Contents

[Use cases 4](#_Toc384594914)

[1 Creating Employee Account 4](#_Toc384594915)

[1.1 Description 4](#_Toc384594916)

[1.1 Flow diagram 5](#_Toc384594917)

[1.1 Base Flow 6](#_Toc384594918)

[1.2 Alternative Flow 1 6](#_Toc384594919)

[1.3 Alternative Flow 2 6](#_Toc384594920)

[2 Creating Customer Accounts 7](#_Toc384594921)

[2.1 Description 7](#_Toc384594922)

[2.2 Flow diagram 8](#_Toc384594923)

[2.3 Base Flow 8](#_Toc384594924)

[2.4 Alternative Flow 1 9](#_Toc384594925)

[2.5 Alternative Flow 2 9](#_Toc384594926)

[3 Blocking Accounts 9](#_Toc384594927)

[3.1 Description 9](#_Toc384594928)

[3.2 Flow diagram 10](#_Toc384594929)

[3.3 Base Flow 10](#_Toc384594930)

[4 Changing Customer Password 11](#_Toc384594931)

[4.1 Description 11](#_Toc384594932)

[4.2 Flow diagram 11](#_Toc384594933)

[4.3 Base Flow 12](#_Toc384594934)

[4.4 Alternative Flow 1 12](#_Toc384594935)

[4.5 Alternative Flow 2 12](#_Toc384594936)

[4.6 Alternative Flow 3 12](#_Toc384594937)

[5 Review Service Instance 12](#_Toc384594938)

[5.1 Description 12](#_Toc384594939)

[5.2 Flow diagram 12](#_Toc384594940)

[5.3 Base Flow 13](#_Toc384594941)

[6 Review Service Order 13](#_Toc384594942)

[6.1 Description 13](#_Toc384594943)

[6.2 Flow diagram 13](#_Toc384594944)

[6.3 Base Flow 13](#_Toc384594945)

[7 Creating Service Order 14](#_Toc384594946)

[7.1 Description 14](#_Toc384594947)

[7.2 Flow diagram 15](#_Toc384594948)

[7.3 Base Flow 16](#_Toc384594949)

[7.4 Alternative Flow 1 16](#_Toc384594950)

[7.5 Alternative Flow 2 16](#_Toc384594951)

[7.6 Alternative Flow 3 17](#_Toc384594952)

[8 Creating New Router in System 18](#_Toc384594953)

[8.1 Description 18](#_Toc384594954)

[8.2 Flow diagram 18](#_Toc384594955)

[8.3 Base Flow 19](#_Toc384594956)

[8.4 Alternative Flow 19](#_Toc384594957)

[9 Creating New Circuit in System 19](#_Toc384594958)

[9.1 Description 19](#_Toc384594959)

[9.2 Flow diagram 19](#_Toc384594960)

[9.3 Base Flow 20](#_Toc384594961)

[9.4 Alternative Flow 20](#_Toc384594962)

[10 Removing the Circuit in System 21](#_Toc384594963)

[10.1 Description 21](#_Toc384594964)

[10.2 Flow diagram 21](#_Toc384594965)

[10.3 Base Flow 22](#_Toc384594966)

[10.4 Alternative Flow 22](#_Toc384594967)

[11 Bill Sending 22](#_Toc384594968)

[11.1 Description 22](#_Toc384594969)

[11.2 Flow diagram 22](#_Toc384594970)

[11.3 Base Flow 23](#_Toc384594971)

[11.4 Alternative Flow 23](#_Toc384594972)

[12 Creating Service Instance 23](#_Toc384594973)

[12.1 Description 23](#_Toc384594974)

[12.2 Flow diagram 23](#_Toc384594975)

[12.3 Base Flow 24](#_Toc384594976)

[12.4 Alternative Flow 1 24](#_Toc384594977)

[13 Modifying Parameters for Service Instance 24](#_Toc384594978)

[13.1 Description 24](#_Toc384594979)

[13.2 Flow diagram 24](#_Toc384594980)

[13.3 Base Flow 24](#_Toc384594981)

[14 Disconnect for Existing Service Instance 25](#_Toc384594982)

[14.1 Description 25](#_Toc384594983)

[14.2 Flow diagram 25](#_Toc384594984)

[14.3 Base Flow 26](#_Toc384594985)

[15 E-mail Notification 26](#_Toc384594986)

[15.1 Description 26](#_Toc384594987)

[15.2 Flow diagram 26](#_Toc384594988)

[15.3 Base Flow 26](#_Toc384594989)

[16 Creating RI Reports 27](#_Toc384594990)

[16.1 Description 27](#_Toc384594991)

[16.2 Flow diagram 27](#_Toc384594992)

[16.3 Base Flow 27](#_Toc384594993)

[17 Creating SI Reports 28](#_Toc384594994)

[17.1 Description 28](#_Toc384594995)

[17.2 Flow diagram 28](#_Toc384594996)

[17.3 Base Flow 28](#_Toc384594997)

[18 Creating CIA Reports 29](#_Toc384594998)

[18.1 Description 29](#_Toc384594999)

[18.2 Flow diagram 29](#_Toc384595000)

[18.3 Base Flow 29](#_Toc384595001)

[19 Exporting Reports 30](#_Toc384595002)

[19.1 Description 30](#_Toc384595003)

[19.2 Flow diagram 30](#_Toc384595004)

[19.3 Base Flow 30](#_Toc384595005)

Use cases

# Creating Employee Account

## Description

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.001 |
| Use Case Name | Creating Employee Account |
| Description | Administrator create Employee Account |
| Activate | Administrator has initiated the process of creation employee account. |
| Pre-conditions | ─ |
| Post-conditions | Employee Accounts is created and Employee is Registered |

## Flow diagram



Figure 1─ Creating Customer Account Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | Administrator | Initiate Employee Account Creation | Administrator initiates Employee Account creation. |
| 2 | System | Display The Employee Account Creation Window | System displays the Employee Account creation window. |
| 3 | Administrator | Choose Group Of Employees | Administrator chooses group of employees |
| 4 | Administrator | Input Information About Employee | Administrator inputs information about employee |
| 5 | Administrator | Initiate Saving Data | Administrator initiates saving data |
| 6 | System | Validates Fields | System validates fields to correctly entry |
| 7.1 7.2 | System | Perform a Employee Duplication Check | System performs a Employee duplication check |
| 8 | System | Save Employee Account & Register Employee As Employee From Chosen Group | System saves Employee Account & System registers Employee as employee from chosen group |

## Alternative Flow 1

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  | System |  | Entry Point:  Step #6 of the Base Flow: Validates Fields |
| 1 | System | Highlights Parameters | System highlights parameters with incorrect inputting and parameters which are necessary to be filled in |
|  |  |  | Join:  Step #4 of the Base Flow: Input Information About Employee |

## Alternative Flow 2

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #6 Perform a User Duplication Check |
| 1 | System | Displays Information About Incorrect Data | System displays information about incorrect data (existence of the same employee) |
|  |  |  | Join:  Step #4 of the Base Flow: Input Information About Employee |

# Creating Customer Accounts

## Description

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.002 |
| Use Case Name | Creating Customer Account |
| Description | Describes the process of Customer registration and Customer Account creation |
| Activate | User has initiated the process of registration and creation account. |
| Pre-conditions | Unregistered User |
| Post-conditions | Customer Account is created and Registered User as Customer |

## Flow diagram



Figure 2─ Creating Customer Account Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | User | Presses Registration Button | Unregistered User presses registration button. |
| 2 | System | Display Customer Registration Window | System displays the Customer registration window |
| 3 | User | Inputs Information | User inputs information about itself |
| 4 | User | Initiate Saving Data | User initiates saving data |
| 5 | System | Validates Fields | System validates fields to correctly entry |
| 6 | System | Perform a User Duplication Check | System performs a User duplication check |
| 7.1 7.2 | System | Save Customer Account& Registers User As Customer | System saves Customer Account & System registers User as Customer |

## Alternative Flow 1

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #5 of the Base Flow: Validates Fields |
| 1 | System | Highlights Parameters | System highlights parameters with incorrect inputting and parameters which are necessary to be filled in |
|  |  |  | Join:  Step #3 of the Base Flow: Inputs Information |

## Alternative Flow 2

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #6 Perform a User Duplication Check |
| 1 | System | Displays Information About Incorrect Data | System displays information about incorrect data (existence of the same) |
|  |  |  | Join:  Step #3 of the Base Flow: Inputs Information |

# Blocking Accounts

## Description

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.003 |
| Use Case Name | Blocking Accounts |
| Description | Describes the process of Blocking Accounts by Administrator |
| Activate | Administrator has initiated the process of blocking accounts. |
| Pre-conditions | ─ |
| Post-conditions | Customer Account is created and Registered User as Customer |

## Flow diagram



Figure 3─ Blocking Accounts Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | Administrator | Block User Account | Administrator blocks User account. |
| 2 | System | Change User Account Status | System change User Account Status from "Active" to "Blocked" |

# Changing Customer Password

## Description

## Flow diagram



Figure 4─ Changing Customer Password Flow Diagram

## Base Flow

## Alternative Flow 1

## Alternative Flow 2

## Alternative Flow 3

# Review Service Instance

## Description

## Flow diagram



Figure 5─ Review Service Instance Flow Diagram

## Base Flow

# Review Service Order

## Description

## Flow diagram



Figure 6─ Review Service Order Flow Diagram

## Base Flow

# Creating Service Order

## Description

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.009 |
| Use Case Name | Creating Service Order |
| Description | Describes the process of Customer Service Order |
| Activate | User has initiated the process of creation account Service Order. |
| Pre-conditions | ─ |
| Post-conditions | Service Order is created |

## Flow diagram



Figure 7─ Creating Customer Account Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | User | Initiates Service Order | User initiates Service Order |
| 2 | System | Displays The Service Order Window In Entry Mode | System displays the Service Order window in entry mode |
| 3 | User | Chooses Service Location | User chooses his/her desired Service Location |
| 4 | System | Indicate Service Location On Map | System indicates Service Location on map |
| 5.1 5.2 | System | * Display List Of Possible Services * Display Service Price Defined In The Product Catalog. | * System display list of possible services on a page. * System display Service Price defined for this service in the Product Catalog. |
| 6 | User | Initiates Saving Server Order | User initiates saving Server Order |
| 7 | System | Validate If All Parameters Is Correctly Entered | System validates if all parameters is correctly entered |
| 8 | System | Check The User Registration | System checks the User registration |
| 9 | System | Perform A Server Order Duplication Check | System performs a Server Order duplication check |
| 10 | System | Save Customer Service Order | System saves Customer Service Order |

## Alternative Flow 1

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  | System |  | Entry Point:  Step #7 of the Base Flow: Validate If All Parameters Is Correctly Entered |
| 1 | System | Highlights Parameters | System highlights parameters with incorrect inputting and parameters which are necessary to be filled in |
|  |  |  | Join:  Step #3 of the Base Flow: Chooses Service Location |

## Alternative Flow 2

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  | System |  | Entry Point:  Step #8 of the Base Flow: Check The User Registration |
| 1 |  |  | WIND.US.002 Creating Customer Accounts |
|  |  |  | Join:  Step #9 of the Base Flow: Perform A Server Order Duplication Check |

## Alternative Flow 3

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step # 9of the Base Flow: Perform A Server Order Duplication Check |
| 1 | System | Display Information About Incorrect Data | System displays information about incorrect data (existence of the same Order Service) |
|  |  |  | Join:  Step #3 of the Base Flow: Chooses Service Location |

# Creating New Router in System

## Description

## Flow diagram



Figure 8─ Creating New Router in System Flow Diagram

## Base Flow

## Alternative Flow

# Creating New Circuit in System

## Description

## Flow diagram



Figure 9 ─ Creating New Circuit in System Flow Diagram

## Base Flow

## Alternative Flow

# Removing the Circuit in System

## Description

## Flow diagram



Figure 10 ─ Creating New Circuit in System Flow Diagram

## Base Flow

## Alternative Flow

# Bill Sending

## Description

## Flow diagram



Figure 11 ─ Bill Sending in System Flow Diagram

## Base Flow

## Alternative Flow

# Creating Service Instance

## Description

## Flow diagram



Figure 12 ─ Creating Service Instance Flow Diagram

## Base Flow

## Alternative Flow 1

# Modifying Parameters for Service Instance

## Description

## Flow diagram



Figure 13 ─ Modifying Parameters for Service Instance Flow Diagram

## Base Flow

# Disconnect for Existing Service Instance

## Description

## Flow diagram



Figure 14 ─ Disconnect for Existing Service InstanceFlow Diagram

## Base Flow

# E-mail Notification

## Description

## Flow diagram



Figure 15 ─ E-mail Notification Flow Diagram

## Base Flow

# Creating RI Reports

## Description

## Flow diagram



Figure 16 ─ Creating RI Reports Flow Diagram

## Base Flow

# Creating SI Reports

## Description

## Flow diagram



Figure 17 ─ Creating SI Reports Flow Diagram

## Base Flow

# Creating CIA Reports

## Description

## Flow diagram



Figure 18 ─ Creating CIA Reports Flow Diagram

## Base Flow

# Exporting Reports

## Description

## Flow diagram



Figure 19 ─ Exporting Reports Flow Diagram

## Base Flow