

User-3 name: Accountant			
User-3, Goal-1	Description of Goal-1: Maintain accurate financial records and handle financial transactions for the immigration consultation firm.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button.	OP, UID, UIE, VL, VR, DP
	event-2	Select the financial records and transactions section in the accounting software dashboard.	UIE
	event-3	Enter and update financial data, including income, expenses, invoices, and payments in the text field.	UID, UIE
	event-4	Click on the submit button . Check if all the fields are filled.	UIE, PC
	event-5	If all fields are filled show "Submitted" if not then show a warning saying "Need to fill up all text fields" and go to event-3	OP
	event-6	If clicked on the back button go to the previous event.	UIE, OP
	event-7	If clicked on the logout button go back to the login dashboard.	UIE
User-3, Goal-2	Description of Goal-2: Generate financial statements to provide insights into the financial health and performance of the immigration consultation firm.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button.	OP, UID, UIE, VL, VR, DP
	event-2	Select the financial reporting section in the accounting dashboard.	UIE
	event-3	Select the desired financial statement format, such as balance sheet, income statement, or cash flow statement	UID,UIE

	event-4	Click on the submit button.	UIE
	event-5	Generate the financial statement and review it for accuracy and completeness..	VL,UIE
	event-6	If clicked on the back button go to the previous event.	UIE, OP
	event-7	If clicked on the logout button go back to the login dashboard.	UIE
User-3, Goal-3	Description of Goal-3:Process employee payroll accurately and ensure timely disbursement of salaries and benefits.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button.	OP, UID, UIE, VL, VR, DP
	event-2	Select the payroll processing section in the dashboard.	UIE
	event-3	Enter employee attendance, working hours, and any additional payroll inputs	UIE,UID
	event-4	Calculate employee salaries, deductions, taxes, and other benefits based on the provided inputs and company policies	VL
	event-5	Click on submit. Check payroll reports, review them for accuracy, and initiate the salary disbursement process.	UIE, PC
	event-6	If all fields are filled show “Submitted” if not then show a warning saying “Need to fill up all text fields” and go to event-3	OP
	event-7	If clicked on the back button go to the previous event.	UIE, OP
	event-8	If clicked on the logout button go back to the login dashboard.	UIE
User-3, Goal-4	Description of Goal-4: Monitor and manage accounts receivable and payable for the immigration consultation firm.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated.	OP, UID, UIE, VL, VR, DP

		Else, the user will click the Forget Password button.	
	event-2	Select the accounts receivable and payable section in the dashboard.	UIE
	event-3	Review and update accounts receivable, including tracking client payments and following up on outstanding invoices.	VL
	event-4	Monitor accounts payable, ensuring timely payment of bills, invoices, and other financial obligations	VL
	event-5	Click on submit. Check if all the fields are filled.	UIE, PC
	event-6	If all fields are filled show "Submitted" if not then show a warning saying "Need to fill up all text fields" and go to event-3.	OP
	event-7	If clicked on the back button go to the previous event.	UIE, OP
	event-8	If clicked on the logout button go back to the login dashboard.	UIE
User-3, Goal-5	Description of Goal-5: Support the immigration consultation firm in budgeting and financial planning activities.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button.	OP, UID, UIE, VL, VR, DP
	event-2	Select the budgeting and financial planning section in the dashboard.	UIE
	event-3	Collaborate with the management team to develop and update financial budgets and forecasts.	VL,UIE
	event-4	Analyze financial data and trends to provide insights and recommendations for optimizing financial performance.	VL
	event-5	Click on submit. Check if all the fields are filled.	UIE, PC
	event-6	If all fields are filled show "Submitted" if not then show a warning saying "Need to fill up all text fields" and go to event-3.	OP

	event-7	If clicked on the back button go to the previous event.	UIE, OP
	event-8	If clicked on the logout button go back to the login dashboard.	UIE
User-3, Goal-6	Description of Goal-6: Ensure the immigration consultation firm complies with tax regulations and fulfills tax-related obligations.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button.	OP, UID, UIE, VL, VR, DP
	event-2	Select on the tax compliance section in the dashboard.	UIE
	event-3	Stay updated with tax laws and regulations to ensure compliance and prepare and file tax returns accurately and within the specified deadlines.	VL
	event-4	Click on submit. Check if all the fields are filled.	UIE, PC
	event-5	If all fields are filled show "Submitted" if not then show a warning saying "Need to fill up all text fields" and go to event-3.	OP
	event-6	If clicked on the back button go to the previous event.	UIE, OP
	event-7	If clicked on the logout button go back to the login dashboard.	UIE
User-3, Goal-7	Description of Goal-7: Perform financial analysis to assess the firm's financial performance and support strategic decision-making.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button.	OP, UID, UIE, VL, VR, DP
	event-2	Select the financial analysis tools and reports section in the dashboard.	UIE
	event-3	Gather relevant financial data and input it into the analysis software.	UID, UIE

	event-4	Analyze financial ratios, trends, and benchmarks to evaluate the firm's financial health and identify areas for improvement.	VL
	event-5	Generate financial analysis reports and communicate key findings to the management team	VL,DP
	event-6	Click on submit. Check if all the fields are filled.	UIE, PC
	event-7	If all fields are filled show "Submitted" if not then show a warning saying "Need to fill up all text fields" and go to event-3.	OP
	event-8	If clicked on the back button go to the previous event.	UIE, OP
	event-9	If clicked on the logout button go back to the login dashboard.	UIE
User-3, Goal-8	Description of Goal-8: Share financial reports with the immigration lawyer for legal and compliance purposes.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button.	OP, UID, UIE, VL, VR, DP
	event-2	Select the folder or section dedicated to financial reports from the dashboard.	UIE
	event-3	Select the relevant financial reports to be shared with the immigration lawyer.	VL
	event-4	Compose an email or message specifying the purpose of sharing the financial reports and attach the selected documents and then verify the accuracy and completeness of the attached financial reports.	UID,UIE,VL
	event-5	Send the email or message to the immigration lawyer and receive a confirmation of successful delivery.	
	event-6	If clicked on the back button go to the previous event.	UIE, OP
	event-7	If clicked on the logout button go back to the login dashboard.	UIE

User-4 name: Document Manager

User-4, Goal-1	Description of Goal-1: Efficiently manage and organize the repository of client documents for immigration applications and processes.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button.	OP, UID, UIE, VL, VR, DP
	event-2	Select the document repository section in the dashboard.	UIE
	event-3	Upload and store client documents in the repository, categorizing them based on their type and purpose.	UIE, UID
	event-4	Maintain an organized structure within the repository for easy document retrieval.	VL
	event-5	Update document metadata, such as client name, application reference number, and submission date.	UID,UIE
	event-6	Click on submit.	UIE, PC
	event-7	If clicked on the back button go to the previous event.	UIE, OP
	event-8	If clicked on the logout button go back to the login dashboard.	UIE
User-4, Goal-2	Description of Goal-2: Quickly search for and retrieve specific client documents from the repository.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button.	OP, UID, UIE, VL, VR, DP

	event-2	Select the document search and retrieval section in the dashboard.	UIE
	event-3	Enter search criteria, such as client name, application reference number, or document type, to locate the required document on the text field.	UID, UIE
	event-4	Retrieve the document from the repository and display it for further processing or viewing.	DP
	event-5	If clicked on the back button go to the previous event.	UIE, OP
	event-6	If clicked on the logout button go back to the login dashboard.	UIE
User-4, Goal-3	Description of Goal-3: Manage different versions of client documents to track changes and maintain document integrity.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button.	OP, UID, UIE, VL, VR, DP
	event-2	Select the version control section in the dashboard.	UIE
	event-3	Upload new versions of client documents, ensuring proper labeling and version numbering.	UID, UIE
	event-4	Maintain a history of document versions, allowing easy comparison and rollback if necessary.	VL
	event-5	If clicked on the back button go to the previous event.	UIE, OP
	event-6	If clicked on the logout button go back to the login dashboard.	UIE
User-4, Goal-4	Description of Goal-4: Generate reports summarizing the status and progress of client documents.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button.	OP, UID, UIE, VL, VR, DP
	event-2	Select the report generation section in dashboard.	UIE

	event-3	Select the desired parameters, such as document status, application type, or date range, for the report.	UIE
	event-4	Generate the report and display it, showcasing relevant information about client documents.	VL
	event-5	If clicked on the back button go to the previous event.	UIE, OP
	event-6	If clicked on the logout button go to the login page.	UIE
User-4, Goal-5	Description of Goal-5: Send notifications to immigration consultants about updates or changes in client documents.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button.	OP, UID, UIE, VL, VR, DP
	event-2	Select the notification module in the dashboard.	UIE
	event-3	Identify consultants associated with specific client documents or applications.	VL
	event-4	Send notifications to the identified consultants, providing them with information about the updated documents by clicking on the send button.	UIE,VL
	event-5	If clicked on the back button go to the previous event.	UIE, OP
	event-6	If clicked on the logout button go back to the login dashboard.	UIE
User-4, Goal-6	Description of Goal-6: Monitor document expiration dates and facilitate their renewal process.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button..	OP, UID, UIE, VL, VR, DP
	event-2	Select the document expiration and renewal section in the dashboard.	UIE
	event-3	Track document expiration dates and send alerts or notifications to clients and consultants in advance.	VL, DP

	event-4	Facilitate the renewal process by providing clients with necessary instructions and assistance.	VL,DP
	event-5	Click the Save button.	UIE, OP
	event-6	If clicked on the back button go to the previous event.	UIE, OP
	event-7	If clicked on the logout button go back to the login dashboard..	UIE
User-4, Goal-7	Description of Goal-7: Collaborate with immigration consultants to determine and communicate document requirements for different applications.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button.	OP, UID, UIE, VL, VR, DP
	event-2	Select the collaboration and communication module from the dashboard.	UIE
	event-3	Initiate communication with immigration consultants to discuss and determine document requirements.	UID, UIE
	event-4	Share updates and changes in document requirements with consultants and seek their input or clarification.	VL,UIE
	event-6	If clicked on the back button go to the previous event.	UIE, OP
	event-7	If clicked on the logout button go back to the login dashboard.	UIE
User-4, Goal-8	Description of Goal-8: Ensure the security and confidentiality of client documents stored in the system.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button.	OP, UID, UIE, VL, VR, DP
	event-2	Select the security and privacy settings button from the dashboard	UIE

	event-3	Implement robust security measures, such as access controls, encryption, and regular backups, to safeguard client documents in the comboboxes.	DP
	event-4	Regularly review and update security protocols to address emerging threats and vulnerabilities.	VL,DP
	event-5	Click on the 'Save' button.	UIE
	event-6	If clicked on the back button go to the previous event.	UIE, OP
	event-7	If clicked on the logout button go back to the login dashboard.	UIE

User-5 name: Client

User-5, Goal-1	Description of Goal-1: Successfully submit an immigration application to initiate the process		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button	OP, UIE, UID, VL, VR, DP
	event-2	Select the immigration application section in the client portal	UIE
	event-3	Fill out the application form with personal information, background details, and supporting documents	UID, UIE
	event-4	Double click on fields of existing values to edit data	UIE, UID, OP
	event-5	Review the completed application for accuracy and completeness	VL
	event-6	Click on the 'Submit' button.	UIE
	event-7	If clicked on back button, goes to previous event	UIE, OP
	event-8	If clicked on the logout button go back to the login dashboard.	UIE
User-5, Goal-2	Description of Goal-2: Monitor and stay updated on the status of the submitted immigration application		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button	OP, UIE, UID, VL, VR, DP
	event-2	Select option 'tracking section' from menu	UIE
	event-3	Enter the application reference number or other required details to track the application.	UID, UIE
	event-4	Click on the submit button	UIE, OP

	event-5	View the current status of the application, such as "Under Review," "Approved," or "Pending."	VL
	event-6	If clicked on back button, goes to previous event	UIE, OP
	event-7	If clicked on the logout button go back to the login dashboard.	UIE
User-5, Goal-3	Description of Goal-3: Effectively communicate with the assigned immigration consultant for guidance and updates.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button	OP, UIE, UID, VL, VR, DP
	event-2	Select option 'messaging or communication module' from menu	UIE
	event-3	Compose and send messages to the assigned immigration consultant, specifying the inquiry or request.	UIE, UID
	event-4	Receive timely responses and updates from the immigration consultant.	UID
	event-5	Maintain a record of communication history for future reference.	VL
	event-6	If clicked on back button, goes to previous event	UIE, OP
	event-7	If clicked on the logout button go back to the login dashboard.	UIE
User-5, Goal-4	Description of Goal-4: Submit all necessary documentation as requested by the immigration authorities.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button	OP, UIE, UID, VL, VR, DP
	event-2	Select option 'document submission section' from menu	UIE

	event-3	Upload and attach the required documents, such as passports, certificates, or identification proof.	UID,UIE
	event-4	Verify the uploaded documents for accuracy and completeness.	VL
	event-5	Submit the documents online and receive a confirmation of successful submission.	UIE
	event-6	If clicked on back button, goes to previous event	UIE, OP
	event-7	If clicked on the logout button go back to the login dashboard.	UIE
User-5, Goal-5	Description of Goal-5: Book a consultation appointment with an immigration consultant for personalized guidance and advice.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button	OP, UIE, UID, VL, VR, DP
	event-2	Select option 'appointment scheduling section' from menu	UIE
	event-3	Select a preferred date and time for the consultation appointment.	UIE
	event-4	Check the availability of immigration consultants and choose a consultant for the appointment.	VL
	event-5	Click on Submit button and receive a confirmation.	UIE
	event-6	If clicked on back button, goes to previous event	UIE, OP
	event-7	If clicked on the logout button go back to the login dashboard.	UIE
User-5, Goal-6	Description of Goal-6: Process the payment for the immigration consultation services provided by the firm.		Event type

Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button	OP, UIE, UID, VL, VR, DP
	event-2	Select option 'payment section' from menu	UIE
	event-3	Select the type of service or consultation package from the combo box to be paid for.	UIE
	event-4	Enter the payment details, such as credit card information or preferred payment method. number, present possessor, holding address and date	UID, UIE
	event-5	Verify the payment details and submit the payment.	VL
	event-6	Click on the save button.	UIE
	event-7	If clicked on back button, goes to previous event	UIE, OP
	event-8	If clicked on the logout button go back to the login dashboard.	UIE
User-5, Goal-7	Description of Goal-7: Seek assistance from the immigration consultation firm for translating documents required for the application process.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button	OP, UIE, UID, VL, VR, DP
	event-2	Select option 'document translation' from menu	UIE
	event-3	Upload the documents that need to be translated, such as birth certificates or academic transcripts.	UID, UIE
	event-4	Specify the target language for the translation from the options given in the combo boxes.	UIE
	event-5	Click on the Submit translation request button and receive confirmation of the request.	UIE, OP
	event-6	If clicked on back button, goes to previous event	UIE, OP

	event-7	If clicked on the logout button go back to the login dashboard.	UIE
User-5, Goal-8	Description of Goal-8: Share feedback and reviews about the services received from the immigration consultation firm.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button	OP, UIE, UID, VL, VR, DP
	event-2	Select option 'feedback section' from menu	UIE
	event-3	Provide ratings and written feedback on the quality of services, communication, and overall experience on the comboboxes.	UIE, UID
	event-4	Submit the feedback and receive acknowledgement of the feedback submission.	UIE, DP
	event-5	If clicked on back button, goes to previous event	UIE, OP
	event-6	If clicked on the logout button go back to the login dashboard.	UIE

User-6 name: Consultant

User-6, Goal-1	Description of Goal-1: Review and evaluate immigration applications submitted by clients for further processing.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button	OP, UIE, UID, VL, VR, DP
	event-2	Select option 'application review section' from menu	UIE
	event-3	Retrieve and view the details of the assigned immigration applications.	VL
	event-4	Assess the application documents, including forms, supporting materials, and client information.	VL
	event-5	Provide recommendations or make decisions regarding the applications based on the established criteria.	UIE, VL
	event-6	Click on the submit button.	UIE, OP
	event-7	If clicked on back button, goes to previous event	UIE, OP
	event-8	If clicked on the logout button go back to the login dashboard.	UIE
User-6, Goal-2	Description of Goal-2: Interact and communicate with clients to address their queries, provide updates, and offer guidance.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button	OP, UIE, UID, VL, VR, DP
	event-2	Select option 'messaging or communication" from menu	UIE
	event-3	Read and respond to client messages, inquiries, or requests for information.	VL, UIE

	event-4	Provide timely updates on the status of their applications or request additional documents if needed, click on OK button.	UIE, VL
	event-5	If clicked on back button, goes to previous event	UIE, OP
	event-6	If clicked on the logout button go back to the login dashboard.	UIE
User-6, Goal-3	Description of Goal-3: Arrange and conduct consultation meetings with clients to provide personalized guidance and advice.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button	OP, UIE, UID, VL, VR, DP
	event-2	Select option 'meeting scheduling section' from menu	UIE
	event-3	Check the availability of consultation slots and choose a suitable time for the meeting.	VL
	event-4	Click on 'download pdf' button to save entire report as pdf	UIE, DP
	event-5	Send meeting notifications to clients, including the meeting details and any required preparation by clicking on the send button.	UIE, OP
	event-6	If clicked on back button, goes to previous event	UIE, OP
	event-7	If clicked on the logout button go back to the login dashboard.	UIE
User-6, Goal-4	Description of Goal-4: Keep track of the status and progress of the immigration applications assigned to the consultant.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated.	OP, UIE, UID, VL, VR, DP

		Else, the user will click the Forget Password button	
	event-2	Select option 'application tracking' from menu	UIE
	event-3	Enter the application reference number or client details to retrieve the application information on the Text field.	OP
	event-4	Check the current status, milestones, and any pending actions required for the applications.	VL
	event-5	Update the application progress or status in the system as necessary by clicking Update Button.	UIE, DP, OP
	event-6	If clicked on back button, goes to previous event	UIE, OP
	event-7	If clicked on the logout button go back to the login dashboard.	UIE
User-6, Goal-5	Description of Goal-5: Share feedback on the quality of services provided by the immigration consultation firm.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button	OP, UIE, UID, VL, VR, DP
	event-2	Select option 'feedback section' from menu	UIE
	event-3	Provide ratings and written feedback on the overall service quality and client satisfaction , by clicking options from the Combo Boxes.	OP
	event-4	Submit the feedback and suggestions for improvement	UIE
	event-5	If clicked on back button, goes to previous event	UIE, OP
	event-6	If clicked on the logout button go back to the login dashboard.	UIE
User-6, Goal-6	Description of Goal-6: Coordinate and collaborate with colleagues within the immigration consultation firm.		Event type

Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button	OP, UIE, UID, VL, VR, DP
	event-2	Select option 'colleague communication section' from menu	UIE
	event-3	Send notifications or messages to colleagues regarding important updates, inquiries, or meeting arrangements.	UID, UIE
	event-4	Receive and respond to messages or requests from colleagues in a timely manner.	VL
	event-5	If clicked on back button, goes to previous event	UIE, OP
	event-6	If clicked on the logout button go back to the login dashboard.	UIE
User-6, Goal-7	Description of Goal-7: Monitor and handle appointment notifications for consultation meetings or other engagements.		Event type
Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button	OP, UIE, UID, VL, VR, DP
	event-2	Select option 'appointment notification' section' from menu	UIE
	event-3	Receive notifications about upcoming client appointments or meetings.	VL
	event-4	Review and prepare for the scheduled appointments.	VL
	event-5	If clicked on back button, goes to previous event	UIE, OP
	event-6	If clicked on the logout button go back to the login dashboard.	UIE
User-6, Goal-8	Description of Goal-8: Keep track of client feedback and reviews regarding the services provided by the firm.		Event type

Workflow:	event-1	Log in to the system using a unique username and password. If login is successful, a unique dashboard will be generated. Else, the user will click the Forget Password button	OP, UIE, UID, VL, VR, DP
	event-2	Select option 'client feedback section' from menu	UIE
	event-3	Check and review client feedback, ratings, and comments received.	VL
	event-4	Analyze feedback to identify areas of improvement and address any concerns raised.	VL
	event-5	If clicked on back button, goes to previous event	UIE, OP
	event-6	If clicked on the logout button go back to the login dashboard.	UIE