PUBLIC GRIVENCE

# 1. ACTORS, USE CASES, TEST CASES

|  |  |  |
| --- | --- | --- |
| ACTORS | USE CASES | TEST CASES |
| Public User | **Reporting Problem** | **Input**: Image / Text , Location |
|  |  | **Output:** Token id of Problem. |
|  | **Login/Register** | **Input:** User Details |
|  |  | **Output:**  i) Redirection to Home page  ii) If credentials not valid, remains in same page by notifying error. |
|  | **Status Tracking** | **Input:** Token id of Problem |
|  |  | **Output:** Current Status of Problem. |
|  | **History** | **Input:** Button click. |
|  |  | **Output:** History of User. |
|  | **Notification of Completion** | **Input:----** |
|  |  | **Output:** Acknowledgement. |

|  |  |  |
| --- | --- | --- |
| Authority | Login | Input: User Details |
|  |  | **Output:**  i) Redirection to Home page  ii) If credentials not valid, remains in same page by notifying error. |
|  | **Problem Validation** | **Input:** Problem reported by  Public User. |
|  |  | **Output**: Valid or not. |
|  | **Status Update** | **Input:** Problem Details. |
|  |  | **Output**: Updated Status. |
|  | **Prioritisation of Problem** | **Input**: Problem Reported by  Public User. |
|  |  | **Output**: Issuing a priority to each problem based on analysis from authorities. |

|  |  |  |
| --- | --- | --- |
| Administrator | Login | Input: User Details |
|  |  | **Output:**  i) Redirection to Home page  ii) If credentials not valid, remains in same page by notifying error |
|  | **Data Management** | **Input:** Collected data from Users |
|  |  | **Output:** Clustering the Data using Data Analysis |
|  | **Error Handling** | **Input**: If there is an error in software |
|  |  | **Output**: Resolves the Error |

# USE CASE DIAGRAM

2 Public Users

1 Authorities

3 Administrator