | | |
| **Preconditions:** | 1. Employee is on logged in the system and has options to choose a page and got a call from a customer | | |
| **PostConditions** | * Employee is on add page * Employee inputted all the data for customer * Employee saved the data | | |
| **Normal Flow** | * Employee pushes the add page button on login page * Employee is on the add page * Employee puts the data * Employee saves the data * Employee ends the session | | |
| **Alternative Flows** | N/A | | |
| **Exceptions:** | If customer denies to get the service, employee does not proceed to add the data and goes to choose other page or ends the session | | |
| **Includes:** | OP-RequestFromCaller | | |
| **Frequency of Use:** | On demand | | |
| **Special Requirements:** | N/A | | |
| **Assumptions:** | Employee is logged in the system | | |
| **Notes and Issues:** | N/A | | |

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| **Use Case ID** | OP-ViewData | | |
| **Use Case Name** | View Data | | |
| **Created By:** | Djamankulov Alihan | **Last Updated By:** | N/A |
| **Date Created:** | 28/09/2022 | **Last Revision Date:** | N/A |
| **Actors:** | Employee (Primary),  Customers of OPEQ (Secondary) | | |
| **Description:** | This use case lets employee to view the data about the OPEQ customer | | |
| **Trigger:** | Employee pushes the button view data | | |
| **Preconditions:** | 1. Employee is on logged in the system and has options to choose a page | | |
| **PostConditions** | 1. Employee is on view page | | |
| **Normal Flow** | * Employee pushes the view page button on login page | | |
| **Alternative Flows** | N/A | | |
| **Exceptions:** | N/A | | |
| **Includes:** | N/A | | |
| **Frequency of Use:** | On demand | | |
| **Special Requirements:** | N/A | | |
| **Assumptions:** | Employee is logged in the system | | |
| **Notes and Issues:** | N/A | | |

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| **Use Case ID** | OP-UpdateData | | |
| **Use Case Name** | Update Data | | |
| **Created By:** | Djamankulov Alihan | **Last Updated By:** | N/A |
| **Date Created:** | 28/09/2022 | **Last Revision Date:** | N/A |
| **Actors:** | Employee (Primary),  Customers of OPEQ (Secondary) | | |
| **Description:** | This use case lets employee to update the data about the OPEQ customer | | |
| **Trigger:** | Employee pushes the button update data | | |
| **Preconditions:** | 1. Employee is on logged in the system and has options to choose a page | | |
| **PostConditions** | 1. Employee is on update page | | |
| **Normal Flow** | * Employee pushes the update page button on login page | | |
| **Alternative Flows** | N/A | | |
| **Exceptions:** | N/A | | |
| **Includes:** | N/A | | |
| **Frequency of Use:** | On demand | | |
| **Special Requirements:** | N/A | | |
| **Assumptions:** | Employee is logged in the system | | |
| **Notes and Issues:** | N/A | | |