Topic   : Online Customer Support System

Group no   :MLB_PRO_04

Campus   : Malabe

Submission Date :

We declare that this is our own work and this Assignment does not incorporate without acknowledgment any material previously submitted by anyone else in SLIIT or any other university/Institute. And we declare that each one of us equally contributed to the completion of this Assignment.

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1)User Requirements

1. Visitor must register to the system to book an event. The visitor will be directed to the sign-up page to fill the registration form by entering required details.

2.User can log in to the system providing him/her credentials.

3.Registered user can post the issue and raise a ticket.

4.User can pay bills and reload through the system.

5.Add a review and post feedbacks.

6.Visitors and users can access the frequently asked questions section.

7.User can complain about the staff member. User should provide a necessary reason.

8.Registered user could be able to select a department(Mobile, Broadband or TV connection)

9.Staff members can suggest FAQs.

10.Staff members reply users issues. User will be answered with in 48 hours.

11.Admin has the authority to add/remove FAQs.

12.Admin can add or remove staff members.

13.Users can complain about staff members . They should provide a necessary reason.

2)Identified classes using Noun Analysis,

Identified classes,

- Visitor(Unregistered User)
- User
- Ticket
- Staff member
- Payment
- Department
- FAQ
- Admin
- Complain

3)

➢ CRC cards for the online customer support system.

Visitor	
Responsibility	**Collaborators**
Get details	
Sign up	

User	
Responsibility	**Collaborators**
Store details	
Edit user details	
Sign in	Ticket

Ticket	
Responsibility	**Collaborators**
Update ticket details	
Display ticket	Department

Staff member	
Responsibility	**Collaborators**
Update the details of staff member	Department

Payment	
Responsibility	**Collaborators**
Update payment details	
Validate	

Department	
Responsibility	**Collaborators**
Store department details	
Add department	Staff member
Confirm department	Ticket
FAQ	
Responsibility	**Collaborators**
Update details	Admin

Admin	
Responsibility	**Collaborators**
Update details to the system	
Confirm details	Ticket
Make a report	User

Complain	
Responsibility	**Collaborators**
Review the feedback	Admin

Exercise 1

Visitor
- -visitorName:char
- -password:int
- -emailAddress:char
- +getDetails()
- +signup()

User
- -userName:char
- -password:string
- -emailAddress:char
- +editUser()
- +signin()

Ticket
- -ticketNo:int
- +displayTicket()

Department
- -departmentId:int
- +addDepartment()

Staff member
- -staffmemberId:int
- -staffmemberName:string
- +displayStaffmember()

Admin
- -reportId:int
- +confirmDetails()
- +displayReport()

Payment
- -paymentId:int
- #amount:float
- +paymentDetails()
- +validate()

FAQ
- -FAQId:int
- -FAQType:string
- -FAQName:string
- -FAQDescription:string
- +addFAQ()

Complain
- -complainDescription:char
- +reviewFeedback()