**Operational Specification Template**

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| **Student** | Carlos Felipe Roa | **Date** | 7 de agosto |
| **Program** | Encuestas | **Program #** | P5 |
| **Instructor** |  | **Language** | BPEL |

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| **Scenario Number** | **1** | **User Objective** | Envió de encuestas | |
| **Scenario Objective** | | Ilustrar el envió normal de correo electrónico con la encuestas de satisfacción al cliente que termino una transacción | | |
| **Source** | **Step** | **Action** | | **Comments** |
| Sistema | 1 | Pre-requisitos | | Cliente |
| Sistema | 2 | Requerimiento de campaña activa | |  |
| CRM | 3 | retorna de IdCampaniaCRM | | Valida que no existe error de datos |
| Sistema | 4 | Solicita invitación a encuesta | |  |
| Encuestas | 5 | Retorna dirección de cuestionario con encuesta de satisfacción al cliente | | Valida que no existe error de datos |
| Sistema | 6 | Envía por correo electrónico la dirección con la encuesta de satisfacción | | Valida el envió de correo |
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| **Scenario Number** | **2** | **User Objective** | Almacenar las estadísticas de respuesta de encuestas | |
| **Scenario Objective** | | Ilustrar el almacenamiento normal de encuestas en el sistema BAM | | |
| **Source** | **Step** | **Action** | | **Comments** |
| Sistema | 1 | Acción de espera | | Tiempo de espero por definir |
| Sistema | 2 | Solicita las estadísticas de todas las campania de satisfacción disponibles | |  |
| Encuestas | 3 | Retorna las estadísticas de todas las campanias disponibles | | Valida que no existe error de datos |
| BAM | 4 | Envía al BAM las estadísticas de cada Canpania | | Valida el correcto almacenamiento |
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**Operational Specification Template Instructions**

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| Purpose | * To hold descriptions of the likely operational scenarios followed during program use * To ensure that all significant usage issues are considered during program design * To specify test scenarios |
| General | * Use this template for complete programs, subsystems, or systems. * Group multiple small scenarios on a single template, as long as they are clearly distinguished and have related objectives. * List the major scenarios and reference other exception, error, or special cases under comments. * Use this template to document the operational specifications during planning, design, test development, implementation, and test. * After implementation and testing, update the template to reflect the actual implemented product. |
| Header | * Enter your name and the date. * Enter the program name and number. * Enter the instructor’s name and the programming language you are using. |
| Scenario Number | Where several scenarios are involved, reference numbers are needed. |
| User Objective | List the users’ likely purpose for the scenario, for example, to log onto the system or to handle an error condition. |
| Scenario Objective | List the designer’s purpose for the scenario, for example, to define common user errors or to detail a test scenario. |
| Source | * Enter the source of the scenario action. * Example sources could be user, program, and system. |
| Step | Provide sequence numbers for the scenario steps. These facilitate reviews and inspections. |
| Action | Describe the action taken, such as   * Enter incorrect mode selection. * Provide error message. |
| Comments | List significant information relating to the action, such as   * User enters an incorrect value. * An error is possible with this action. |