GetIncidentType: This interface is to get the type of incident from IncidentTypeChooseBar (which is based on the user’s input on the tool bar and the dropdown list).

GetIncidentFormat: This interface is to get the formatted data from IncidentDisplayFormatter.

IncidentsInfoPort: This interface is to query incident raw data from the database. (Assume that the database is contained in the second subsystem (call centre operator)).