1. Incident Creation Function
   1. Requirement Clarification
2. The user shall be directed to the incident creation page by clicking on “Create Incidents”.
3. The user shall be able to input the caller name, mobile number, incident location such that the caller name contains only letter and spaces, the mobile number contains 8 numbers, the incident location does not contain special characters except for “ ”, “,”, “.” and “#”.
4. The user shall be able to choose a value for the incident type from the incident type dropdown list and choose a value for the incident category from the incident category dropdown list.
5. The user shall be able to submit the incident record by clicking on “Submit” and the user shall be asked to confirm submission.
6. The user shall be directed to the call centre page by clicking on “Back”.
7. The stubs used to test the functions of the subsystem is the built-in model template of Django, which is a website framework. The model serves as a data container consisting of five fields caller name, mobile number, incident location, incident type and incident category.
   1. Generic Cases

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| --- | --- | --- | --- |
| Case ID | Scenario | Expected Result | Actual Result |
| 1 | The caller name, mobile number, or incident location from the user input is invalid. The user chooses values for incident type and incident category. Then the user clicks on “Submit”. | A message, “Please make sure the record is valid.” is displayed. | A message, “Please make sure the record is valid.” is displayed. |
| 2 | The user inputs valid caller name, mobile number, incident location and chooses values for incident type and incident category. Then the user clicks on “Submit”. | The user is asked to confirm submission. | The user is asked to confirm submission. . |
| 3 | The user confirms submission. | A new record is added to the database. The user can add another incident record. | A new record is added to the database. The user can add another incident record. |
| 4 | The user cancels submission. | The user can continue editing the incident record. | The user can continue editing the incident record. |
| 5 | The user clicks on “Back” | The user is directed to the call centre page. | The user is directed to the call centre page. |

* 1. Specific Cases

The input is in the sequence of: the caller name, mobile number, incident location, incident type, incident category.

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| Input | Expected Result | Actual Result |
| Alicia9340,  98724679,  Nanyang Drive 674932  Fire,  Fire Fighting | A message, “Please make sure the record is valid.” is displayed. | A message, “Please make sure the record is valid.” is displayed. |
| Alicia Ng,  9872467%,  Nanyang Drive 674932  Fire,  Fire Fighting | A message, “Please make sure the record is valid.” is displayed. | A message, “Please make sure the record is valid.” is displayed. |
| Alicia Ng,  98724679,  Nanyang Drive 674932?  Fire,  Fire Fighting | A message, “Please make sure the record is valid.” is displayed. | A message, “Please make sure the record is valid.” is displayed. |
| Alicia Ng,  98724679,  Nanyang Drive 674932  Fire,  Fire Fighting | The user is asked to confirm submission. | The user is asked to confirm submission. |