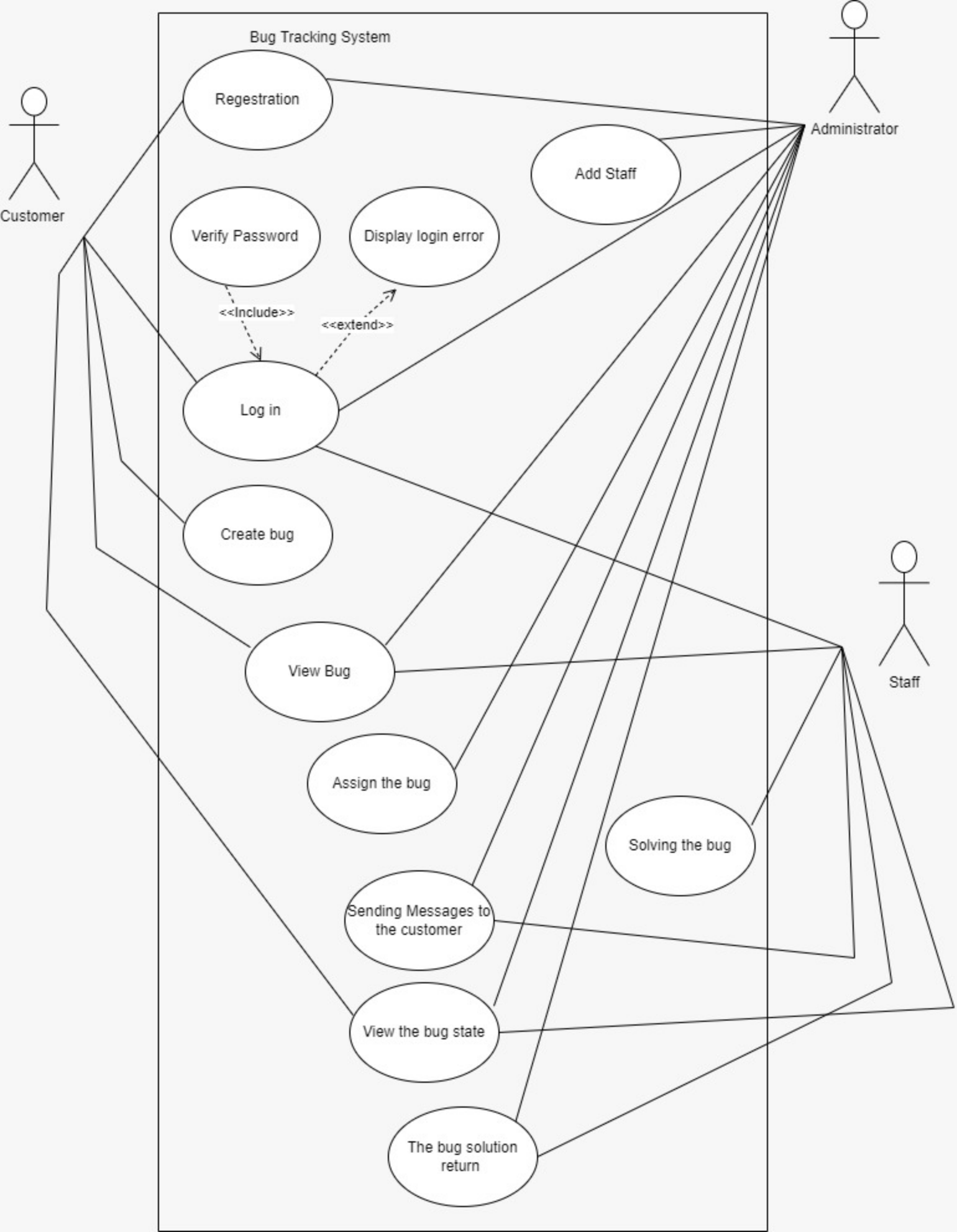


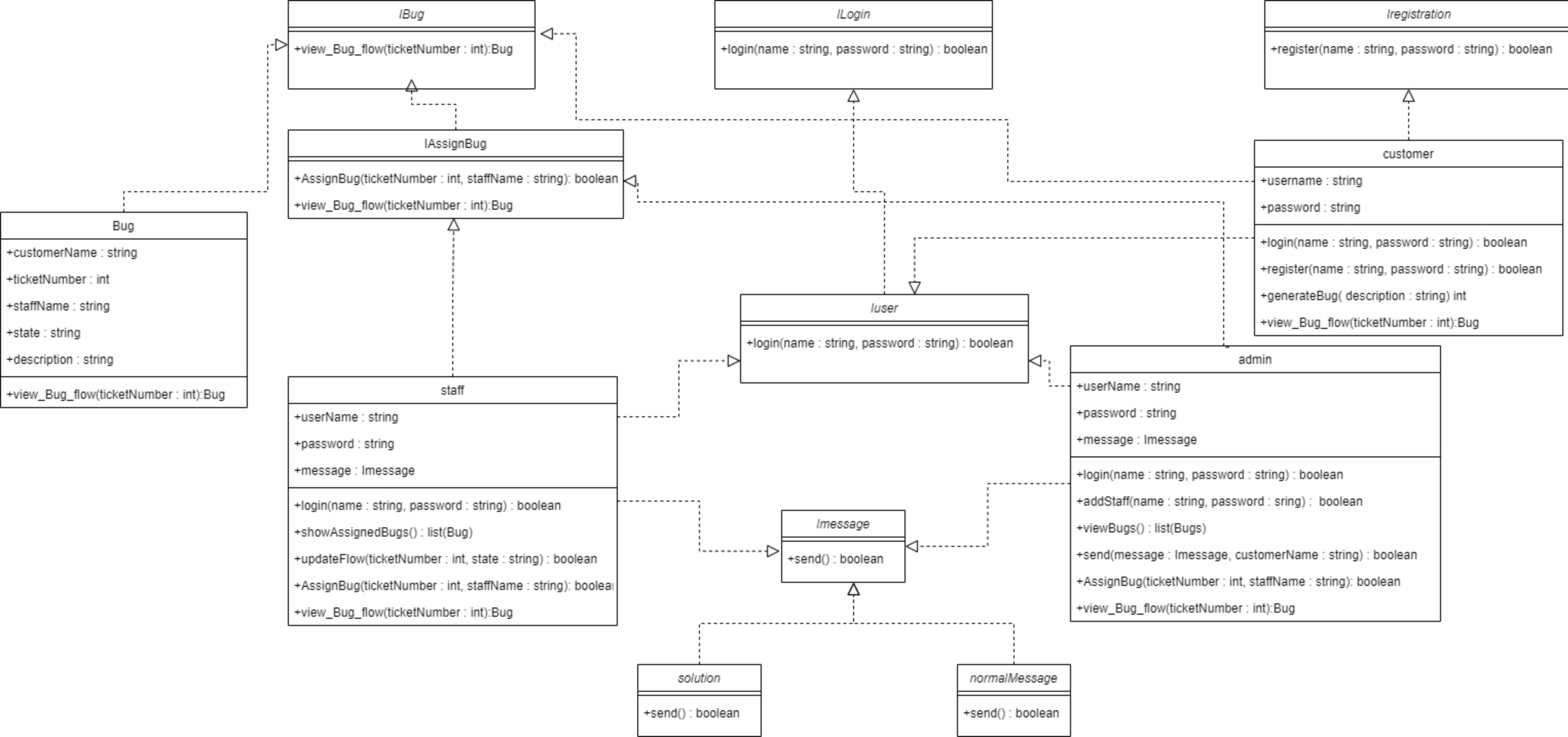
Use case	Brief use case description
- Registration	<ul style="list-style-type: none"> <li>- customer register by username and password.</li> <li>- Post condition: the customer is added in the system</li> </ul>
- Log In	<ul style="list-style-type: none"> <li>- Pre-condition: the actor should be in the system.</li> <li>- The three main actors in the system log in to the system using the username and password. But each actor has his own authorization.</li> <li>- Post condition: if the actor in the system they get logged in, if not in system an error message appears.</li> </ul>
- Add Staff	<ul style="list-style-type: none"> <li>- Pre-condition: the admin should be logged in.</li> <li>- The admin add staff by username and password.</li> <li>- Post condition: the staff is added in the system</li> </ul>

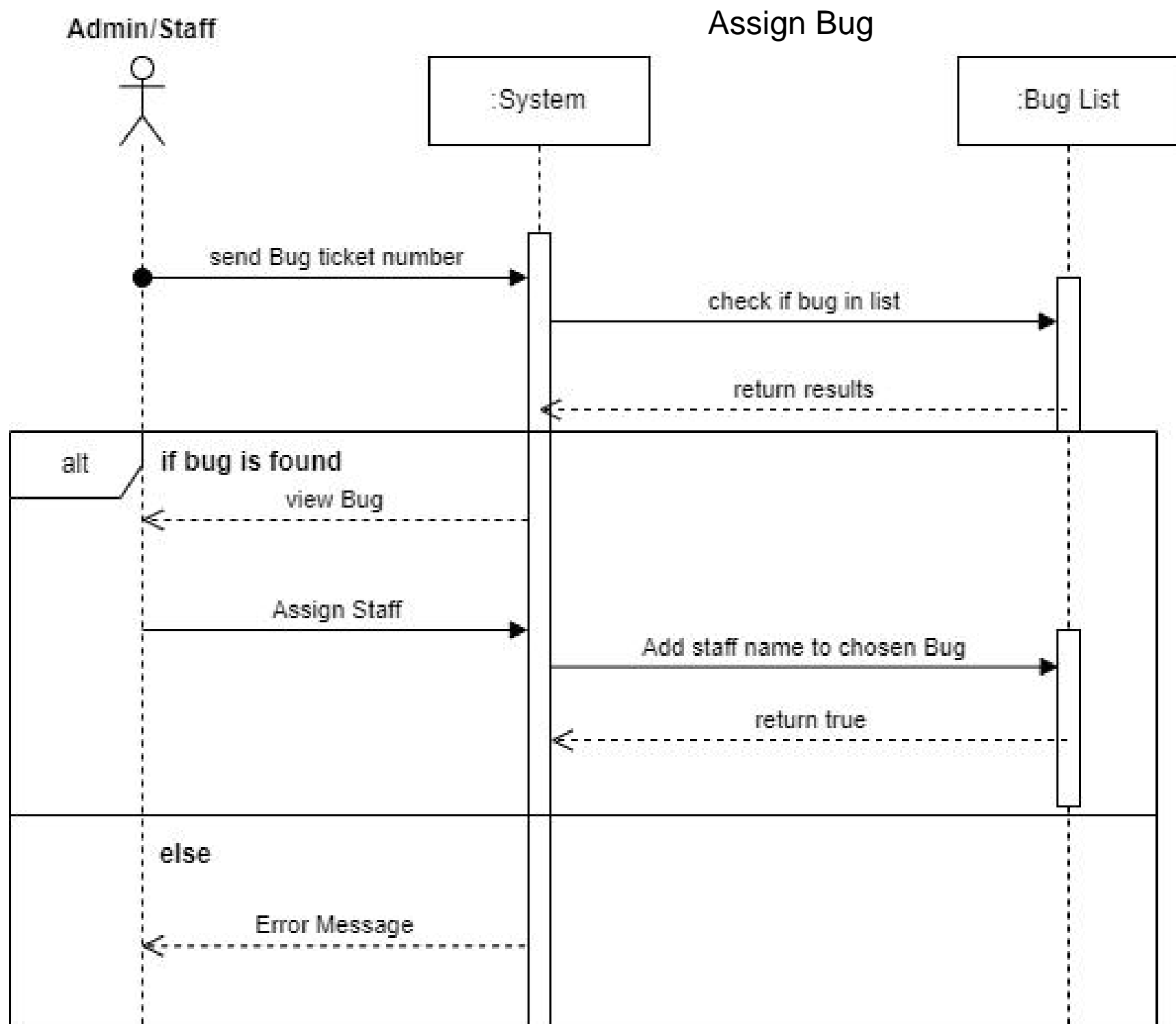
<ul style="list-style-type: none"> <li>- Create the bug</li> </ul>	<ul style="list-style-type: none"> <li>- Pre-condition: The customer should be logged in.</li> <li>- The customer creates the bug by sending the details of this bug to the administrator.</li> <li>- Post condition: the bug created with an automated ticket number and sent to the admin list of bugs.</li> </ul>
<ul style="list-style-type: none"> <li>- View the bugs</li> </ul>	<ul style="list-style-type: none"> <li>- Pre-condition: the admin should be logged in.</li> <li>- The admin can see all the bugs created by the customer, but the staff can see the bus that belongs to (assigned to) him only.</li> <li>- Post condition: a list of Bugs and their ticket numbers appears to the admin.</li> </ul>
<ul style="list-style-type: none"> <li>- Assign the bug</li> </ul>	<ul style="list-style-type: none"> <li>- Pre-condition: the admin should be logged in and viewed the bug list.</li> <li>- The admin can see all the bugs created by the customers then he assigned each bug to the staff who will work on it.</li> </ul>

	<ul style="list-style-type: none"> <li>- Post condition: the bugs that has been assigned to staff should appear to the staff when they are logged.</li> </ul>
<ul style="list-style-type: none"> <li>- Solving the bug</li> </ul>	<ul style="list-style-type: none"> <li>- Pre-condition: the staff should be logged in and chose a bug to work on.</li> <li>- The staff is the actor who has to solve the bug.</li> <li>- Post condition: the state of the bug should be updated to solved.</li> </ul>
<ul style="list-style-type: none"> <li>- Sending messages to customer</li> </ul>	<ul style="list-style-type: none"> <li>- Pre-condition: either admin or staff should be logged in, and has chosen a specific bug to work on.</li> <li>- The admin and the staff can send messages (report) to the customer, They send messages to the customer can attach with it the solution of his bug. Or the state of the bug in the system.</li> <li>- Post condition: the message should be sent and appears to the customer.</li> </ul>

<ul style="list-style-type: none"> <li>- View the Bug state</li> </ul>	<ul style="list-style-type: none"> <li>- Pre-condition: any of the actors should be logged in and had chosen a specific Bug.</li> <li>- The three actors in the system can see the state of the bug in the system, and the bug case flow details.</li> <li>- Post condition: all the Bug details and flow should appear.</li> </ul>
<ul style="list-style-type: none"> <li>- The bug solution return</li> </ul>	<ul style="list-style-type: none"> <li>- Pre-condition: either the admin or staff should be logged in and had chosen a specific Bug they are working on.</li> <li>- The admin or the staff can send the solution of the bug to the customer.</li> <li>- Post condition: the bug state should be updates to solved and the solution should be sent to the customer.</li> </ul>

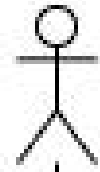






customer

Create Bug



:System

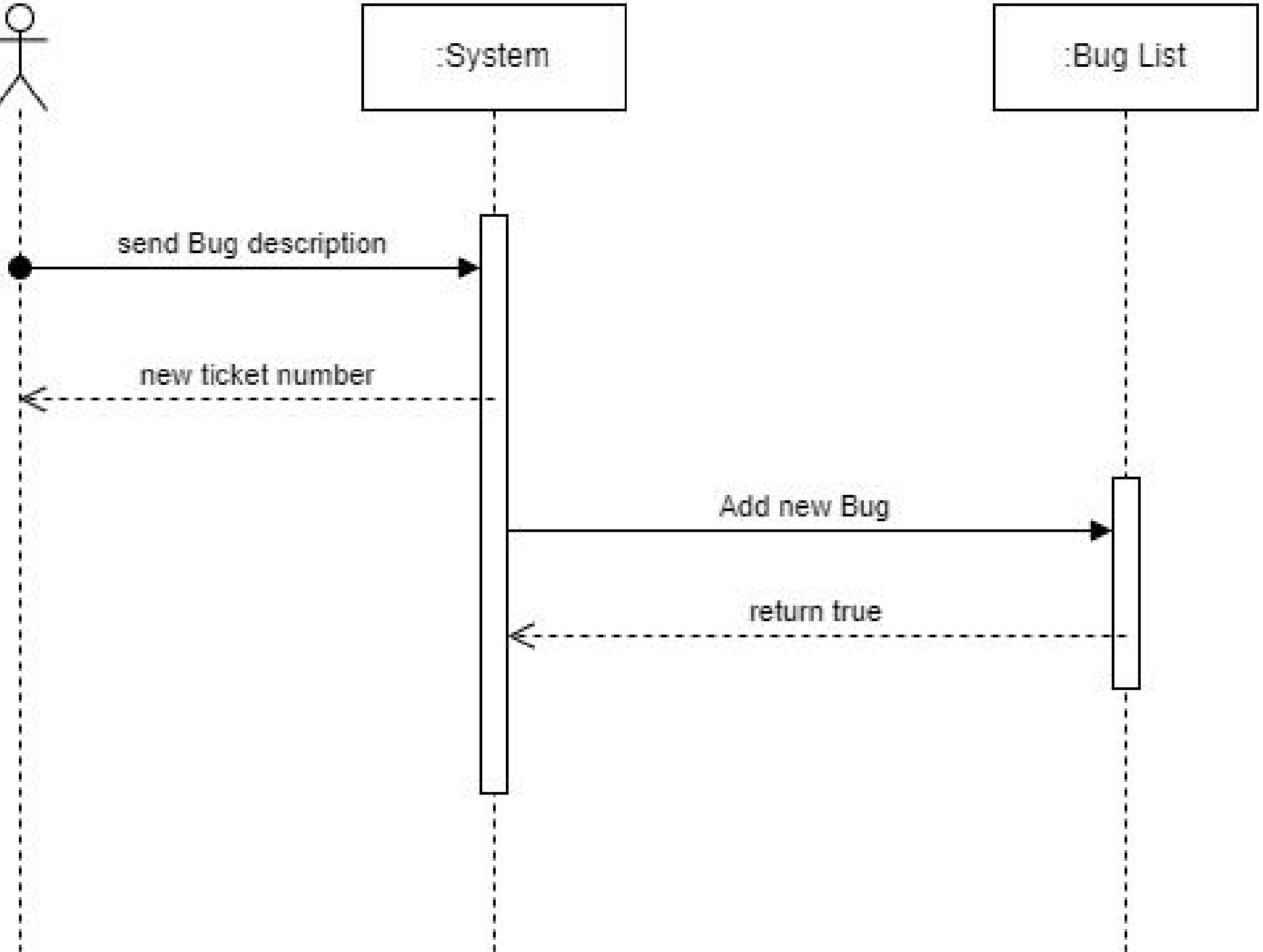
:Bug List

send Bug description

new ticket number

Add new Bug

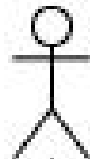
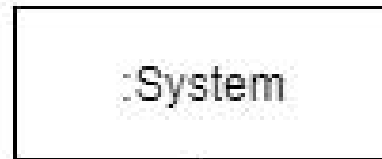
return true





User

Login



insert(username,password)

check if user is in list

return results

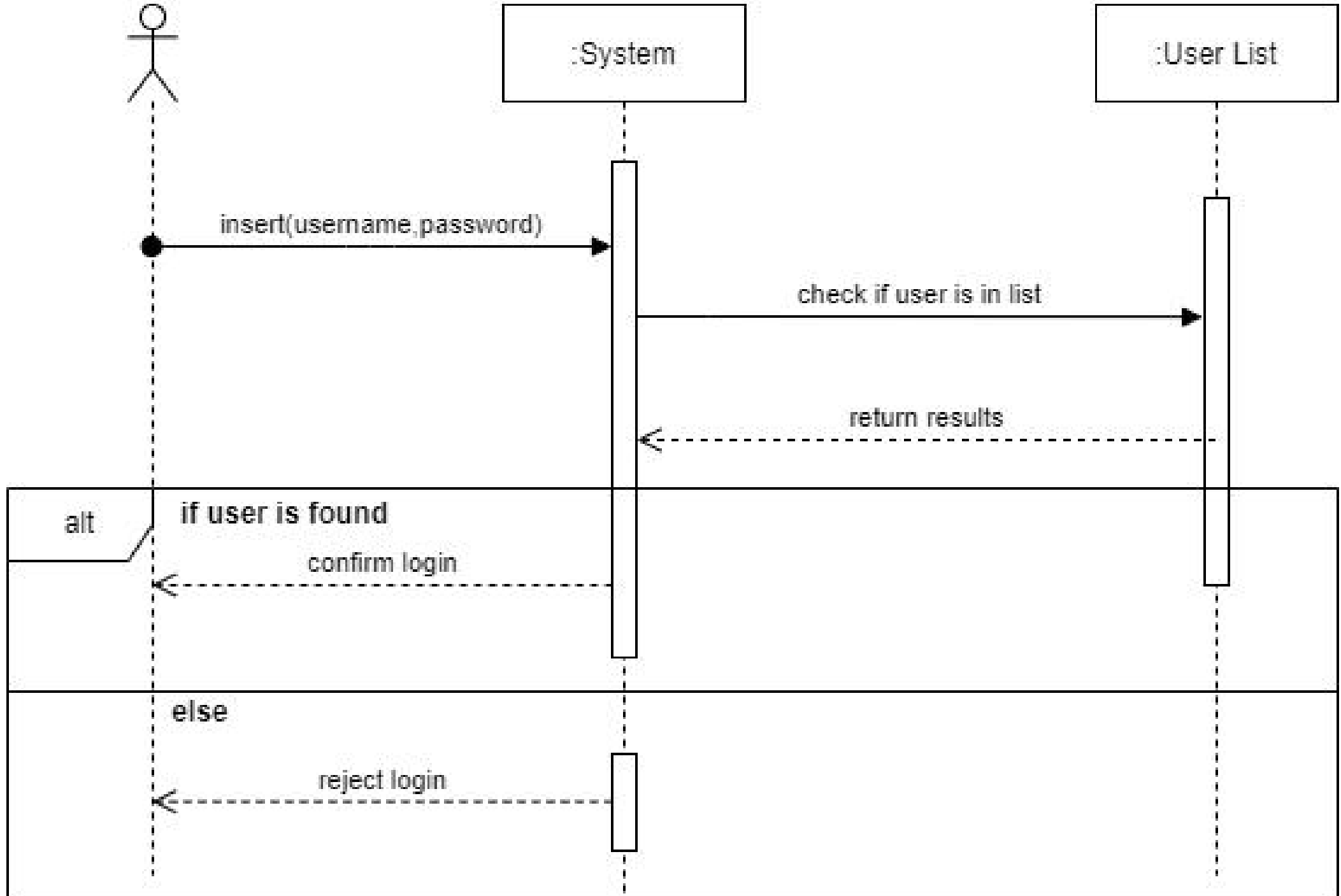
alt

if user is found

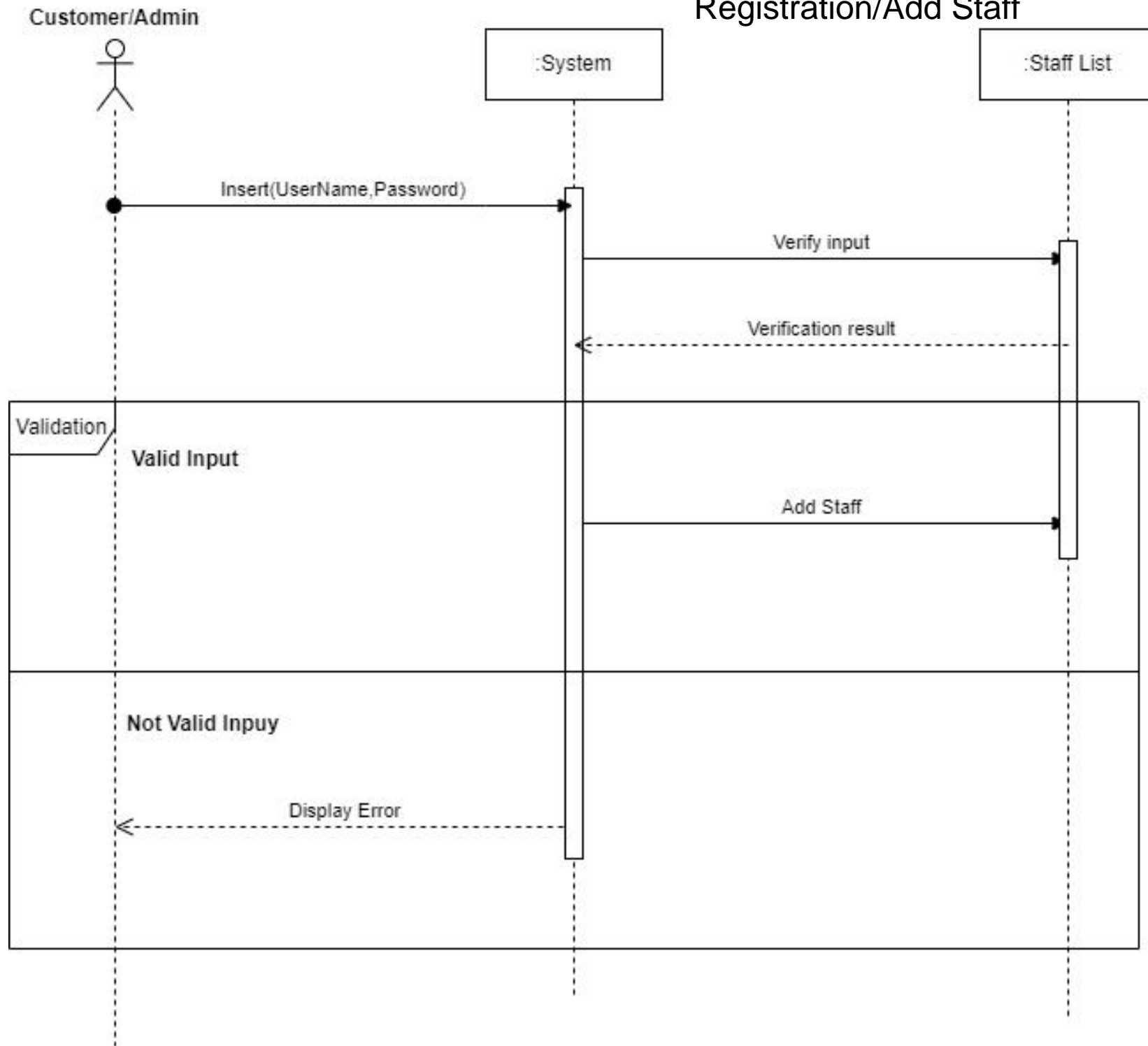
confirm login

else

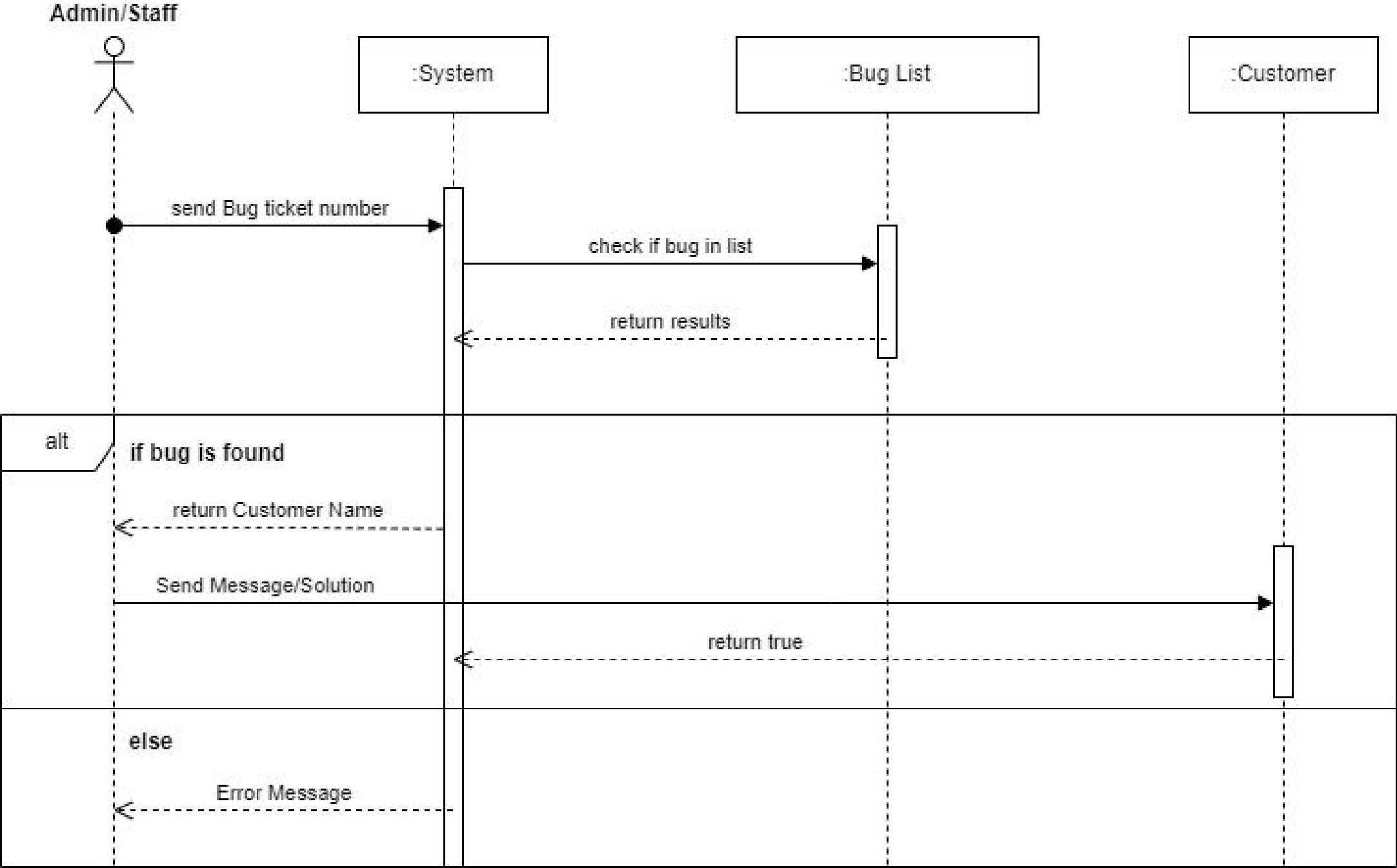
reject login



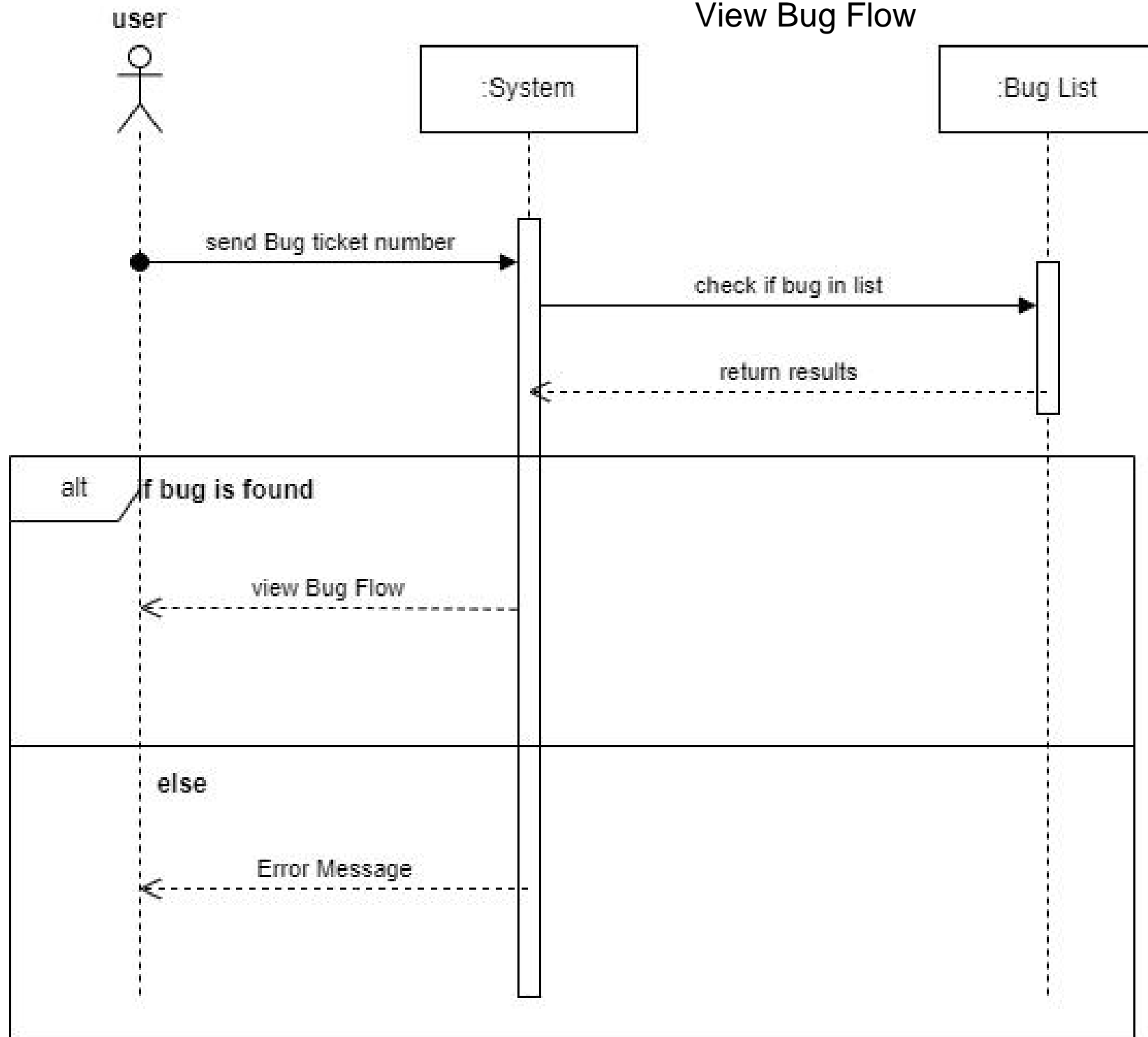
## Registration/Add Staff

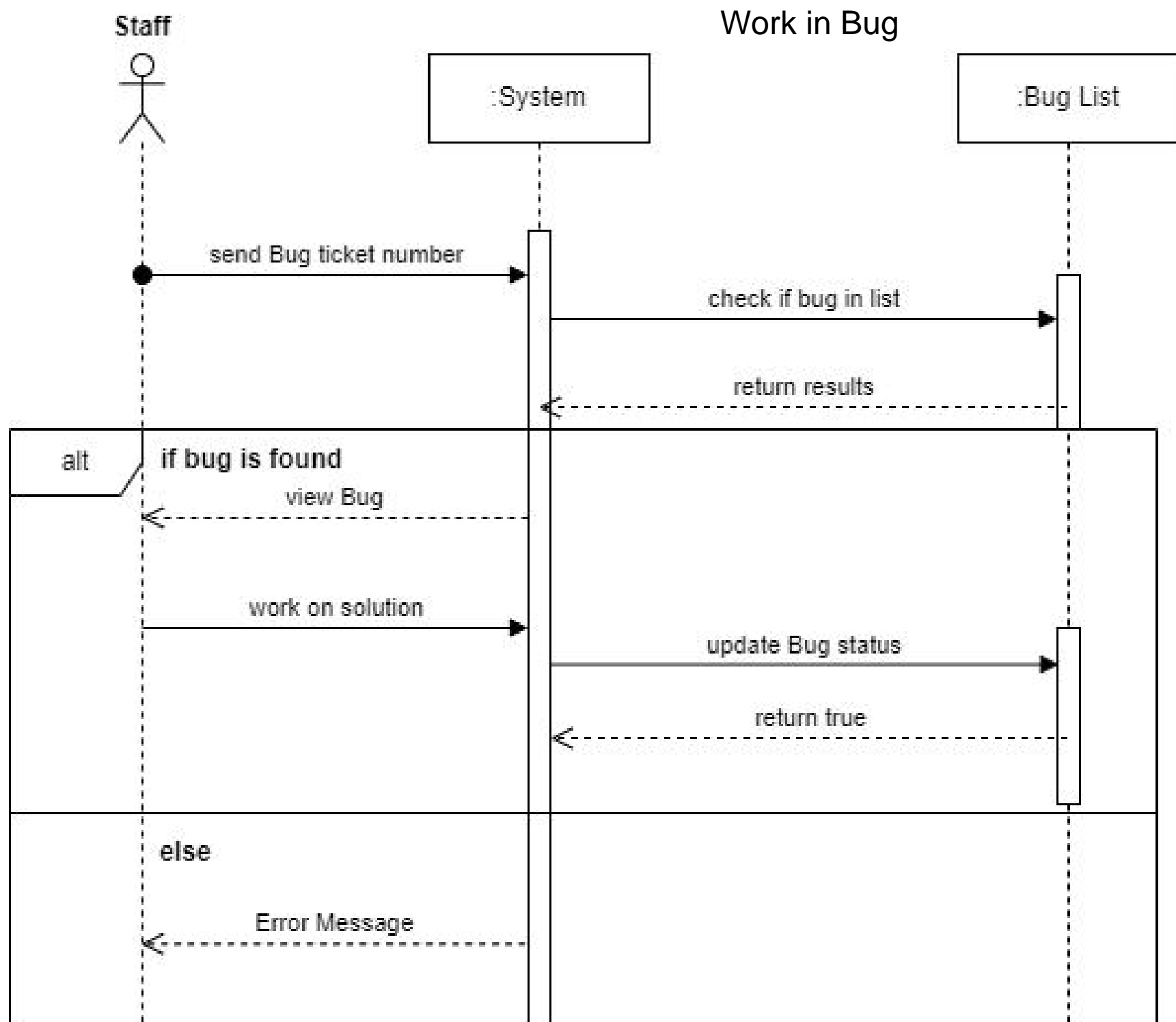


Send message/ Solution



## View Bug Flow





Admin

## View all Bugs



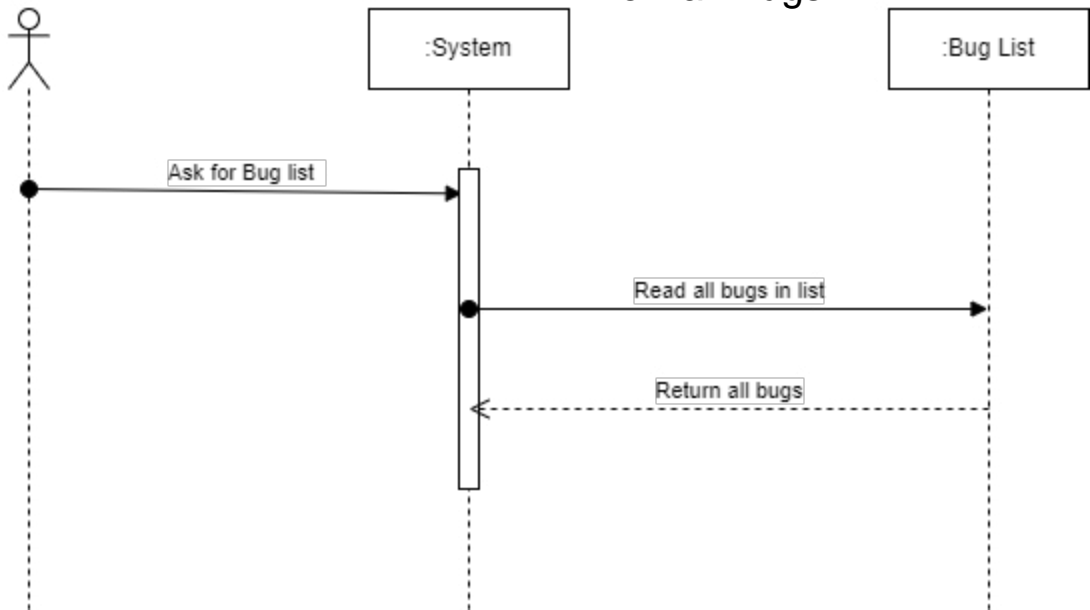
:System

:Bug List

Ask for Bug list

Read all bugs in list

Return all bugs



Staff

## View assigned Bugs



:System

:Bug List

Ask for assigned Bug list

Read assigned bugs in list

Return assigned bugs

