

# **Use Cases**

## **For**

### **Customer Resource Management**

#### **Submitted by-**

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	Use Case No
Ashish Chavan	12,13,14,15
Kaustubh Shah	16,17,18,19
Trupti Bhandari	1,2,3,4,5,11
Ronit Jorvekar	
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## ● Actor : Administrator

Properties	Description
UseCaseNo:	<b>1</b>
UseCase:	Administrator manages courses.
Pre-Condition:	Administrator should be logged in with proper credentials.
Normal Flow:	<p>1.From the dashboard he selects the courses page.</p> <p>2. There will be options to add,delete or update courses.</p> <p>2.1 Administrator chooses add option</p> <p>2.1.1 Administrator fills the course details</p> <p>2.1.2 Administrator selects add course/submit.</p> <p>2.1.3.Success message-"Course added successfully!" will be shown.</p> <p>2.2 Administrator chooses update courses</p> <p>2.2.1 Administrator select the course from the list of courses.</p> <p>2.2.2 Administrator updates the new details.</p> <p>2.2.3 Administrator selects save changes/update</p> <p>2.2.4.Success message-"Course updated</p>

	<p>successfully!" will be shown..</p> <p>2.3 Administrator chooses delete courses option</p> <p>2.3.1 Administrator selects the course from the list of all the courses.</p> <p>2.3.2 Admin deletes specific courses he has selected.</p> <p>2.3.3 Confirmation message will pop up.</p> <p>2.3.4.Success message-"Course deleted successfully!" will be shown after confirmation.</p>
Alternative Flow:	
Exceptional Flow:	<p>1.While admin is trying to add course-Failure Message - "Failed to add course" will be shown if any error occurred.</p> <p>2.While admin is trying to update course-Failure Message - "Failed to update course" will be shown if any error occurred.</p> <p>1.While admin is trying to delete course</p> <p>1.1 If the course has active batches then the course can't be deleted.</p> <p>1.1.1 display message - "Selected is active batch. Cannot delete."</p> <p>1.2 If the course has no active batches but had in the past then the course can be made inactive.</p> <p>1.2.1 Ask if the admin wishes to make the course inactive.</p> <p>1.2.2. If the admin selects yes.Change the status of the course inactive.</p> <p>1.2.3 Display message-"Course status changed to inactive"</p>
Input:	<p>Course Details :</p> <p>1.Course Name</p> <p>2.Course Duration</p> <p>3.Course Trainer</p> <p>4.Course Description</p> <p>5.Degree_Criteria</p> <p>6.Age_Criteria</p>
Validation	<p>1.Course name should be at least 3 characters with no special character</p>

	2.Start date should not be dated before creation. 3. All the fields should be mandatory to fill.
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Properties	Description
UseCaseNo:	<b>2</b>
UseCase:	The administrator can add new resources.
Pre-Condition:	Administrator should be logged in with proper credentials.
Normal Flow:	1.Admin is redirected to the dashboard page 2.He selects the resources button from the menu. 3.There will be different buttons to list,create,update and delete resource. 4. He will click on the create button. 5.Fill the details of the resource 6.Submits the details by clicking on the submit button. 7."Resource added successfully" message is shown. 8.View resources will be updated.
Alternative Flow:	
Exceptional Flow:	"Failed to add resource" message will be shown" if error occurs.
Input:	1.Resources details: 1.Resource name 2.Type 3.Status 4.Description
Validation	1.Name should be at least 2 char long 2. All the fields should be filled.

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Properties	Description
UseCaseNo:  UseCase:  Pre-Condition:	<b>3</b>  The administrator Allocates resources.  1.Administrator should be logged in with proper credentials. 2.Resources and enquiries should be added by the administrator.
Normal Flow:	1.Administrator goes to the resources enquiries page. 2.If the status of the resource says “Available” , the resource will be allocated to the enquirer by clicking on the allocate button. 4.The details of the enquirer will be fetched from the enquiry information. 5.Enquirer will be notified via email that “His resource enquiry is accepted”. 6.Status of resource will be marked as “Not available” .
Alternative Flow:	“Failed to allocate resource” message will be shown” if error occurs.

Exceptional Flow:	
Input:	Details of the enquirer will be fetched automatically so no need to input anything.
Validation	

Properties	Description
UseCaseNo:	<b>4</b>
UseCase:	Delete/update existing resources.
Pre-Condition:	1.Administrator should be logged in with proper credentials. 2.Resources should be added by the administrator.
Normal Flow:	1. Specific resource will be selected from list view of different resources or research can be searched by name. 2.Select the specific resource by clicking on its name. 3. Delete and update option 3.1.Select delete option. 3.1.1 The system will ask for confirmation that “Are you sure you want to delete this?” 3.1.2 Admin will click on the “confirm” button. 3.1.3.Success message-”Resources deleted!”will be displayed 3.2 Select update option 3.2.1 Admin can update the details of the resource 3.2.2 Click on update. 3.2.3Success message-”Resources

	updated!"will be displayed
Alternative Flow:	
Exceptional Flow:	1."Failed to delete resource" message will be shown" if error occurs during deletion 2."Failed to update resource" message will be shown" if error occurs during update
Input:	Resource details : Name, Status
Validation	1.Resource details i.e. name,location should be validated.

Properties	Description
UseCaseNo:	<b>5</b>
UseCase:	Admin can manage employees.
Pre-Condition:	1.Administrator should be logged in with proper credentials.
Normal Flow:	1.Admin Goes to employees page 2.He can choose from options like add, delete,update.

	<p>3.1.Admin selects add option.</p> <p>3.1.1 He fills employee details</p> <p>3.1. clicks on submit.</p> <p>3.1.3 Success message-"Employee added!" after submission.</p> <p>3.2. Admin selects delete option</p> <p>3.2.1 He selects the employee.</p> <p>3.2.2 clicks on delete employee</p> <p>3.2.3 Success message-"Employee deleted!" is displayed.</p> <p>3.3 Admin selects update option</p> <p>3.3.1 He selects the employee.</p> <p>3.3.2 Enter the details of the employee</p> <p>3.3.3 Clicks on update employee</p> <p>3.3.4 Success message-"Employee Updated!" is displayed</p>
Alternative Flow:	
Exceptional Flow:	<p>If operation fails</p> <p>Then the failure message-"Operation failed!" is displayed</p>
Input:	<p>1.Employee details:</p> <p>1.Employee name</p> <p>2.RoleID</p> <p>3.Email</p> <p>4.Phone number</p> <p>5. Access control for the employee</p>
Validation	<p>1.phone number should be 10 digits</p> <p>2. Email id should be in email format</p> <p>3.Employee name should contains only alphabets</p>



Properties	Description
UseCaseNo: UseCase: Pre-Condition:	<b>6</b> Add enquiries for public courses. Administrator should login successfully.
Normal Flow:	1.Administrator selects add enquiry for courses from the dashboard 2. Fills details of enquiries of courses in the form 3.Clicks on submit. 4.Success message-"Enquiry added!" generated.
Alternative Flow:	
Exceptional Flow:	Failure message-"Enquiry not added" generated.
Input:	Name,Email,Phone No,Percentages,Qualification,Age
Validation	Form validation Name: only alphabets, Email : valid email address Phone No : 10 digit

Properties	Description
UseCaseNo: UseCase: Pre-Condition:	<b>7</b> Add enquiries for public resources. Administrator should login successfully.
Normal Flow:	1.Administrator selects add enquiry for resources from the dashboard 2. Fills details of enquiries of resources in the form 3.Clicks on submit. 4.Success message-"Enquiry added!" generated.
Alternative Flow:	
Exceptional Flow:	Failure message-"Enquiry not added" generated
Input:	Name,Email,Phone No,Percentages,Qualification,Age
Validation	Form validation Name: only alphabets, Email : valid email address Phone No : 10 digit

Properties	Description
UseCaseNo: UseCase: Pre-Condition:	<b>8</b> Update status of enquiries. 1.Enquiries must be generated by customers or administrator. 2.Administrator should login successfully.
Normal Flow:	1. Admin selects Enquiries dashboard and go to courses enquiries.. 2. List of enquiries are displayed 3. Admin searches and selects for an enquiry.

	4. Admin changes the status of the enquiry 5. Clicks on submit.
Alternative Flow:	
Exceptional Flow:	
Input:	
Validation	Status must be selected from “called”, “entry test given”, “selected”, “admitted”, “rejected”.

Properties	Description
UseCaseNo: UseCase: Pre-Condition:	<b>9</b> Update status of resources. 1.Resources must be generated by customers or administrator. 2.Administrator should login successfully.
Normal Flow:	6. Admin selects Enquiries dashboard and go to resource enquiries. 7. List of enquiries are displayed 8. Admin searches and selects for an enquiry. 9. Admin changes the status of the enquiry 10. Clicks on submit.
Alternative Flow:	
Exceptional Flow:	
Input:	
Validation	Status must be selected from “interested”, “called”, “allocated”.

Properties	Description
UseCaseNo: UseCase: Pre-Condition:	<b>10</b> Convert enquiries into trainees. 1.Status of enquiries must be marked as

	<p>“admitted”.</p> <p>2.Administrator should login successfully.</p>
Normal Flow:	<p>If the status of enquiries is set to “admitted” then that enquiry gets added to trainee.</p> <ol style="list-style-type: none"> <li>1. Select Enquirer.</li> <li>2. Select “Admit trainee” from dropdown..</li> <li>3. Enquirer gets converted to trainee.</li> </ol>
Alternative Flow:	
Exceptional Flow:	
Input:	Enquiry id, Customer Id,, Batch Id
Validation	Status must be set as “Admitted”.

Properties	Description
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UseCaseNo:	<b>11</b>
UseCase:	Management of batches by administrator.
Pre-Condition:	1.The courses and trainees should be added by the administrator. 2.Administrator should be logged in with proper credentials.
Normal Flow:	1.The administrator selects to create a batch from the batches page. 2. allocate new trainees and trainers to that batch from available trainees option and available trainers option. 3.The status of batches running should be set "currently active". 4. batches whose time period is over can be updated with status "Not active". 5.The batches can also be deleted by the administrator from the delete menu.
Alternative Flow:	1. After the manual request for corporate training is received, the administrator creates a new batch. 2. The administrator adds the company hires as trainees to the batch.
Exceptional Flow:	
Input:	1. Trainee details - Name,Email,Phone No,Percentages,Qualification,Age  2. trainer details - Name.
Validation	Name: only alphabets, Email : valid email address Phone No : 10 digit

## ● Actor: Manager

Properties	Description
UseCaseNo:	<b>12</b>
Use Case	View Daywise Summary of enquiry
Pre-Condition:	1. Manager must be logged in.
Normal Flow:	<ol style="list-style-type: none"> <li>1. He lands on Dashboard</li> <li>2. He selects “View Day Wise summary of enquiry”</li> <li>3. He is able to view summary of               <ol style="list-style-type: none"> <li>a. Enquiry information daywise                   <ul style="list-style-type: none"> <li>● Number of Enquiries received in a day</li> <li>● Number of Accepted trainees in a day</li> </ul> </li> </ol> </li> </ol> <p>Manager can view</p> <ul style="list-style-type: none"> <li>● Details of enquirer               <ul style="list-style-type: none"> <li>○ Enquirer Name</li> <li>○ Enquiree Status</li> <li>○ If Clicked Drop Down                   <ul style="list-style-type: none"> <li>■ More Information such as</li> <li>■ Age</li> <li>■ Enquiree</li> <li>■ Date of Birth</li> </ul> </li> </ul> </li> <li>● Enquirer status               <ul style="list-style-type: none"> <li>○ Number of Enquiry according to Accepted/Rejected/Pending</li> </ul> </li> </ul>

Alternative Flow:	
Exceptional Flow:	
Input:	
Validation	

Properties	Description
UseCaseNo:	<b>13</b>
Use Case	View Daywise Summary of Batches
Pre-Condition:	1. Manager must be logged in.
Normal Flow:	<ol style="list-style-type: none"> <li>1. He lands on Dashboard.</li> <li>2. He selects “View Day Wise summary of Batches” from the sidebar.</li> <li>3. He is able to view summary of <ul style="list-style-type: none"> <li>b. Batches</li> </ul> Manager can view <ul style="list-style-type: none"> <li>• List of Batches</li> <li>• Trainees in Batches</li> <li>• Date and Batch information</li> </ul> </li> </ol>

Alternative Flow:	
Exceptional Flow:	
Input:	
Validation	

Properties	Description
UseCaseNo:	<b>14</b>
Use Case	View Detailed Log
Pre-Condition:	1. Manager must be logged in.
Normal Flow:	<ol style="list-style-type: none"> <li>1. Manager selects detailed log option.</li> <li>2. He selects “View Detailed log” from sidebar.</li> <li>3. Manager can view <ol style="list-style-type: none"> <li>a. How many new trainees.</li> <li>b. Total count of trainees.</li> <li>c. Number of trainees enrolled in each course.</li> <li>d. On going courses.</li> </ol> </li> </ol>



	e. Courses which are not full
Alternative Flow:	
Exceptional Flow:	
Input:	
Validation	

Properties	Description
UseCaseNo:	<b>15</b>
Use Case	View Drill down view of trainees
Pre-Condition:	1. Manager must be logged in.
Normal Flow:	<ol style="list-style-type: none"> <li>1. Manager selects drill down view</li> <li>2. Actor is able to view all information of trainees in batch <ul style="list-style-type: none"> <li>• Name of trainee</li> <li>• Trainee ID</li> <li>• Batch in which trainee is enrolled</li> <li>• Qualification</li> </ul> </li> </ol>

	<ul style="list-style-type: none"> <li>• Date of birth</li> </ul>
Alternative Flow:	The Manager can also view trainees by visiting courses.
Exceptional Flow:	
Input:	
Validation	

Properties	Description
UseCaseNo: UseCase: Pre-Condition:	<b>16</b> View Number of visits on every page in the tabular or chart form.
Normal Flow:	<ol style="list-style-type: none"> <li>1. Manager access the administration application dashboard</li> <li>2. Manager selects website traction</li> <li>3. Bar Graph(number of views on y axis and page number on x axis ) for the present</li> </ol>

	<p>date will be displayed.</p> <ol style="list-style-type: none"> <li>To see the data in the tabular format, the manager can click “table” button.</li> <li>The Manager can choose to see the graph for a day, month or year by selecting it from the “duration” drop down menu.</li> <li>Table or chart according to selection is displayed.</li> </ol>
Alternative Flow:	
Exceptional Flow:	<ol style="list-style-type: none"> <li>If there is no data then the graphs and tables will remain blank.</li> </ol>
Input:	
Validation	

Properties	Description
UseCaseNo:	<b>17</b>
UseCase:	View sales pipeline
Pre-Condition:	
Normal Flow:	<ol style="list-style-type: none"> <li>The manager can view the sales pipeline by accessing it from the administration application dashboard.</li> <li>Line graph will be displayed(number of people on Y axis and months on X axis). 4</li> </ol>

	lines will represent 4 parts of sales pipeline i.e. Leads, enquired,qualified, admitted.
Alternative Flow:	
Exceptional Flow:	If there is no data then the blank graph will be displayed
Input:	
Validation	

Properties	Description
UseCaseNo:	<b>18</b>
UseCase:	View active batch
Pre-Condition:	Manager must be logged in with proper credentials
Normal Flow:	<p>1.The manager can access batch analytics from administration application dashboard</p> <p>2. List of active batches with batch id, batch name,status, strength and capacity of the batch is</p>

	<p>displayed in a tabular format.</p> <p>3. Manager can search a batch using batch id in the search bar and select a batch from the search result.</p> <p>4. Batch details will be displayed.</p>
Alternative Flow:	
Exceptional Flow:	
Input:	1. Batch ID
Validation	

Properties	Description
UseCaseNo:	<b>19</b>
UseCase:	View active trainee in a batch
Pre-Condition:	Manager is logged in using proper credentials
Normal Flow:	<ol style="list-style-type: none"> <li>1. Manager selects trainee details</li> <li>2. List of all the active trainees is displayed</li> </ol>

	<ol style="list-style-type: none"> <li>3. Manager can search for trainee by typing trainee id in the search bar and select an active trainee from the list.</li> <li>4. Profile of the active trainee is displayed</li> </ol>
Alternative Flow:	
Exceptional Flow:	
Input:	1. Trainee id
Validation	

## ● Actor: Customer

Properties	Description
UseCaseNo: UseCase: Pre-Condition:	<b>20</b> Send enquiries for public courses. Courses must be added by the administrator.
Normal Flow:	<ol style="list-style-type: none"> <li>1. Customer goes to enquiry for courses page on the website</li> <li>2. Enters the details of the customer details in the form</li> <li>3. Clicks on Send Enquiry.</li> <li>4. Success Message - "Enquiry sent" is displayed.</li> </ol>

Alternative Flow:	
Exceptional Flow:	Failure message - "Enquiry failed!" is displayed
Input:	Name, Email,Phone No,Percentages,Qualification,Age,Course ID
Validation	Form validation  Name: only alphabets, Email : valid email address Phone No : 10 digit

Properties	Description
UseCaseNo: UseCase: Pre-Condition:	<b>21</b> Send enquiries for public resources. Resources must be added by the administrator.
Normal Flow:	<ol style="list-style-type: none"> <li>1. Customer goes to enquiry for Resources page on the website</li> <li>2. Enters the details in the form</li> <li>3. Clicks on Send Enquiry.</li> <li>4. Success Message - "Enquiry sent" is displayed.</li> </ol>
Alternative Flow:	

Exceptional Flow:	Failure message-"Enquiry Failed" generated
Input:	Name,Email,Phone No,Percentages,Qualification,Age,Resource ID
Validation	Form validation  Name: only alphabets, Email : valid email address Phone No : 10 digit

Properties	Description
UseCaseNo: UseCase: Pre-Condition:	<b>22</b> View courses Courses must be added by the administrator.
Normal Flow:	<ol style="list-style-type: none"> <li>1. The customer accesses the website url.</li> <li>2. The customer accesses the course page by clicking on the website link.</li> <li>3. The customer can browse and search the courses using filters i.e the dropdowns provided.</li> <li>4. The customer can also click cards present on the top which display the courses on clicking on them.</li> </ol>
Alternative Flow:	
Exceptional Flow:	
Input:	Course name
Validation	

Properties	Description
UseCaseNo: UseCase: Pre-Condition:	<b>23</b> View resources Courses must be added by the administrator.
Normal Flow:	<ol style="list-style-type: none"> <li>1. The customer accesses the website url.</li> </ol>



	<ol style="list-style-type: none"> <li>The customer accesses the resources page by clicking on a link on the website.</li> <li>The customer can browse and search the resources using the category dropdown provided.</li> <li>The customer can also click cards present on the top which display the resources on clicking on them.</li> </ol>
Alternative Flow:	
Exceptional Flow:	
Input:	
Validation	

Properties	Description
UseCaseNo: UseCase: Pre-Condition:	<b>24</b> Access the Website (Welcome Page) & informative web pages (about us, contact us) The company details must be added by the administrator.
Normal Flow:	<ol style="list-style-type: none"> <li>The customer accesses the website by entering a url in the browser.</li> <li>The user can navigate to the About us Page to get more details about</li> </ol>

	<p>GeoInfoTech by clicking on the about us button on the menu tab.</p> <p>3. The user can navigate to the Contact us page to get more details about GeoInfoTech by clicking on the Contact us button on the menu tab.</p>
Alternative Flow:	<p>1. The customer googles about geolnfotech and clicks the search result to land on the welcome page.</p>
Exceptional Flow:	
Input:	
Validation	