2. Incident Creation Section

2.0. Logging in and out.

2.0.1. The call centre operator must be able to log in to the system with his operator account user name and password.

2.0.2. The operator must be able to log out of the system.

2.1. New record creation.

2.1.1. The operator must be asked to create a new record.

2.1.2. The operator must then click on “Create a new record” to create a new record or “Exit” to log out of the system.

2.2. Input information from the caller to the form.

2.2.1. The operator must be able to key in the name of the caller.

2.2.2. The name of the caller must be text with more than 5 characters and less than 50 characters.

2.2.3. The operator must be able to key in the mobile number of the caller.

2.2.4. The mobile number of the caller must be 8 digits.

2.2.5. The operator must be able to key in the postal code of the caller.

2.2.6. The postal code must be 6 digits.

2.2.7. The operator must be able to key in the building unit number of the caller.

2.2.8. The building unit number must be in the format of texts with less than 20 characters.

2.2.9. The operator must be able to tick a type of assistance requested among four choices

2.2.10. The four choices given must be emergency ambulance, rescue and evacuation, fire-fighting and gas leak control.

2.3. Submission of the form

2.3.1. The operator must be required to submit the form.

2.3.2. The operator must be asked to confirm to submit the form.

2.3.3. If the operator clicks on “Confirm”, the form must be stored in the database.

2.3.4. If the operator clicks on “Yes”, the operator must be able to continue editing the form.