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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Log in | | |
| Created By: | Fu Mengyan | Last Updated By: |  |
| Date Created: | 3/9/2018 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Call center operator |
| Description: | The goal of use case Log in is to describe how a call center operator logs in the system |
| Preconditions: | The call center operator has an account with the system. |
| Postconditions: | The call center operator logs in the system. |
| Priority: | Top priority |
| Frequency of Use: | 50 times per day |
| Flow of Events: | 1.The system displays the login screen.  2.The call center operator enters username.  3.The call center operator enters password.  4.The call center operator clicks the login button.  5.The system validates the entered username and password.  A1.invalid username or password.  6.The call center operator logs into the system. |
| Alternative Flows: | A1.invalid username or password.  1.The system displays an error message which informs the call center operator that the username or password he enters is invalid.  2.The system redirected to the login screen. |
| Exceptions: | nil |
| Includes: | nil |
| Special Requirements: | nil |
| Assumptions: | nil |
| Notes and Issues: | nil |

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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Create new records | | |
| Created By: | Fu Mengyan | Last Updated By: |  |
| Date Created: | 3/9/2018 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Call center operator |
| Description: | The goal of use case Create new records is to describe how a call center operator create new incident records according to the caller. |
| Preconditions: | A caller calls the call center operator to report an incident. |
| Postconditions: | nil |
| Priority: | Medium priority |
| Frequency of Use: | 10 times per day |
| Flow of Events: | 1.The call center operator activates the function to construct a new record (i.e. click “create new record” button).  2.System displays the record form to the call center operator.  3.The call center operator fills in the record form according to the information provided by the caller (as in use case Input information).  A1.The call operator stops the record creation process.  4.When the call center operator scrolls to the button of the record form, a ‘submit’ button is displayed. |
| Alternative Flows: | A1.The call operator stops the record creation process.  1.The call center operator clicks ‘exit’ button.  2.The call center operator is logged out of the system. |
| Exceptions: | nil |
| Includes: | Input information |
| Special Requirements: | nil |
| Assumptions: | nil |
| Notes and Issues: | nil |
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| Use Case ID: |  | | |
| Use Case Name: | Input information | | |
| Created By: | Fu Mengyan | Last Updated By: |  |
| Date Created: | 3/9/2018 | Date Last Updated: |  |

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| Actor: | Call center operator |
| Description: | The goal of use case Input information is to describe how a call center operator input information provided from the caller to a record. |
| Preconditions: | The system must have displayed a new record form to the call center operator. |
| Postconditions: | nil |
| Priority: | Medium priority |
| Frequency of Use: | 10 times per day |
| Flow of Events: | 1.The use case starts when the calling use case Create a new record is executed.  2.The call center operator keys in the name of the caller.  3.The call center operator keys in the phone number of the caller.  4.The call center operator keys in the postal code of the caller.  5.The call center operator keys in the building unit of the caller.  6.The call center operator chooses one out of four types of assistance (i.e. emergency ambulance, rescue and evacuation, fire-fighting and gas leak control). |
| Alternative Flows: | A1. The Internet connection breaks up.  1.The use case ends.  2.The call center operator must create a new record to input information. |
| Exceptions: | nil |
| Includes: | nil |
| Special Requirements: | nil |
| Assumptions: | nil |
| Notes and Issues: | nil |

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| Use Case ID: |  | | |
| Use Case Name: | Submit records | | |
| Created By: | Fu Mengyan | Last Updated By: |  |
| Date Created: | 3/9/2018 | Date Last Updated: |  |

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| Actor: | Call center operator |
| Description: | The goal of use case Submit records is to describe how a call center operator submit records to the database system. |
| Preconditions: | The call center operator must have created a record. |
| Postconditions: | The record created is stored in the database system. |
| Priority: | Medium priority |
| Frequency of Use: | 10 times per day |
| Flow of Events: | 1.The call center operator clicks ‘submit’ button.  2.The system displays the submit confirmation screen.  3.The call center operator clicks ‘yes’.  A1.The call center operator clicks ‘no’.  4.The record is stored in the database system. |
| Alternative Flows: | A1.The call center operator clicks ‘no’.  1.The call center operator can continue to input information to the record form. |
| Exceptions: | nil |
| Includes: | nil |
| Special Requirements: | nil |
| Assumptions: | nil |
| Notes and Issues: | nil |

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| Use Case ID: |  | | |
| Use Case Name: | Log out | | |
| Created By: | Fu Mengyan | Last Updated By: |  |
| Date Created: | 3/9/2018 | Date Last Updated: |  |

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| Actor: | Call center operator |
| Description: | The goal of use case Log out is to describe how a call center operator logs out the system |
| Preconditions: | The call center operator has an account with the system. |
| Postconditions: | The call center operator logs out the system. |
| Priority: | Top priority |
| Frequency of Use: | 50 times per day |
| Flow of Events: | 1.The system displays the log out screen.  2.The call center operator clicks Log out button.  3.The call center operator logs out the system. |
| Alternative Flows: | nil |
| Exceptions: | nil |
| Includes: | nil |
| Special Requirements: | nil |
| Assumptions: | nil |
| Notes and Issues: | nil |

