The KWCS Use Case Actors are identified and defined as:

- KWCS System

- New Broker

- Broker In Transition

- Staff member

- Administrator

**The KWCS System**

This actor represents the system itself. Most automated tasks will be the result of event triggers and state processes defined by the developers for specific tasks. The automatic generation of user requirements on a new broker, the application of a staff member’s unique user ID to an interaction, and the tracking of staff logging in/out are examples of the System’s duties.

**New Broker**

A new broker is defined as a broker who has been newly added to the team without prior involvement with the company. New Brokers exist in the use cases as actors for representation purposes only and do not ever interact directly with the system.

**Broker in Transition**

A broker in transition is defined as a broker who is currently employed by Keller Williams but has due to extenuating circumstances has been inactive for some significant amount of time and needs reorientation into Keller Williams systems, policies, and practices. A broker in transition does not have the same mandatory requirements that a new broker does.

**Staff Member**

Staff members are any Keller Williams employees whose job it is to assist new brokers and brokers in transition through the orientation period. The KWCS’s primary user will be the Keller WIlliams staff member, and it is for them that this system is being designed. Staff members are responsible for managing new brokers and brokers in transition through the KWCS.

**Administrator**

The administrator is the/a Keller Williams employee who has been given authority to manage other Keller Williams staff members. The administrator’s responsibilities include managing staff members and modifying details normal staff members shouldn’t, such as the unique user ID of a staff member who created an interaction.

\*CRUD is an abbreviation for the common set of database functions that must exist for each entity within a database. Those functions are Create/Retrieve/Update/Delete. It is being used here to shorten the list of repetitive use cases present with each entity within the KWCS Database by turning 4 use cases into 1.

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| --- | --- | --- | --- |
| **Actor** | **Use Case** | **Type** | **Description** |
| Administrator | CRUD\* Staff Members | External | - Create, Retrieve, Update, and Delete staff members |
|  | Log In/Out | External | - Log the administrator into and out of the system |
|  | Modify recorded staff member of interaction | External | - Change the userID of the Staff Member applied to an interaction |
| System | Track logging of members | State | - Create a timestamp in the database automatically each time a staff member or Administrator logs into or out of the system |
|  | Track interactions | State | - Add to count of interactions out of 10 each time a new interaction is saved |
|  | Generate Requirements list | Trigger | - When new Broker is created automatically apply list of ToDos to new Broker |
|  | Display Alerts | State | - Display all alerts whose due-time is within defined period (i.e. 1 day, 1 week, etc.) on Staff Member’s Alerts page |
|  | Record staff member of interaction | State | - Apply unique employee userID to interaction to each interaction Staff Member creates |
|  | Create Alert | Trigger | - Create pre-defined alert and apply to each ToDo in new Broker requirements list |
|  | Disable/Enable Alert | Trigger | - Set alert state to quiet/disabled for when requirement status marked “complete” and set alert state to enabled/loud when requirement marked “incomplete” |
| Staff Member | CRUD\* New Broker | External | - Create, Retrieve, Update, and Delete new Brokers |
|  | CRUD\* Broker in Transition | External | - Create, Retrieve, Update, and Delete Brokers in Tansition |
|  | CRUD\* Broker Interactions | External | - Create, Retrieve, Update, and Delete Interactions between Brokers and Staff Members |
|  | Change Broker Status | External | - Change whether a new Broker or Broker in Transition’s status is “Active”, “Away”, or “Inactive” |
|  | Send group email | External | - Send email to all Brokers whose “Receive Group Emails” property is set to “true” |
|  | Modify email recipients | External | - Change a Broker’s “Receive Group Email” property to “true” or “false” |
|  | CRUD\* custom ToDo | External | - Create, Retrieve, Update, and Delete custom ToDos (Action Items) and assign them to other staff members |
|  | Change requirement status | External | - Mark a new Broker requirement as complete or incomplete |
|  | CRUD\* Alerts | External | - Create, Retrieve, Update, and Delete Alerts |
|  | Disable/Enable Alert | External | - Set alert state to quiet/disabled for when requirement status marked “complete” and set alert state to enabled/loud when requirement marked “incomplete” |

**KWCS Use Case Diagram:**

