CSE213 CRA Report

| **Topic: Simulating Operations of House Building Finance Corporation** | | |
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| **ID 2120552** | **Name: Md Fahim Shahriar** | **User1: Customer Service Agent** |
| **User2: Loan Officer** |
| **ID 2010189** | **Name: Sumaiya Karim Katha** | **User3: Head of Branch** |
| **User4: Borrower** |
| **ID 2120117** | **Name: Ezharuddin Jubaer** | **User5: Accountant** |
| **User6: Collection Agent** |
| **ID 2120009** | **Name: SM Aqib Hossain** | **User7: HR Executive** |
| **User8: Legal Advisor** |

**Possible event type:**

* UIE - - user input to trigger event
* UID - - user input to be considered as data
* OP – display content (output)
* PC – prerequisite check
* VL – validation check
* VR – verification check
* DP – fetching data from file system and process it to get some calculated outcome (data processing)

| **Login Procedure** | | | |
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|  | **Goal: To successfully log in and land on different dashboards based on the user type** | | Event type |
| Workflow: | event-1 | Display the home page to view **login ID, password, log in button, employee/user combobox** **option**, **and sign up text** | OP |
|  | event-2 | As an employee, Input the login id and password to the corresponding textfield and password fields, and select the employee type from the combobox, and click on the “Login” button | UID, UIE |
|  | event-1 | As an admin, Input the login ID and password and select Admin from the combobox to log in as admin. | UID, UIE |
|  | event-4 | As a borrower, If account exists, then Input the login id and password to the corresponding textfield and password fields, and select the Borrower type from the combobox, and click on the “Login” button | UID, UIE |
|  | event-5 | Verify if the ID and password match or not. If matches go to the user's **individual page**. If not matched, show an **“Incorrect ID or Password”** message. | VR, DP, OP |

| **Create Employee Accounts Procedure** | | | |
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|  | **Goal: To successfully log in as admin and create employee accounts to log in as.** | | Event type |
| Workflow: | event-1 | Display the home page to view **login ID, password, log in button, employee/user combobox** **option**, **and sign up text** | OP |
|  | event-1 | As an admin, Input the login ID and password and select Admin from the combobox to log in as admin. | UID, UIE |
|  | event-2 | On the admin page, create employee records by inputting employee id, name, date of birth, gender, designation from combobox, password, department from combobox, salary and date of joining. | UID |
|  | event-3 | Click on the “Add Employee” button to add employees to the file and to the table on the right. | UIE |
|  | event-4 | Click on the “Load Employee List from Binary File” to load the employees and see past employees | UIE, DP |
|  | event-5 | Click on the “Logout” button to go back to Login Scene | UIE |

| **SignUp Procedure** | | | |
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|  | **Goal: To successfully sign-up to the HBFC app as a borrower and log in.** | | Event type |
| Workflow: | event-1 | As a borrower, If an account doesn’t exist, then Click ”Don't have an account? Sign up to get started.” to go to the sign up page. | UIE |
|  | event-2 | Input NID, Name, date of birth, gender, and password into textfields, datepicker,radio button and password fields respectively. | UID,UIE |
|  | event-3 | Click on the sign-up button to create an account and go back to login Scene | UIE |

| **User\_1: Customer Service Agent** | | | | | |
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| **User-1, Goal-1** | **Description of Goal-1: Customer Service Agent can** **confirm payment with customers once the customer has paid his installment.** | | | | event type |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Select ‘confirm payment option’ from the respective dashboard of Customer Service Agent. | | | UIE |
|  | event-3 | Select ‘view’ button in order to preview the receipt of the payment | | | UIE, OP |
|  | event-4 | If the authentic receipt is visible, then click the ‘confirm’ payment option. | | | UIE |
|  | event-5 | If clicked on the back button go to the previous event. | | | UIE |
|  | event-6 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-1, Goal-2** | **Description of Goal-2:** **Customer Service Agent can** **request for office supplies if supplies are low.** | | | | event type |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Select, ‘Request Office Supplies Option from the respective dashboard of Customer Service Agent. | | | UIE |
|  | event-3 | Select, item that needs to be refilled from the combobox. | | | UIE,OP |
|  | event-4 | Under each item, select the amount of that specific item. | | | UIE |
|  | event-5 | Click on the ‘confirm’ option after finalizing the request. | | | UIE |
|  | event-6 | If clicked on the back button go to the previous event. | | | UIE |
|  | event-7 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-1, Goal-3** | **Description of Goal-3:** **Customer Service Agent can** **reply to customer complaints and issues.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Select, ‘customer complaint’ option from the respective dashboard of Customer Service Agent. | | | UIE |
|  | event-3 | Under each customer’s instance, select a ‘view’ option to properly discern the specific complaint. | | | OP, UIE |
|  | event-4 | Under the complaint, click ‘reply’ button | | | UIE |
|  | event-5 | In the specific textfield, input necessary solutions or resolutions. | | | UID |
|  | event-6 | Click the ‘submit’ button. | | | UIE |
|  | event-7 | If clicked on the back button go to the previous event. | | | UIE |
|  | event-8 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-1, Goal-4** | **Description of Goal-4:** **Customer Service Agent generates reports and analyzes trends in customer complaints.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Select, ‘generate complaint report’ option from the respective dashboard of Customer Service Agent. | | | UIE |
|  | event-3 | Select, specific date range from the complaints instances | | | UIE |
|  | event-4 | Within that specific date range, click on the ‘generate’ report button in order to view the assessments in a much more comprehensive manner. | | | UIE |
|  | event-5 | If clicked on the back button go to the previous event. | | | UIE |
|  | event-6 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-1, Goal-5** | **Description of Goal-5:** **Customer Service Agent update and implement new ways to improve customer service (policies).** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Select, ‘Update policies’’ option from the respective dashboard of Customer Service Agent. | | | UIE |
|  | event-3 | Under the specific policy, implement the updated policy. | | | OP |
|  | event-4 | Click the ‘submit’ option. | | | UIE |
|  | event-5 | If clicked on the back button go to the previous event. | | | UIE |
|  | event-6 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-1, Goal-6** | **Description of Goal-6:** **Customer Service Agent sends notice to Supervisor for any escalated issues.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Select, ‘send notice’ option from the respective dashboard of Customer Service Agent. | | | UIE |
|  | event-3 | Select the respective supervisor from the combobox. | | | UIE, OP |
|  | event-4 | Under the designated textfield, input necessary details of the specific issue. | | | UID |
|  | event-5 | Click the ‘send’ button to send the notice. | | | UIE |
|  | event-6 | If clicked on the back button go to the previous event. | | | UIE |
|  | event-7 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-1, Goal-7** | **Description of Goal-7: Customer Service Agent conducts surveys with the customers to improve services.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Select, ‘send survey’ option from the respective dashboard of Customer Service Agent. | | | UIE |
|  | event-3 | From, all the customer instances select the customers for the survey. | | | UIE |
|  | event-4 | Click the send survey button in order to send the survey form to each of the selected customers via email. | | | UIE |
|  | event-5 | If clicked on the back button go to the previous event. | | | UIE |
|  | event-6 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-1, Goal-8** | **Description of Goal-8: Customer Service Agent can update borrowers’ profile info in the corporation database if needed.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Select, ‘Update Borrower’s Profile’ option from the respective dashboard of Customer Service Agent. | | | UIE |
|  | event-3 | Select a specific customer instance. | | | UIE |
|  | event-4 | Click on the update profile option | | | UIE |
|  | event-5 | After necessary update click on the ‘save’ option | | | UIE |
|  | event-6 | If clicked on the back button go to the previous event. | | | UIE |
|  | event-7 | If clicked on the logout button go to event-1. | | | UIE |

| **User\_2:** **Loan Officer** | | | | | |
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| **User-2, Goal-1** | **Description of Goal-1: Loan officers select the loan applications in order to start the processing procedure.** | | | | event type |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Loan Officer’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Select a loan application instance. | | | UIE |
|  | event-3 | Click on the “select for processing” button to start the processing | | | UIE |
|  | event-4 | If clicked on the “go back to dashboard” button go to the previous event. | | | UIE |
|  | event-5 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-2, Goal-2** | **Description of Goal-2: Loan officer requests for additional documents to the borrower after initial check.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Loan Officer’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Select, ‘check’ option from the respective dashboard of Loan Officer.. | | | UIE |
|  | event-3 | After checking, click on the ‘send requests to borrower’ button after filling the necessary documents in the textfield.. | | | UID. UIE |
|  | event-4 | If clicked on the back button go to the previous event. | | | UIE |
|  | event-5 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-2, Goal-3** | **Description of Goal-3: Loan officer approves/declines loan application of a borrower with additional document.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Select, ‘Approve/Decline Application’ option from the respective dashboard of Loan Officer.. | | | UIE |
|  | event-3 | If the appropriate documents are valid click on the ‘approve’ button. | | | UIE |
|  | event-4 | If the appropriate documents are missing or invalid click on the ‘decline button’ | | | UIE |
|  | event-5 | If clicked on the back button go to the previous event. | | | UIE |
|  | event-6 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-2, Goal-4** | **Description of Goal-4: Loan Officer extends a loan offer to the borrower after approving.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Select, ‘Generate Loan Offer’ option from the respective dashboard of Loan Officer.. | | | UIE |
|  | event-3 | With the information given, type the appropriate amount of loan to the customer in the ‘textfield’ | | | UID |
|  | event-4 | Select ‘send notice’ button to notify the customer. | | | UIE |
|  | event-5 | If clicked on the back button go to the previous event. | | | UIE |
|  | event-6 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-2, Goal-5** | **Description of Goal-5: Loan Officer process loan reschedule payment requests.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Select, ‘Loan Reschedule Payment Request’ option from the respective dashboard of Loan Officer.. | | | UIE |
|  | event-3 | Select an instance from the table. | | | UID, UIE |
|  | event-4 | Click the ‘detailed view’ in order to see the detailed document | | | UIE |
|  | event-5 | Write the necessary reply to the ‘text field’ . | | | UIE, OP |
|  | event-6 | Click on the ‘approve’ or ‘decline’ button to send it to the selected customer. | | | UIE |
|  | event-7 | If clicked on the back button go to the previous event. | | | UIE |
|  | event-8 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-2, Goal-6** | **Description of Goal-6: Loan officer check on loan amortization schedule** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Select, ‘Loan Amortization Schedule’ option from the respective dashboard of Loan Officer.. | | | UIE |
|  | event-7 | If clicked on the back button go to the previous event. | | | UIE |
|  | event-8 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-2, Goal-7** | **Description of Goal-7:** **Loan officer proposes new loan offering policies, and sends for approval to the Legal Advisor.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Select, ‘Propose Loan Offering Policy’ option from the respective dashboard of Loan Officer.. | | | UIE |
|  | event-3 | Fill necessary information such as Date, Subject of the application, Legal Advisor ID and full elaborative proposed plan in the textfield. | | | UID |
|  | event-4 | Click on the ‘send’ button to send the application to the Head of the Branch. | | | UIE |
|  | event-5 | If clicked on the back button go to the previous event. | | | UIE |
|  | event-6 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-2, Goal-8\*** | **Description of Goal-8: Loan officer can generate a yearly report on how much loan has been given.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Select, ‘Generate Yearly Report’ option from the respective dashboard of Loan Officer.. | | | UIE |
|  | event-3 | Select date from the combobox. | | | UIE |
|  | event-4 | Click on the ‘Generate bar chart’ button. | | | UIE |
|  | event-7 | If clicked on the back button go to the previous event. | | | UIE |

| **User\_3:** **Borrower** | | | | | |
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| **User-3, Goal-1** | **Description of Goal-1: Borrower can apply for loan.** | | | | event type |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Click the “Apply for Loan” option from the dashboard. | | | UIE |
|  | event-3 | Input the loan form entries (Name, Date of Birth, NID, e-TIN, Address, Passport No, Occupation, Company Name, Position, Location, Number of Family Members, Monthly Salary, Location of the Land, Potential rent per sq.ft, Loan Amount Requested, Loan Type, Terms and Conditions) on the corresponding textfields. | | | UID |
|  | event-4 | Click on the “Submit Loan Application” button. | | | UIE |
|  | event-5 | If clicked on the back button go to the previous event. | | | UIE, OP |
|  | event-6 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-3, Goal-2** | **Description of Goal-2:** **Borrower can send required documents if requested.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Click the “Send Require Documents” button from the dashboard. | | | UIE |
|  | event-3 | From the table, click on the record to send the required data to the sender. | | | UIE |
|  | event-4 | Click on the “Select and Send Document” button to open a file chooser, and select the required document. Then select Open, to send it to the loan officer | | | UIE, OP |
|  | event-6 | If clicked on the back button go to the previous event. | | | UIE, OP |
|  | event-7 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-3, Goal-3** | **Description of Goal-3:** **Borrower can pay monthly through the app.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Click the “Pay Monthly Installment” button from the dashboard. | | | UIE |
|  | event-3 | Click the “Pay Online” button to pay. | | | UIE |
|  | event-6 | If clicked on the back button go to the previous event. | | | UIE, OP |
|  | event-7 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-3, Goal-4** | **Description of Goal-4: Borrower can track loan application.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Click the “Track Loan Application” button from the dashboard. | | | UIE |
|  | event-4 | Monitor Application Status to see if the application is “Pending” or “Approved”. | | | UIE |
|  | event-5 | If clicked on the back button go to the previous event. | | | UIE, OP |
|  | event-6 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-3, Goal-5** | **Description of Goal-5:** **Borrower can use a loan payment calculator to calculate his monthly installment amount.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Click the “Loan Payment Calculator” button from the dashboard. | | | UIE |
|  | event-3 | Input the loan amount, interest rate and duration of the loan in the corresponding textfields. | | | UID |
|  | event-4 | Click the “Calculate the Monthly Installment” button. | | | UIE |
|  | event-5 | If clicked on the back button go to the previous event. | | | UIE, OP |
|  | event-6 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-3, Goal-6** | **Description of Goal-6: Borrower can use a construction cost calculator to estimate the amount of loan he might get based on his land.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Click the “Construction Cost Calculator” button from the dashboard. | | | UIE |
|  | event-3 | Input the Residential Area, Parking Area, Number of Top Floor and Typical Floor Area details in the corresponding textfields. | | | UID. |
|  | event-4 | Click the “Calculate” button. | | | UIE |
|  | event-5 | If clicked on the back button go to the previous event. | | | UIE, OP |
|  | event-6 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-3, Goal-7** | **Description of Goal-7: Borrower can lodge a complaint or provide feedback to HBFC.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Click the “Lodge a Complaint or Provide Feedback” button from the dashboard. | | | UIE |
|  | event-3 | Input the Date, Complaint/Feedback Topic and Complaint/Feedback Details in the corresponding textfields. | | | UID |
|  | event-4 | Click the “Lodge a Complaint/Provide Feedback” button. | | | UID |
|  | event-5 | If clicked on the back button go to the previous event. | | | UIE, OP |
|  | event-6 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-3, Goal-8** | **Description of Goal-8:** **Borrower can apply for loan repayment or reschedule** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Click the “Loan Repayment/Reschedule” button from the dashboard. | | | UIE |
|  | event-3 | Input the Date, Request Type, Rescheduled Month, Payment Due Month, Repayment/Reschedule details in the corresponding textfields. | | | UID |
|  | event-4 | Click the “Request Payment Reschedule” button. | | | UIE |
|  | event-5 | If clicked on the back button go to the previous event. | | | UIE, OP |
|  | event-6 | If clicked on the logout button go to event-1. | | | UIE |

| **User-4:** **Head of Branch** | | | | | |
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| **User-4, Goal-1** | **Description of Goal-1: Head of Branch can** **assign tasks to different departments of his branch.** | | | | event type |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Head of Branch’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Click the “Assign Task to Different Departments” button from the dashboard. | | | UIE |
|  | event-3 | Select one of the departments. | | | UIE |
|  | event-4 | Input the specified task on the corresponding textfields. | | | UID |
|  | event-5 | Click on the “Assign Task” button. | | | UIE |
|  | event-6 | If clicked on the back button go to the previous event. | | | UIE, OP |
|  | event-7 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-4, Goal-2** | **Description of Goal-2: Head of Branch can** **approve or provide feedback to loan proposals provided by the loan officer.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Head of Branch’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Click the “Loan Proposals” button from the dashboard. | | | UIE |
|  | event-3 | Select the "view" button to view one of the loan officer's loan proposals. | | | UIE |
|  | event-4 | If the Head of Branch likes the proposal, click on the “Approve Loan Officer’s Proposal” button. | | | UIE |
|  | event-5 | If the Head of Branch dislikes the proposal, click on the “Decline'' button. | | | UIE |
|  | event-6 | If clicked on the back button go to the previous event. | | | UIE, OP |
|  | event-7 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-4, Goal-3** | **Description of Goal-3: Head of Branch can approve or update departmental budgets.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Head of Branch’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Click the “Departmental Budgets” button from the dashboard. | | | UIE |
|  | event-3 | Check if all the departmental budgets are appropriately made. Click the “Approve budget” button to approve and keep a record of the budget. | | | UIE |
|  | event-4 | If the budget is not appropriately made, update budgets accordingly and click the “Approve budget” button. | | | UIE |
|  | event-5 | If clicked on the back button go to the previous event. | | | UIE, OP |
|  | event-6 | If clicked on the logout button go to event-1. | | | UIE |
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| **User-4, Goal-4** | **Description of Goal-4: Head of Branch can access/view feedback on improvments from Collection Agent** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Head of Branch’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Click the “Feedback on Improvements” button from the dashboard. | | | UIE |
|  | event-3 | If the Head of Branch dislikes feedback, click on the “Dismiss the Feedback” button to dismiss the feedback from the collection agent. | | | UIE |
|  | event-4 | If clicked on the back button go to the previous event. | | | UIE, OP |
|  | event-5 | If clicked on the logout button go to event-1. | | | UIE |
|  | | | | | |
| **User-4, Goal-5** | **Description of Goal-5: Head of Branch can offer employee incentive/ training programs to specific employees.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Head of Branch’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Click the “Conduct Training Programs” button. | | | UIE |
|  | event-3 | Input the details for training programs in the corresponding textfield. | | | UID |
|  | event-4 | Select the departments for which the training program is required from the radiobutton. | | | UIE |
|  | event-5 | Click the “Notify About Training Program” button to send to all the employees of the specified departments. | | | UIE |
|  | event-6 | If clicked on the back button go to the previous event. | | | UIE, OP |
|  | event-7 | If clicked on the logout button go to event-1. | | | UIE |
|  | | | | | |
| **User-4, Goal-6** | **Description of Goal-6:** **Head of Branch can schedule routine meetings with corresponding employees.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Click the “Schedule Meetings With Employees” button from the dashboard. | | | UIE |
|  | event-3 | Input the meeting date and details in the corresponding textfields. | | | UID |
|  | event-4 | Click the “Notify About Meeting” button to send meeting schedules to the employees. | | | UIE |
|  | event-5 | If clicked on the back button go to the previous event. | | | UIE, OP |
|  | event-6 | If clicked on the logout button go to event-1. | | | UIE |
|  | | | | | |
| **User-4, Goal-7** | **Description of Goal-7:** **Head of Branch can** **conduct performance evaluations on manager.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Click the “Performance Evaluations” button from the dashboard. | | | UIE |
|  | event-3 | Select the manager from the combobox that the Head of Branch wants to evaluate. | | | UIE |
|  | event-4 | Input the evaluation details and radiobuttons in the corresponding textfields. | | | UID |
|  | event-5 | Click the “Confirm Evaluation” button to end the evaluation process. | | | UIE |
|  | event-6 | If clicked on the back button go to the previous event. | | | UIE, OP |
|  | event-7 | If clicked on the logout button go to event-1. | | | UIE |
|  | | | | | |
| **User-4, Goal-8** | **Description of Goal-8: Head of Branch can access financial reports given by the accountant.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Borrower’s dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Click the “Financial Reports” button from the dashboard. | | | UIE |
|  | event-3 | View the financial reports and click the “Download the Financial Report” button to download the pdf of the financial report from the accountant. | | | UIE |
|  | event-4 | If clicked on the back button go to the previous event. | | | UIE, OP |
|  | event-n | If clicked on the logout button go to event-1. | | | UIE |

| **User\_5: Accountant** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **User\_5, Goal\_1** | **Description of Goal-1:** **Accountant can** **prepare a journal to record all the transactions of the company.** | | | | event type |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Accountant's dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Choose “Prepare Journal” option from the dashboard | | | UIE |
|  | event-3 | Input the journal date, entry, amount on the corresponding text fields, and select debit/credit from the combobox | | | UID |
|  | even-4 | Click on the “Add Entry to Journal” button | | | UIE |
|  | event-5 | If clicked on the go back to dashboard button go to the dashboard. | | | UIE, OP |
|  | event-6 | If clicked on the logout button go to event-1 | | | UIE |
|  | | | | | |
| **User\_5, Goal\_2** | **Description of Goal-2:** **Accountant can** **prepare the income statement for the company every month.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and Accountant’s dashboard will be shown | | | OP, UIE, UID, VR |
|  | event-2 | Choose “Prepare Income Statement” Button from the dashboard | | | UIE |
|  | event-3 | Input the income statement date, entry, amount on the corresponding text fields, and select revenue/expense from the combobox | | | UID |
|  | event-4 | Click on the “add entry to statement” button to add entry to the income statement | | | UIE |
|  | event-5 | Click on the “Save income statement to file” to save the whole income statement to bin file. | | |  |
|  | event-6 | If clicked on the go back to dashboard button go to the dashboard. | | | UIE, OP |
|  | event-7 | If clicked on the logout button go to event-1 | | | UIE |
|  | | | | | |
| **User\_5, Goal\_3** | **Description of Goal-6:** **Accountants can view the journals they have made in the past** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and Accountant’s dashboard will be shown | | | OP, UIE, UID, VR |
|  | event-2 | Choose “View Journal Records” Button from the dashboard | | | UIE |
|  | event-3 | Click on the “Load on Journal Records” to load all the past journal records. | | | UIE,OP |
|  | event-4 | Choose a Date from datepicker, and click on the “View Journal from selected date” to filter the journal records | | | UID,OP,PC |
|  | event-5 | If clicked on the go back to dashboard button go to the dashboard. | | | UIE, OP |
|  | event-6 | If clicked on the logout button go to event-1 | | | UIE |
|  | | | | | |
| **User\_5, Goal\_4** | **Description of Goal-4:** **Accountants can view the Income Statements they have made in the past** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and Accountant’s dashboard will be shown | | | OP, UIE, UID, VR |
|  | event-2 | Choose “View Income Statement Records” Button from the dashboard | | | UIE |
|  | event-3 | Click on the “Load all Income Statements” to load all the past income statement records on the background | | | UIE,DP |
|  | event-4 | Choose a Date from datepicker, and click on the “View Income Statement” to show the income statement, along with the total revenue, total expense and net income. | | | UID, OP, PC |
|  | event-5 | If clicked on the go back to dashboard button go to the dashboard. | | | UIE, OP |
|  | event-6 | If clicked on the logout button go to event-1 | | | UIE |
|  | | | | | |
| **User\_5, Goal\_5** | **Description of Goal-5: Accountant can prepare departmental budgets for the company** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and Accountant’s dashboard will be shown | | | OP, UIE, UID, VR |
|  | event-2 | Choose “Prepare Departmental Budget” Button from the dashboard | | | UIE |
|  | event-3 | Choose the department from the “Department” combobox, then input the year, employee salary, utility bill, electricity bill, other expenses and report name textfields accordingly. | | | UID |
|  | event-4 | Click on the “Create Department Budget” button to see the created department budget on the text area on the left. | | | UIE, OP, DP |
|  | event-5 | If clicked on the go back to dashboard button go to the dashboard. | | | UIE, OP |
|  | event-6 | If clicked on the logout button go to event-1 | | | UIE |
|  | | | | | |
| **User\_5, Goal\_6** | **Description of Goal-6:** **Accountant can** **send departmental budgets to head of department** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and Accountant’s dashboard will be shown | | | OP, UIE, UID, VR |
|  | event-2 | Choose “Send Budget Plans to Head of Branch” Button from the dashboard, | | | UIE |
|  | event-3 | Choose a budget record from the table, to see its details | | | UIE, OP |
|  | event-4 | Click on the “Send to Head of Branch” button to send it to the head of branch. | | | UIE |
|  | event-5 | If clicked on the go back to dashboard button go to the dashboard. | | | UIE, OP |
|  | event-6 | If clicked on the logout button go to event-1 | | | UIE |
|  | | | | | |
| **User\_5, Goal\_7** | **Description of Goal-7:** **Accountant can generate financial charts for the company** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and Accountant’s dashboard will be shown | | | OP, UIE, UID, VR |
|  | event-2 | Choose “Generate Financial Report” Button from the dashboard | | | UIE |
|  | event-3 | Select the year for which you want to generate the chart of revenue, expense and net income from the combobox | | | UID |
|  | event-4 | Click on the “generate bar chart” button to generate a chart from the data. | | | UIE, DP, OP |
|  | event-5 | Repeat event-3 and event-4 if you want to generate multiple charts to compare. | | | UIE, DP, OP |
|  | event-6 | Input the report name in the text Field. And click on the “Save report button” to save the report. | | | UID, UIE |
|  | event-7 | If clicked on the go back to dashboard button go to the dashboard. | | | UIE, OP |
|  | event-8 | If clicked on the logout button go to event-1 | | | UIE |
|  | | | | | |
| **User\_5, Goal\_8** | **Description of Goal-8:** **Accountant can send financial reports to the head of the branch.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and Accountant’s dashboard will be shown | | | OP, UIE, UID, VR |
|  | event-2 | Choose “Send Financial Report to Head of Branch” Button from the dashboard | | | UIE |
|  | event-3 | Select the financial report from the table that is to be sent to the head of Branch | | | UID, OP |
|  | event-4 | Click on the “Send to head of branch” button | | | UIE |
|  | event-5 | If clicked on the go back to dashboard button go to the dashboard. | | | UIE, OP |
|  | event-6 | If clicked on the logout button go to event-1 | | | UIE |

| **User\_6: Collection Agent** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **User\_6, Goal\_1** | **Description of Goal-1: Collection Agent can track borrower accounts, and identify delinquent accounts that have missed their payment deadline.** | | | | event type |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and Collection Agent’s dashboard will be shown | | | OP, UIE, UID, VR |
|  | event-2 | Click on the “Track Borrower Account” button | | | UIE |
|  | event-3 | Show a list of all the borrowers in a table form whose payments are overdue. | | | OP,DP |
|  | event-4 | If clicked on the go back to dashboard button go to the dashboard. | | | UIE, OP |
|  | event-5 | If clicked on the logout button go to event-1 | | | UIE |
|  | | | | | |
| **User\_6, Goal\_2** | **Description of Goal-2:** **Collection Agent notify delinquent borrowers about their missed deadline.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and Collection Agent’s dashboard will be shown | | | OP, UIE, UID, VR |
|  | event-2 | Click on the “Notify Delinquent Borrower” button. | | | UIE |
|  | event-3 | Select the delinquent accounts you want to notify. | | | OP,UIE |
|  | event-4 | Input the date from datepicker, and notice details in the text area on the right. | | | UID |
|  | event-5 | Click on the “Send Notification” button | | | UIE |
|  | event-6 | If clicked on the go back to dashboard button go to the dashboard. | | | UIE, OP |
|  | event-7 | If clicked on the logout button go to event-1 | | | UIE |
|  | | | | | |
| **User\_6, Goal\_3** | **Description of Goal-3:** **Collection Agent can evaluate a loan application and ask for details from the borrower.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and Collection Agent’s dashboard will be shown | | | OP, UIE, UID, VR |
|  | event-2 | Click on the “Evaluate Loan Application” button. | | | UIE |
|  | event-3 | Double click the record on the table to see the details of the loan application | | | UIE,OP |
|  | event-4 | Click the “Approve and Send to Loan Officer” to send to the loan officer | | | UIE |
|  | event-5 | If rejected, Input the reason on the text area and Click the “Reject and Send to Loan Officer” button to send to the loan officer. | | | UIE |
|  | event-6 | If clicked on the go back to dashboard button go to the dashboard. | | | UIE, OP |
|  | event-7 | If clicked on the logout button go to event-1 | | | UIE |
|  | | | | | |
| **User\_6, Goal\_4** | **Description of Goal-4:** **Collection Agent can** **view the Fair Debt Collection Practices Act (FDCPA).** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and Collection Agent’s dashboard will be shown | | | OP, UIE, UID, VR |
|  | event-2 | Click on the “View Fair Debt Collection Practices Act” button. | | | UIE |
|  | event-3 | View the FDCPA guidelines to make sure that the company adheres to federal and state regulations related to collections practices | | | OP |
|  | event-4 | If clicked on the go back to dashboard button go to the dashboard. | | | UIE, OP |
|  | event-5 | If clicked on the logout button go to event-1 | | | UIE |
|  | | | | | |
| **User\_6, Goal\_5** | **Description of Goal-5:** **Collection Agent can update borrower’s account information, such as payment plan, payment amount and due date.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and Collection Agent’s dashboard will be shown | | | OP, UIE, UID, VR |
|  | event-2 | Click on the “Update borrower Information” button | | | UIE |
|  | event-3 | Double click on the column from the borrower table to update their information. | | | UID |
|  | event-4 | If clicked on the go back to dashboard button go to the dashboard. | | | UIE, OP |
|  | event-5 | If clicked on the logout button go to event-1 | | | UIE |
|  | | | | | |
| **User\_6, Goal\_6** | **Description of Goal-6:** **Collection Agent can generate and send demand letters to delinquent borrowers if payment is due for over a month.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and Collection Agent’s dashboard will be shown | | | OP, UIE, UID, VR |
|  | event-2 | Click on the “Send Demand Letter to Delinquent” button | | | UIE |
|  | event-3 | Select a delinquent account from the table of delinquent accounts available | | | UIE,OP |
|  | event-4 | Input date from datepicker, and name and details into text field and text areas respectively. | | | UID |
|  | event-5 | Click on the “Send Demand Letter to Delinquent” button | | | UIE |
|  | event-6 | If clicked on the go back to dashboard button go to the dashboard. | | | UIE, OP |
|  | event-7 | If clicked on the logout button go to event-1 | | | UIE |
|  | | | | | |
| **User\_6, Goal\_7** | **Description of Goal-7: Collection Agent can provide feedback to the Head of Branch on improving loan process, and reduce delinquency risks in the future.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and Collection Agent’s dashboard will be shown | | | OP, UIE, UID, VR |
|  | event-2 | Click the “Send Feedback to Head of Branch” button | | | UIE |
|  | event-3 | Enter Date, topic and details into datepicker, textfield and text area respectively. | | | UID |
|  | event-4 | Click on the “Send Feedback to Head of branch” button. | | | UIE |
|  | event-5 | If clicked on the go back to dashboard button go to the dashboard. | | | UIE, OP |
|  | event-6 | If clicked on the logout button go to event-1. | | | UIE |
|  | | | | | |
| **User\_6, Goal\_8** | **Description of Goal-8: Collection Agent can generate reports on delinquent accounts over a specific period of time.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and Collection Agent’s dashboard will be shown | | | OP, UIE, UID, VR |
|  | event-2 | Click on the “Delinquency Report” button | | | UIE |
|  | event-3 | Select the date from datepicker to see the number of delinquents in that day. | | | UID |
|  | event-4 | Click on the “Generate Line Chart” button to generate a line chart | | | UIE,DP,OP |
|  | event-4 | Repeat event-3 and event-4 to see delinquent account numbers from multiple dates. | | | UID,UIE DP,OP |
|  | event-5 | If clicked on the go back to dashboard button go to the dashboard. | | | UIE, OP |
|  | event-6 | If clicked on the logout button go to event-1 | | | UIE |

| **User\_7 name: HR Executive** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **User-7, Goal-1** | **Description of Goal-1: HR Executive can create and update HR policies to align with the organization's strategic goals and objectives.** | | | | event type |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the HR Executive's dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Select “Create HR Policies” button | | | UIE, OP |
|  | event-3 | Input Policy creation Date, Subject, Details in the corresponding text field | | | UID |
|  | event-4 | Select “Create” to create policy | | | UIE |
|  | event-5 | Select “Load” Button to load the policies into table view | | | UIE,OP |
|  | Event-6 | Select the desired Policy from the table to load the details in to the text area | | | UIE,OP |
|  | event-7 | Select “Clear’ to remove the text that is displayed in the details typing text are. | | | UIE |
|  | event-**8** | If clicked on back button go to dashboard | | | UIE, OP |
|  | event-9 | If clicked on the logout button go to event-1 | | | UIE |
|  | | | | | |
| **User-7, Goal-2** | **Description of Goal-2:** **HR Executive can access and respond to Complaint box for the internal employees** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the HR Executive's dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | **Select “Complaint box” button** | | | UIE,OP |
|  | event-3 | **Select “Solved” if issue is solved** | | | UIE |
|  | event-4 | If clicked on back button go to dashboard | | | UIE,OP |
|  | event-**5** | If clicked on the logout button go to event-1 | | | UIE |
|  | | | | | |
| **User-7, Goal-3** | **Description of Goal-3: HR Executive can** **go through potential employee CVs and hire/reject them.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the HR Executive's dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | **Select “Recruitment” button** | | | UIE,OP |
|  | event-3 | **select “Approve” or “Reject” button** | | | UIE |
|  | event-4 | If clicked on back button go to dashboard | | | UIE,OP |
|  | event-**5** | If clicked on the logout button go to event-1 | | | UIE |
|  | | | | | |
| **User-7, Goal-4** | **Description of Goal-4:** **HR Executive can call potential employees for an Interview (via email)** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the HR Executive's dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | **Select “Letter of acceptance/rejection” button** | | | UIE,OP |
|  | event 3 | **Type first name, Lastname and choose date and desifgnition.** | | | UID |
|  | event-4 | Select set value button to generate a letter | | | UIE.OP,DP |
|  | event-5 | Type the email address in the respected text area | | | UID |
|  | event-6 | Click “send”button to send mail | | | UIE,VR |
|  | event-7 | If clicked on back button go to dashboard | | | UIE,OP |
|  | event-**8** | If clicked on the logout button go to event-1 | | | UIE |
|  | | | | | |
| **User-7, Goal-5** | **Description of Goal-5:** **HR Executive can warn/ fire employees if they break code of conduct of the organization** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the HR Executive's dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | **Click “employee warning fire ” button** | | | UIE,OP |
|  | event-3 | **Type employee ID, and choose date** | | | UIE,OP,VR |
|  | event-4 | **Select “Warning” or “Terminate” button accordingly. For the text to generate** | | | UIE,OP |
|  | event-**5** | **Click “Send” Button** | | | UIE |
|  | event-6 | If clicked on back button go to dashboard | | | UIE,OP |
|  | event-7 | If clicked on the logout button go to event-1 | | | UIE |
|  | | | | | |
| **User-7, Goal-6** | **Description of Goal-6: HR Executive can** **develop job descriptions/ job circular and post according to organization’s needs.** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the HR Executive's dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Select “Create Job posting” button | | | UIE,OP |
|  | event-3 | Typ Job description, requirement, no of vacancy and select designation | | | UID |
|  | event-**4** | Select “Post” button, to save the post as a text file. | | | UIE |
|  | event-5 | If clicked on back button go to event-3 | | | UIE,OP |
|  | event-6 | If clicked on back button go to dashboard | | | UIE,OP |
|  | event-7 | If clicked on the logout button go to event-1 | | | UIE |
|  | | | | | |
| **User-7, Goal-7** | **Description of Goal-7: HR Executive can** **update employee details** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the HR Executive's dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Click “View Employees Information” on dashboard | | | UIE,OP |
|  | event-4 | Set Salary to the desired amount, and set designation, from the table | | | UIE,UID |
|  | event-5 | If clicked on back button go to dashboard | | | UIE, OP |
|  | event-6 | If clicked on the logout button go to event-1 | | | UIE |
|  | | | | | |
| **User-7, Goal-8** | **Description of Goal-8: HR Executive can** **generate yearly report** | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the HR Executive's dashboard will be shown. | | | OP, UIE, UID, VR |
|  | event-2 | Click “Employee Summary Chart” on dashboard | | | UIE,OP |
|  | event-3 | Click “Generate Chart” to show the employee salary pie chart and employee gender pie chart | | | UIE,OP |
|  | event-**4** | Click “Go back to dashboard:to go back to dashboard | | |  |
|  | event-5 | If clicked on the logout button go to event-1 | | | UIE |

| **User\_8 name: Legal advisor** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **User-8, Goal-1** |  | | | | | event type |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Legal Advisor's dashboard will be shown. | | | | OP, UIE, UID, VR |
|  | event-2 | Click “Pending” to view pending documents to review | | | | UIE,OP |
|  | event-3 | Click “View” to view the document | | | | UIE,OP |
|  | event-4 | Click “Pending” button to set status while reading the document | | | | UIE,UID |
|  | event-5 | Click “Approve” to approve or click type feedback in text box and click “Reject” | | | | UIE,UID |
|  | event-**6** | If clicked on back button go to dashboard | | | | UIE, OP |
|  | event-7 | If clicked on the logout button go to event-1 | | | | UIE |
|  | | | | | | |
| **User-8, Goal-2** | **Description of Goal-2: Legal advisor can view all the laws related to loan procedure that are relevant to check legality.** | | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Legal advisor's dashboard will be shown. | | | | OP, UIE, UID, VR |
|  | event-2 | Click “Laws and Regulation” button | | | | UIE,OP |
|  | event-**3** | If clicked on back button go to dashboard | | | | UIE, OP |
|  | event-4 | If clicked on the logout button go to event-1 | | | | UIE |
|  | | | | | | |
| **User-8, Goal-3** | **Description of Goal-3:** **Legal advisor can receive proposed new loan offering policies from loan officer.** | | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Legal advisor's dashboard will be shown. | | | | OP, UIE, UID, VR |
|  | event-2 | Click “Pending Proposed Policy” button | | | | UIE,OP |
|  | event-3 | Click on desired topic and click “Display” button to view details | | | | UIE,OP |
|  | event-4 | Click “Save” button. | | | | UIE,UID |
|  | event-5 | If clicked on back button go to dashboard | | | | UIE, OP |
|  | event-6 | If clicked on the logout button go to event-1 | | | | UIE |
|  | | | | | | |
| **User-8, Goal-4** | **Description of Goal-4:Legal advisor can edit and send proposed**  **Loan offering policy to HOB** | | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Legal advisor's dashboard will be shown.**.** | | | | OP, UIE, UID, VR |
|  | event-2 | Click “Send Policy for Approval” to view the document | | | | UIE,OP |
|  | event-3 | Click “Send” button to send the document | | | | UIE,UID |
|  | event-**4** | If clicked on back button go to dashboard | | | | UIE, OP |
|  | event-5 | If clicked on the logout button go to event-1 | | | | UIE |
|  | | | | | | |
| **User-8, Goal-5** | **Description of Goal-5:** **Legal advisor can update legal policies of the company to align with the government guidelines.** | | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Legal advisor's dashboard will be shown. | | | | OP, UIE, UID, VR |
|  | event-2 | Click “Legal Policies” button | | | | UIE,OP |
|  | event-3 | Click “save” | | | | UIE |
|  | event-**4** | If clicked on back button go to dashboard | | | | UIE, OP |
|  | event-5 | If clicked on the logout button go to event-1 | | | | UIE |
|  | | | | | | |
| **User-8, Goal-6** | **Description of Goal-6:** **Legal advisor can sue the loan defaulter through existing laws and regulations if situation escalates.** | | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Legal advisor's dashboard will be shown. | | | | OP, UIE, UID, VR |
|  | event-2 | Click “Mail” button | | | | UIE,op |
|  | event-3 | Send mail to the customer referring to the law and court date | | | | UIE |
|  | event-**4** | If clicked on back button go to dashboard | | | | UIE, OP |
|  | event-5 | If clicked on the logout button go to event-1 | | | | UIE |
|  | | | | | | |
| **User-8, Goal-7** | **Description of Goal-7:** **Legal advisor can check borrower’s past criminal record/ legal background.** | | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Legal advisor's dashboard will be shown. | | | | OP, UIE, UID, VR |
|  | event-2 | Select “Customer status” button | | | | UIE,OP |
|  | event-3 | Select “Approve” or “reject” according to the third party data of the criminal record | | | | UIE,UID |
|  | event-4 | If clicked on back button go to dashboard | | | | UIE,OP |
|  | event-**5** | If clicked on the logout button go to event-1 | | | | UIE |
|  | | | | | | |
| **User-8, Goal-8** | **Description of Goal-8: Legal Advisor can access legal documents of the company to make sure the company is aligned with government regulations.** | | | | |  |
| Workflow: | event-1 | Log in procedure for the selected user will be executed, and the Legal advisor's dashboard will be shown. | | | | OP, UIE, UID, VR |
|  | event-2 | Click “Company legal document” button | | | | UIE,OP |
|  | event-3 | Click “View” button to display policies | | | | UIE,OP |
|  | event-4 | Click “Set Status” button to display policies | | | | UIE,OP |
|  | event-5 | If clicked on back button go to dashboard | | | | UIE, OP |
|  | event-6 | If clicked on the logout button go to event-1 | | | | UIE |