# Complete Use Cases

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| **Use Case ID** | **CPv5-001 Pull Mentee Reports** |
| **Update for** | **\_\_\_\_\_** |
| **Description** | The administrator pulls mentee reports. |
| **Actor** | Administrator |
| **Pre-conditions** | ●     The administrator is logged into the system. |
| **Steps** | 1. The use case begins when the administrator clicks on the menu for mentee reports. 2. The system is redirected to a page with the listing of mentees with information such as name, email, school, user status, project assignation, etc. 3. The use case ends when the administrator navigates to another page. |
| **Post-conditions** | ●      **\_\_\_\_** |
| **Alternative Actions** | * At step 2, the administrator can click a column of the report, and the system will render the report but sorted by the column just clicked. * At step 2, the administrator can use a filter below each column header and the system will render a new report filtered with the information just entered. * At step 2, the administrator drags and drop a column in the position of another column and the system will render the report with the new column order. |
| **Exceptions** | * NONE |

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| **Use Case ID** | **CPv5-002 Pull Mentor Reports** |
| **Update for** | **\_\_\_\_\_** |
| **Description** | The administrator pulls mentor reports. |
| **Actor** | Administrator |
| **Pre-conditions** | ●     The administrator is logged into the system. |
| **Steps** | 1. The use case begins when the administrator clicks on the menu for mentor reports. 2. The system is redirected to a page with the listing of mentors with information such as name, email, employers, user status, etc. 3. The use case ends when the administrator navigates to another page. |
| **Post-conditions** | ●     **\_\_\_\_\_** |
| **Alternative Actions** | * At step 2, the administrator can click a column of the report, and the system will render the report but sorted by the column just clicked. * At step 2, the administrator can use a filter below each column header and the system will render a new report filtered with the information just entered. * At step 2, the administrator drags and drop a column in the position of another column and the system will render the report with the new column order. |
| **Exceptions** | * NONE |

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| **Use Case ID** | **CPv5-003 Pull Ticket Reports** |
| **Update for** | **\_\_\_\_\_** |
| **Description** | The administrator pulls ticket reports. |
| **Actor** | Administrator |
| **Pre-conditions** | ●     The administrator is logged into the system. |
| **Steps** | 1. The use case begins when the administrator clicks on the menu for ticket reports. 2. The system is redirected to a page with the listing of tickets with information such as Date Created, Status, Closed Date, etc. 3. The use case ends when the administrator navigates to another page. |
| **Post-conditions** | ●     **\_\_\_\_\_** |
| **Alternative Actions** | * At step 2, the administrator can click a column of the report, and the system will render the report but sorted by the column just clicked. * At step 2, the administrator can use a filter below each column header and the system will render a new report filtered with the information just entered. * At step 2, the administrator drags and drop a column in the position of another column and the system will render the report with the new column order. |
| **Exceptions** | * NONE |

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| **Use Case ID** | **CPv5-004 Schedule Video Conference Ahead of Time** |
| **Update for** | **\_\_\_\_\_** |
| **Description** | As a user I want to schedule real-time video conferences ahead of time with anyone in the system so that we can collaborate and have a better planning. |
| **Actor** | Mentor/Mentee/Admin User |
| **Pre-conditions** | * The user is logged into the system. * The user has navigated to the video conferencing module |
| **Steps** | 1. The use case begins when the user clicks on the create videoconference link 2. The system shall redirect the user to the create videoconference page. 3. The system shall provide the user with a form for the videoconference creation. 4. The user selects the **later** option 5. The user shall enter the meeting **date**, **time**, **subject**, notes and invitee emails. 6. The use case ends when the user clicks the create button. |
| **Post-conditions** | * The number of video conference records has increased by one * An invitation is sent to each invitee. * The user is redirected to the meetings details page. |
| **Alternative Actions** | * After step 2, the user may opt not to enter the information and leave the page. |
| **Exceptions** | NONE |

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| **Use Case ID** | **CPv5-005 Schedule On-Demand Video Conference** |
| **Update for** |  |
| **Description** | As a mentee/mentor I want to be able to create meetings on demand so that I have a fast way to set up meetings. |
| **Actor** | Mentor/Mentee/Admin User |
| **Pre-conditions** | * The user is logged into the system. * The user has navigated to the video conferencing module |
| **Steps** | 1. The use case begins when the user clicks on the create videoconference link 2. The system shall redirect the user to the create videoconference page. 3. The system shall provide the user with a form for the videoconference creation. 4. The user selects the **now** option 5. The user shall enter the **subject**, **notes** and **invitee emails.** 6. The use case ends when the user clicks the create button. |
| **Post-conditions** | * The system validates the entered input * The number of video conference records has increased by one * An invitation is sent to each invitee. * The user is redirected to the meeting details page. |
| **Alternative Actions** | * After step 2, the user may opt not to enter the information and leave the page. |
| **Exceptions** | NONE |

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| **Use Case ID** | **CPv5-006 Join Video Conference** |
| **Update for** | \_\_\_\_\_ |
| **Description** | The user joins a video conference |
| **Actor** | Mentor/Mentee/Admin User |
| **Pre-conditions** | * The user is logged into the system * The user has navigated to the video conferencing module * The user has clicked on a meeting details link |
| **Steps** | 1. The use case begins when the user clicks on **join** link. 2. The user will be redirected to the videoconference room. 3. The user will wait for other participants to join the meeting. 4. The meeting will start when at least 2 participants join the meeting. 5. The use case ends when the user clicks the disconnect button. |
| **Post-conditions** | * The user will be redirected to the videoconferences page. |
| **Alternative Actions** | * At step 3, the user can leave the meeting by closing the page. * At step 3, no participants may join the meeting; therefore the meeting will not start. |
| **Exceptions** | * At step 3, the user might not allow the browser to access his/her camera. * At step 3, the user might not allow the browser to access his/her microphone. |

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| **Use Case ID** | **CPv5-007 Share Screen** |
| **Update For** |  |
| **Description** | User shares his/her screen during a videoconference |
| **Actor** | Mentor/Mentee/Admin |
| **Pre-conditions** | * The user is logged into the system. * The videoconference has started |
| **Steps** | 1. The use case begins when the user clicks the share screen button. 2. The Screen Capturing plugin shall load. 3. The Screen Capturing plugin shall prompt the user to select one of his/her screens 4. The user shall select the screen to share 5. The user screen will begin to be shared with the other participants. 6. The panel will show the screen to each participant. 7. The use case ends when the user clicks the stop sharing screen button. |
| **Post-conditions** |  |
| **Alternative Actions** | * At step 4, the user may not select a screen. * At step 5, the user may cancel the screen sharing so it is never shared. * At step 5, if other participant shares his/her screen, the current screen being shared will no longer be shared. |
| **Exceptions** | * At step 2, the plugin is not installed. * At step 2, the plugin fails to open. |

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| **Use Case ID** | **CPv5-008 Use Video Conference Whiteboard** |
| **Update For** |  |
| **Description** | * As a mentor/mentor I want to draw on a virtual whiteboard so that I can visually explain anything better during video conferences. |
| **Actor** | Mentor/Mentee/Admin |
| **Pre-conditions** | * The user is logged into the system. * The videoconference has started |
| **Steps** | 1. The use case begins when the user drags the mouse over the whiteboard panel as input. 2. The system shall illustrate the drawing pattern. 3. The system shall broadcast the changes through the connection. 4. The system shall render the drawing pattern on the other participants’ whiteboard. 5. The use case ends when the user clicks the clear whiteboard button. |
| **Post-conditions** |  |
| **Alternative Actions** | * At step 4, any of the other participants my click the clear whiteboard button and draw on the screen. * At step 1, the user may click the disconnect button. |
| **Exceptions** |  |

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| **Use Case ID** | **CPv5-009 Invite More People** |
| **Update For** |  |
| **Description** | As a meeting participant I want to invite more people to the video conference while it is happening so that they are allowed to join the meeting. |
| **Actor** | Mentor/Mentee/Admin |
| **Pre-conditions** | * The user is logged into the system. * The videoconference has started |
| **Steps** | 1. The use case begins when the user clicks on the invite more people on the settings dropdown menu. 2. The system shall prompt a form for the invitations. 3. The user shall enter the invitee **email address**. 4. The use case ends when the user clicks the **submit** button |
| **Post-conditions** | 1. The system shall validate the input. 2. The number of invitations records has increased by one. 3. An invitation email is sent to the invitee. |
| **Alternative Actions** | * At step 2, the user may close the form. |
| **Exceptions** |  |

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| **Use Case ID** | **CPv5-010 Schedule Video Conference From Ticket** |
| **Update for** |  |
| **Description** | * As a mentor I want to able to schedule a videoconference from a ticket so that it can be easily scheduled. |
| **Actor** | Mentor |
| **Pre-conditions** | * The mentor is logged into the system. * The mentor has navigated clicked on a ticket on the homepage. |
| **Steps** | 1. The use case begins when the user clicks on the **schedule meeting** button. 2. The system shall present the user with a form for the videoconference creation, automatically filled with **subject** and **notes** fields. 3. The user shall enter the **date, time,** and any other **invitee emails.** 4. The use case ends when the user clicks the **schedule** button. |
| **Post-conditions** | * The system validates the entered input * The number of video conference records has increased by one * An invitation is sent to each invitee. * The user is redirected to the meeting details page. |
| **Alternative Actions** | * After step 2, the user may opt not to enter the information and leave the page. |
| **Exceptions** | NONE |

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| **Use Case ID** | **CPv5-011 Accept Video Conference Invitation** |
| **Update for** |  |
| **Description** | * As an invitee I want to accept videoconference invitations so that they are quickly confirmed. |
| **Actor** | Any system user that has been invited to a videoconference. |
| **Pre-conditions** | * The user is logged into the system. * The user has been invited to join a videoconference. * The user has navigated to video conferencing module |
| **Steps** | 1. The use case begins when the user clicks on the **meeting link**. 2. The system shall present the user a panel with detailed information about the meeting. 3. The user shall click the **accept invitation** button. 4. The system shall prompt the user for confirmation. 5. The use case ends when the user confirm **yes**. |
| **Post-conditions** | * The invitation status is marked as “Accepted” |
| **Alternative Actions** | * After step 4, the user may opt not to confirm; therefore, the status would not change. |
| **Exceptions** | NONE |

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| **Use Case ID** | **CPv5-012 Reject Video Conference Invitation** |
| **Update for** |  |
| **Description** | * As an invitee I want to reject videoconference invitations so that they can be rescheduled. |
| **Actor** | Any system user that has been invited to a videoconference. |
| **Pre-conditions** | * The user is logged into the system. * The user has been invited to join a videoconference. * The user has navigated to video conferencing module |
| **Steps** | 1. The use case begins when the user clicks on the **meeting link**. 2. The system shall present the user a panel with detailed information about the meeting. 3. The user shall click the **reject invitation** button. 4. The system shall prompt the user for confirmation. 5. The use case ends when the user confirm **yes**. |
| **Post-conditions** | * The invitation status is marked as “Rejected” |
| **Alternative Actions** | * After step 4, the user may opt not to confirm; therefore, the status would not change. |
| **Exceptions** | NONE |

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| **Use Case ID** | **CPv5-013 Cancel Video Conference Meeting** |
| **Update for** |  |
| **Description** | * As a meeting moderator, I want to able to cancel meetings so that my invitees know the meeting has been cancelled. |
| **Actor** | A meeting moderator, i.e., a person who scheduled a videoconference. |
| **Pre-conditions** | * The user is logged into the system. * The user has scheduled a videoconference. * The user has navigated to video conferencing module |
| **Steps** | 1. The use case begins when the user clicks on the **meeting link**. 2. The system shall present the user a panel with detailed information about the meeting. 3. The user shall click the **cancel meeting** button. 4. The system shall prompt the user for confirmation. 5. The use case ends when the user confirm **yes**. |
| **Post-conditions** | * The meeting status is marked as “Cancelled” * The page is reloaded * The system will send a notification to the invitees. |
| **Alternative Actions** | * After step 4, the user may opt not to confirm; therefore, the status would not change. |
| **Exceptions** | NONE |

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| **Use Case ID** | **CPv5-014 Pull amount of tickets created** |
| **Update for** | **\_\_\_\_\_** |
| **Description** | The administrator gets quantitative amount of tickets historically created. |
| **Actor** | Administrator |
| **Pre-conditions** | ●     The administrator is logged into the system and opened the utilization dashboard via menu Reports->Utilization Dashboard |
| **Steps** | 1. The use case begins when the administrator selects the required filed Report Type with Tickets Created and selects the required field “By” with the second dimension that he is looking for (Day, Year, Month, Project, Mentee, etc.). 2. The system refresh the report area, showing a chart where the Y axis represents the amount of tickets created and the X axis represent the second dimension (Field “By” selected in the step 1). 3. The use case ends when the administrator navigates to another page. |
| **Post-conditions** | ●      **\_\_\_\_** |
| **Alternative Actions** | * At step 2, the administrator can change the dimension to see a different view of the same report. * At step 2, the administrator can filter even more the data by using several filters: From, To, Domain (Aggregated), Mentee, etc. * At step 1 and 2, the administrator may selected another report; see all other utilization dashboard use cases. |
| **Exceptions** | * NONE |
| **Use Case ID** | **CPv5-015 Pull tickets created details** |
| **Update for** | \_\_\_\_\_ |
| **Description** | The administrator gets details on the tickets historically created. |
| **Actor** | Administrator |
| **Pre-conditions** | ●     The administrator is logged into the system and opened the utilization dashboard via menu Reports->Utilization Dashboard. |
| **Steps** | 1. The use case begins when the administrator selects the required filed Report Type with Tickets Created and selects the required field “By” with the second dimension that he is looking for (Day, Year, Month, Project, Mentee, etc.).The administrator selected the field “Report Format” with Details. 2. The system refresh the report area, showing a list with the tickets historically created. 3. The use case ends when the administrator navigates to another page. |
| **Post-conditions** | ●      \_\_\_\_ |
| **Alternative Actions** | * At step 2, the administrator can change the dimension to see a different view of the same report. * At step 2, the administrator can filter even more the data by using several filters: From, To, Domain (Aggregated), Mentee, etc. * At step 1 and 2, the administrator may selected another report; see all other utilization dashboard use cases. |
| **Exceptions** | * NONE |

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| **Use Case ID** | **CPv5-016 Pull amount of tickets closed** |
| **Update for** | **\_\_\_\_\_** |
| **Description** | The administrator gets quantitative amount of tickets historically closed. |
| **Actor** | Administrator |
| **Pre-conditions** | ●     The administrator is logged into the system and opened the utilization dashboard via menu Reports->Utilization Dashboard |
| **Steps** | 1. The use case begins when the administrator selects the required filed Report Type with Tickets Closed and selects the required field “By” with the second dimension that he is looking for (Day, Year, Month, Project, Mentee, etc.). 2. The system refresh the report area, showing a chart where the Y axis represents the amount of tickets Closed and the X axis represent the second dimension (Field “By” selected in the step 1). 3. The use case ends when the administrator navigates to another page. |
| **Post-conditions** | ●      **\_\_\_\_** |
| **Alternative Actions** | * At step 2, the administrator can change the dimension to see a different view of the same report. * At step 2, the administrator can filter even more the data by using several filters: From, To, Domain (Aggregated), Mentee, etc. * At step 1 and 2, the administrator may selected another report; see all other utilization dashboard use cases. |
| **Exceptions** | * NONE |
| **Use Case ID** | **CPv5-017 Pull tickets closed details** |
| **Update for** | \_\_\_\_\_ |
| **Description** | The administrator gets details on the tickets historically closed. |
| **Actor** | Administrator |
| **Pre-conditions** | ●   The administrator is logged into the system and opened the utilization dashboard via menu Reports->Utilization Dashboard. |
| **Steps** | 1. The use case begins when the administrator selects the required filed Report Type with Tickets Closed and selects the required field “By” with the second dimension that he is looking for (Day, Year, Month, Project, Mentee, etc.).The administrator selected the field “Report Format” with Details. 2. The system refresh the report area, showing a list with the tickets historically closed. 3. The use case ends when the administrator navigates to another page. |
| **Post-conditions** | ●      \_\_\_\_ |
| **Alternative Actions** | * At step 2, the administrator can change the dimension to see a different view of the same report. * At step 2, the administrator can filter even more the data by using several filters: From, To, Domain (Aggregated), Mentee, etc. * At step 1 and 2, the administrator may selected another report; see all other utilization dashboard use cases. |
| **Exceptions** | * NONE |

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| **Use Case ID** | **CPv5-018 Pull AVG ticket duration.** |
| **Update for** | **\_\_\_\_\_** |
| **Description** | The administrator gets quantitative amount on the average time (hours) that takes to answer a ticket. |
| **Actor** | Administrator |
| **Pre-conditions** | ●     The administrator is logged into the system and opened the utilization dashboard via menu Reports->Utilization Dashboard |
| **Steps** | 1. The use case begins when the administrator selects the required filed Report Type with AVG Ticket Duration and selects the required field “By” with the second dimension that he is looking for (Day, Year, Month, Project, Mentee, etc.). 2. The system refresh the report area, showing a chart where the Y axis represents the AVG hours for closing a ticket and the X axis represent the second dimension (Field “By” selected in the step 1). 3. The use case ends when the administrator navigates to another page. |
| **Post-conditions** | ●      **\_\_\_\_** |
| **Alternative Actions** | * At step 2, the administrator can change the dimension to see a different view of the same report. * At step 2, the administrator can filter even more the data by using several filters: From, To, Domain (Aggregated), Mentee, etc. * At step 1 and 2, the administrator may selected another report; see all other utilization dashboard use cases. |
| **Exceptions** | * NONE |
| **Use Case ID** | **CPv5-019 Pull ticket duration details.** |
| **Update for** | \_\_\_\_\_ |
| **Description** | The administrator gets details on the tickets historically closed and the duration (in hours) of that ticket. |
| **Actor** | Administrator |
| **Pre-conditions** | ●   The administrator is logged into the system and opened the utilization dashboard via menu Reports->Utilization Dashboard. |
| **Steps** | 1. The use case begins when the administrator selects the required filed Report Type with AVG Ticket Duration and selects the required field “By” with the second dimension that he is looking for (Day, Year, Month, Project, Mentee, etc.).The administrator selected the field “Report Format” with Details. 2. The system refresh the report area, showing a list with the tickets historically closed and the duration (in Hours). 3. The use case ends when the administrator navigates to another page. |
| **Post-conditions** | ●      \_\_\_\_ |
| **Alternative Actions** | * At step 2, the administrator can change the dimension to see a different view of the same report. * At step 2, the administrator can filter even more the data by using several filters: From, To, Domain (Aggregated), Mentee, etc. * At step 1 and 2, the administrator may selected another report; see all other utilization dashboard use cases. |
| **Exceptions** | * NONE |

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| **Use Case ID** | **CPv5-020 Pull AVG Time Mentor to answer.** |
| **Update for** | **\_\_\_\_\_** |
| **Description** | The administrator gets quantitative amount on the average time (hours) that takes for a mentor to answer a ticket. |
| **Actor** | Administrator |
| **Pre-conditions** | ●     The administrator is logged into the system and opened the utilization dashboard via menu Reports->Utilization Dashboard |
| **Steps** | 1. The use case begins when the administrator selects the required filed Report Type with AVG Time Mentor to answer and selects the required field “By” with the second dimension that he is looking for (Day, Year, Month, Project, Mentee, etc.). 2. The system refresh the report area, showing a chart where the Y axis represents the AVG hours for answering a ticket and the X axis represent the second dimension (Field “By” selected in the step 1). 3. The use case ends when the administrator navigates to another page. |
| **Post-conditions** | ●      **\_\_\_\_** |
| **Alternative Actions** | * At step 2, the administrator can change the dimension to see a different view of the same report. * At step 2, the administrator can filter even more the data by using several filters: From, To, Domain (Aggregated), Mentee, etc. * At step 1 and 2, the administrator may selected another report; see all other utilization dashboard use cases. |
| **Exceptions** | * NONE |
| **Use Case ID** | **CPv5-021 Pull Time Mentor to answer details.** |
| **Update for** | \_\_\_\_\_ |
| **Description** | The administrator gets details on the tickets that has been answered by mentor and how long it took (in hours) to answer that ticket. |
| **Actor** | Administrator |
| **Pre-conditions** | ●   The administrator is logged into the system and opened the utilization dashboard via menu Reports->Utilization Dashboard. |
| **Steps** | 1. The use case begins when the administrator selects the required filed Report Type with AVG Time Mentor to answer and selects the required field “By” with the second dimension that he is looking for (Day, Year, Month, Project, Mentee, etc.).The administrator selected the field “Report Format” with Details. 2. The system refresh the report area, showing a list with the tickets historically answered and the time to answer (in Hours). 3. The use case ends when the administrator navigates to another page. |
| **Post-conditions** | ●      \_\_\_\_ |
| **Alternative Actions** | * At step 2, the administrator can change the dimension to see a different view of the same report. * At step 2, the administrator can filter even more the data by using several filters: From, To, Domain (Aggregated), Mentee, etc. * At step 1 and 2, the administrator may selected another report; see all other utilization dashboard use cases. |
| **Exceptions** | * NONE |

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| **Use Case ID** | **CPv5-022 Pull amount of tickets currently open** |
| **Update for** | **\_\_\_\_\_** |
| **Description** | The administrator gets quantitative amount of tickets currently open. |
| **Actor** | Administrator |
| **Pre-conditions** | ●     The administrator is logged into the system and opened the utilization dashboard via menu Reports->Utilization Dashboard |
| **Steps** | 1. The use case begins when the administrator selects the required filed Report Type with Tickets currently open and selects the required field “By” with the second dimension that he is looking for (Day, Year, Month, Project, Mentee, etc.). 2. The system refresh the report area, showing a chart where the Y axis represents the amount of tickets currently open and the X axis represent the second dimension (Field “By” selected in the step 1). 3. The use case ends when the administrator navigates to another page. |
| **Post-conditions** | ●      **\_\_\_\_** |
| **Alternative Actions** | * At step 2, the administrator can change the dimension to see a different view of the same report. * At step 2, the administrator can filter even more the data by using several filters: From, To, Domain (Aggregated), Mentee, etc. * At step 1 and 2, the administrator may selected another report; see all other utilization dashboard use cases. |
| **Exceptions** | * NONE |
| **Use Case ID** | **CPv5-023 Pull tickets currently open details** |
| **Update for** | \_\_\_\_\_ |
| **Description** | The administrator gets details on the tickets currently open. |
| **Actor** | Administrator |
| **Pre-conditions** | ●     The administrator is logged into the system and opened the utilization dashboard via menu Reports->Utilization Dashboard. |
| **Steps** | 1. The use case begins when the administrator selects the required filed Report Type with Tickets currently open and selects the required field “By” with the second dimension that he is looking for (Day, Year, Month, Project, Mentee, etc.).The administrator selected the field “Report Format” with Details. 2. The system refresh the report area, showing a list with the tickets currently open. 3. The use case ends when the administrator navigates to another page. |
| **Post-conditions** | ●      \_\_\_\_ |
| **Alternative Actions** | * At step 2, the administrator can change the dimension to see a different view of the same report. * At step 2, the administrator can filter even more the data by using several filters: From, To, Domain (Aggregated), Mentee, etc. * At step 1 and 2, the administrator may selected another report; see all other utilization dashboard use cases. |
| **Exceptions** | * NONE |

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| **Use Case ID** | **CPv5-024 Pull amount of tickets unanswered.** |
| **Update for** | **\_\_\_\_\_** |
| **Description** | The administrator gets quantitative amount of tickets currently unanswered. |
| **Actor** | Administrator |
| **Pre-conditions** | ●     The administrator is logged into the system and opened the utilization dashboard via menu Reports->Utilization Dashboard |
| **Steps** | 1. The use case begins when the administrator selects the required filed Report Type with Tickets currently unanswered and selects the required field “By” with the second dimension that he is looking for (Day, Year, Month, Project, Mentee, etc.). 2. The system refresh the report area, showing a chart where the Y axis represents the amount of tickets currently unanswered and the X axis represent the second dimension (Field “By” selected in the step 1). 3. The use case ends when the administrator navigates to another page. |
| **Post-conditions** | ●      **\_\_\_\_** |
| **Alternative Actions** | * At step 2, the administrator can change the dimension to see a different view of the same report. * At step 2, the administrator can filter even more the data by using several filters: From, To, Domain (Aggregated), Mentee, etc. * At step 1 and 2, the administrator may selected another report; see all other utilization dashboard use cases. |
| **Exceptions** | * NONE |
| **Use Case ID** | **CPv5-025 Pull tickets currently unanswered details** |
| **Update for** | \_\_\_\_\_ |
| **Description** | The administrator gets details on the tickets currently unanswered. |
| **Actor** | Administrator |
| **Pre-conditions** | ●     The administrator is logged into the system and opened the utilization dashboard via menu Reports->Utilization Dashboard. |
| **Steps** | 1. The use case begins when the administrator selects the required filed Report Type with Tickets currently unanswered and selects the required field “By” with the second dimension that he is looking for (Day, Year, Month, Project, Mentee, etc.).The administrator selected the field “Report Format” with Details. 2. The system refresh the report area, showing a list with the tickets currently unanswered. 3. The use case ends when the administrator navigates to another page. |
| **Post-conditions** | ●      \_\_\_\_ |
| **Alternative Actions** | * At step 2, the administrator can change the dimension to see a different view of the same report. * At step 2, the administrator can filter even more the data by using several filters: From, To, Domain (Aggregated), Mentee, etc. * At step 1 and 2, the administrator may selected another report; see all other utilization dashboard use cases. |
| **Exceptions** | * NONE |

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| **Use Case ID** | **CPv5-026 Pull Frequent Mentee Sub-Domains** |
| **Update for** | **\_\_\_\_\_** |
| **Description** | The administrator pulls a list of the most frequently used sub-domains by mentees. |
| **Actor** | Administrator |
| **Pre-conditions** | ●     The administrator is logged into the system. |
| **Steps** | 1. The use case begins when the administrator clicks on the menu Repots, Submenu: Frequent Mentee Sub-Domain. 2. The system is redirected to a page with the listing of the top 10 frequent subdomains. That includes the combination of the most frequent sub-domains. 3. The use case ends when the administrator navigates to another page. |
| **Post-conditions** | ●      **\_\_\_\_** |
| **Alternative Actions** | * At step 2, the administrator can change the max number of rules (number of records to retrieve). Then click refresh and the system will adjust the listing with the max amount of records desired. * At step 2, the administrator can change the Upper and Lower bound min support (Option for data mining experts). After doing this and clicking refresh, the report will be refreshed according to the threshold stablished. |
| **Exceptions** | * NONE |