# Use Case Document

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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 | System | Perform a Employee Duplication Check | System performs a Employee duplication check |
| 8.1 8.2 | 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 |
| --- | --- | --- | --- |
|  |  |  | 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 by Customer 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 |

## Alternative Flow 3

| 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: End |

# 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

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.004 |
| Use Case Name | Changing Customer Password |
| Description | Describes the process of Changing Customer Password by Customer User |
| Activate | Customer User has initiated the process of changing his password. |
| Pre-conditions | Customer User forgets own password |
| Post-conditions | Customer Password is changed |

## Flow diagram



Figure 4 ─ Changing Customer Password Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | Customer User | Presses Changing Password button | Customer User initiates process of changing password |
| 2 | System | Display Customer Changing Password Window | System displays the Customer Changing password window |
| 3 | Customer User | Inputs Login & Password Information | User inputs Login & Password information |
| 4 | System | Validates Fields | System validates fields to correctly entry |
| 5 | Customer User | Inputs & Confirms new Password Information | Customer User inputs & confirms new password |
| 6 | System | Validates new Password Fields | System validates equality between the new password and confirmed password |
| 7 | System | Saves new Customer Password | System saves new Customer password |

## Alternative Flow 1

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #6 of the Base Flow: Validates new Password Fields |
| 1 | System | Displays information about unequal password | System displays information about unequal password |
|  |  |  | Join:  Step #3 of the Base Flow: Inputs & Confirms new Password Information |

## Alternative Flow 2

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #4 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 |
| 2 | Customer User | Approves Inputting his Login/password Data second time | Customer User approves, that he want to Input his Login/password Data second time |
|  |  |  | Join:  Step #2 of the Base Flow: Display Customer Changing Password Window |

## Alternative Flow 3

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #1 of the Alternative Flow 2: Validates Fields |
| 1 | Customer User | Disapproves Inputting his Login/password Data second time | User disapproves, that he want to Input his Login/password Data second time |
| 2 | Customer User | Contacts with Customer Engineer about password changing | Customer contacts with Customer Support Engineer that he/she changes the password |
| 3 | Customer Support Engineer | Changes Customer Password | Customer Support Engineer changes Customer password |
| 4 | Customer Support Engineer | Sends new Customer Password to user | Customer Support Engineer send new Customer password to Customer User |
|  |  |  | Join:  Step #7 of the Base Flow: Display Customer Changing Password Window |

# Review Service Instance

## Description

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.005 |
| Use Case Name | Review Service Instance |
| Description | Describes the process of Reviewing Service Instance by Customer Support Engineer |
| Activate | Customer Support Engineer has initiated the process of reviewing service instance. |
| Pre-conditions | ─ |
| Post-conditions | Service Instance is reviewed. |

## Flow diagram



Figure 5─ Review Service Instance Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | Customer Support Engineer | Initiates process of reviewing SI | Customer Support Engineer initiates process of reviewing SI for Customer User |
| 2 | System | Displays List of existing Customer Accounts | System displays the list of existing Customer Accounts |
| 3 | Customer Support Engineer | Selects one of the Accounts & Requests to view SI | Customer Support Engineer selects one of the accounts from the list and requests to view Customer SI |
| 4 | System | Displays parameters SI of the selected Accounts | System displays parameters SI of the selected Customer account |

## Alternative Flow 1

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #2 of the Base Flow: Displays List of existing Customer Accounts |
| 1 | Customer Support Engineer | Selects Provider Location & requests to view Customer SI | Customer Support Engineer selects Provider Location from the list and requests to view Customer SI |
| 2 | System | Displays parameters SIs of the selected Provider Location | System displays parameters SIs of the selected Provider Location |

## Alternative Flow 2

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #2 of the Base Flow: Displays List of existing Customer Accounts |
| 1 | Customer Support Engineer | Selects SI Status and requests to view Customer Service Instance | Customer Support Engineer selects SI Status from the list and requests to view Customer Service Instances |
| 2 | System | Displays Service Instances with selected SI Status | System displays Service Instances with selected SI Status |

## Alternative Flow 3

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #2 of the Base Flow: Displays List of existing Customer Accounts |
| 1 | Customer Support Engineer | Selects Service from the list & requests to view Customer Service Instances | Customer Support Engineer selects Service from the list and requests to view Customer Service Instances |
| 2 | System | Displays Service Instances with selected Service | System displays Service Instances with selected Service |

# Review Service Order

## Description

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.006 |
| Use Case Name | Review Service Order |
| Description | Describes the process of Reviewing Service Order by Customer Support Engineer |
| Activate | Customer Support Engineer has initiated the process of reviewing service order. |
| Pre-conditions | ─ |
| Post-conditions | Service Order is reviewed. |

## Flow diagram



Figure 6─ Review Service Order Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | Customer Support Engineer | Initiates process of reviewing SO | Customer Support Engineer initiates process of reviewing SO for Customer User |
| 2 | System | Displays List, which can review Customer SO | System displays the list of options which you can review Customer SO |
| 3 | Customer Support Engineer | Selects one of the Accounts & Requests to view SO | Customer Support Engineer selects one of the accounts from the list and requests to view Customer SO |
| 4 | System | Displays parameters SO of the selected Account | System displays parameters SO of the selected Customer account |

## Alternative Flow 1

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #2 of the Base Flow: Displays List, which can review Customer SO |
| 1 | Customer Support Engineer | Selects Provider Location from the list and requests to view Customer Service Orders | Customer Support Engineer selects Provider Location from the list and requests to view Customer Service Orders |
| 2 | System | Displays parameters SO of the selected Account | System displays parameters SO of the selected Customer account |

## Alternative Flow 2

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #2 of the Base Flow: Displays List, which can review Customer SO |
| 1 | Customer Support Engineer | Selects SO Status & requests to view Customer Service Orders | Customer Support Engineer selects SO Status from the list and requests to view Customer Service Orders |
| 2 | System | Displays SO with selected SO Status | System displays Service Orders with selected SO Status ('Processing’,‘Completed’) |

# Installing New Router in System

## Description

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.007 |
| Use Case Name | Installing New Router in System |
| Description | Describes the process of Installing New Router in System |
| Activate | System creates the Task to Installation Engineer Group. |
| Pre-conditions | ─ |
| Post-conditions | New Router is installed. |

## Flow diagram



Figure 7─ Installing New Router in System Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | System | Creates the Task to Installation Engineer Group. | System creates the Task to Installation Engineer Group. |
| 2 | System | Displays List, which can review Customer SO | System displays the list of options which you can review Customer SO |
| 3 | System | Assigns the Task it to Installation Engineer Group & notifies Group via e-mails | * System assigns the Task it to Installation Engineer Group * System notifies Engineer Group via personal e-mails |
| 4 | Installation Engineer | Begins to perform the Task | Installation Engineer begins to perform the Task |
| 5 | Installation Engineer | Installs new Router in the System | Installation Engineer installs new router in the system |
| 6 | Installation Engineer | Notifies that he/she has done the Task | Installation Engineer notifies that he/she has done the Task |
| 7 | System | Completes particular Task | System completes particular Task |

## Alternative Flow 1

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #5 of the Base Flow: Begins to perform the Task |
| 1 |  | Creating New Router in System | WIND.UC.010 Creating New Router in System |
|  |  |  | Join:  Step #6 of the Base Flow: Installs new Router in the System |

## Alternative Flow 2

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #6of the Base Flow: Notifies that he/she has done the Task |
| 1 | System | Suspends particular Task | System suspends particular Task |
| 2 | System | Reassigns particular Task between Installation Engineers | System reassigns particular Task from this Installation Engineer to another Installation Engineer under defined Installation Engineer Groups |
|  |  |  | Join:  Step #4 of the Base Flow: Inputs Information |

# Creating Customer Account by Customer Support Engineer

## Description

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.008 |
| Use Case Name | Creating Customer Account by Customer Support Engineer |
| Description | Describes the process of Creating Customer Account by Customer Support Engineer |
| Activate | Client contacts with Customer Support Engineer that he/she create him/her Customer Account |
| Pre-conditions | ─ |
| Post-conditions | Customer Support Engineer created new Customer Account. |

## Flow diagram



Figure 8─ Creating Customer Account by Customer Support Engineer Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | User | Contacts with Customer Support Engineer for Customer Account creation | User contacts with Customer Support Engineer that he creates him Customer Account |
| 2 | Customer Support Engineer | Initiates process of creating Customer Account | Customer Support Engineer initiates process of creating Customer Account |
| 3 | System | Displays the Customer registration window | System displays the Customer registration window |
| 4 | Customer Support Engineer | Inputs information about client | Customer Support Engineer inputs information about client |
| 5 | Customer Support Engineer | Initiates saving data | Customer Support Engineer initiates saving data |
| 6 | System | Validates fields | System validates fields to correctly entry |
| 7 | System | Performs a User duplication check | System performs a User duplication check |
| 8 | System | Saves Customer Account | System saves customer account |

## Alternative Flow 1

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #6 of the Base Flow: Validates fields |
| 1 | System | Highlights parameters which are necessary filled in & inputted incorrect | System highlights parameters with incorrect inputting and parameters which are necessary to be filled in |
|  |  |  | Join:  Step #4 of the Base Flow: Inputs Information about Client |

## Alternative Flow 2

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #7 of the Base Flow: Performs a User duplication check |
| 1 | System | Displays information about incorrect data | System displays information about incorrect data (existence of the same user) |
|  |  |  | Join:  Step #4 of the Base Flow: Inputs Information about Client |

## Alternative Flow 3

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #7 of the Base Flow: Performs a User duplication check |
| 1 | System | Displays information about incorrect data | System displays information about incorrect data (existence of the same user) |

# 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 9─ Creating Customer Account Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | User/CSE | Initiates Service Order creation |  |
| 2 | System | Displays The Service Order Window In Entry Mode |  |
| 3 | User/CSE | Selects Service Location |  |
| 4 | System | Indicates Service Location On Map and displays List of available Services with prices |  |
| 5 | User/CSE | Selects Service and presses ‘Proceed’ button |  |
| 6 | System | Checks user authorized or not:   1. If user authorized in the system, the system:  * Creates Service Order with Status ‘Entering’ * Populates the next parameters: Order ID, User ID, Order ID, User ID, Serice ID,Service Inctance ID, Service Location ID, Provider Location ID, status, senario, Enterdata  1. If user didn’t authorize in the system, the system navigates user to the authorization/registration window (go to Alternative Flow 2) |  |
| 7 | User/CSE | Checks all parameters and presses ‘Complete’ button |  |
| 8 | System | 1. Performs parameters validation 2. Changes Status for Service Order to ‘Pending for Activation’. 3. Sends email notification to the responsible group with the next parameters: Task ID, User ID, Type, Status, Role\_ID, Service\_order\_id | System validates if all parameters is correctly entered |
| 9 | Provisioning Engineer | Receives email notification and navigates to Tasks tab |  |
| 10 | System | Displays all Tasks which assigned to the Provisioning Group |  |
| 11 | Provisioning Engineer | Presses button on the Task |  |
| 12 | System | Displays the next Task parameters:   * Task ID, User ID, Type, Status, Role\_ID, Service\_order\_id |  |
| 13 | Provisioning Engineer | Initiates device availability check by pressing ‘Check availability’ button |  |
| 14 | System | Performs device availability check:   1. If device is available, the system populates Device ID and Ports ID, Port.Status = In Use automatically 2. If device is not available, the system displays popup window ‘Device is not available for the current Location. Please create New Device’ (go to Alternative Flow 3) |  |
| 15 | Provisioning Engineer | Initiates circuit creation by pressing ‘Create Circuit’ button |  |
| 16 | System | Displays Circuit Creation window |  |
| 17 | Provisioning Engineer | Populates all mandatory parameters and presses ‘Complete’ button |  |
| 18 | System | 1. Performs parameters validation 2. Changes Status for Service Order to ‘Pending for Installation’. 3. Sends email notification to the responsible group with the next parameters: Task ID, Type,Status |  |
| 19 | Installation Engineer | Receives email notification and navigates to Tasks tab |  |
| 20 | System | Displays all Tasks which assigned to the Installation Group |  |
| 21 | Installation Engineer | Presses button on the Task |  |
| 22 | System | Displays the next Task parameters:   * Task ID, User ID, Type, Status, Role\_ID, Service\_order\_id |  |
| 23 | Installation Engineer | Presses ‘Complete’ button |  |
| 24 | System | 1. Performs parameters validation 2. Changes Status for Service Order to ‘Completed’. 3. Sends email notification to the Customer with the service instance and service order parameters |  |

## Alternative Flow 1

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | 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 |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #8 of the Base Flow: Check The User Registration |
| 1 | System |  | 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

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.01 |
| Use Case Name | Creating New Router in System |
| Description | Describes the process of Creating New Router in System by Installation Engineer |
| Activate | System has initiated the process of creation new Router. |
| Pre-conditions | New Router in System task initialized |
| Post-conditions | New Router is created |

## Flow diagram



Figure 10─ Creating New Router in System Flow Diagram

## 

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | System | Creates Task to Installation Engineer Group | System creates the Task to Installation Engineer Group. |
| 2.1 2.2 | System | Assigns Task & Notifies Installation Engineer Group | * System assigns the Task it to Installation Engineer Group * System notifies Engineer Group via personal e-mails |
| 3 | Installation Engineer | Begins to perform the Task | One of Installation Engineer Group begins to perform the Task |
| 4.1 4.2 | Installation Engineer | * Creates 60 GE Ports * Creates new Device | * Installation Engineer creates new 60GE Port in the System * Installation Engineer creates new Device in the System |
| 5 | Installation Engineer | Preinstall 60 GE Ports | Installation Engineer preinstall 60 GE Ports |
| 6 | Installation Engineer | Notifies that he has done the task | Installation Engineer notifies that he has done the task |
| 7 | System | Checks correctly Task performing | System checks does Installation Engineer perform Task correctly |
| 8 | System | Completes particular Task | System completes particular Task |

## 

## Alternative Flow

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #7 of the Base Flow: Checks correctly Task performing |
| 1 | System | Suspends particular Task | System suspends particular Task |
| 2 | System | Reassigns particular Task between Installation Engineers | System reassigns particular Task from this Installation Engineer to another Installation Engineer under defined Installation Engineer Groups |
|  |  |  | Join:  Step #3 of the Base Flow: Begins to perform the Task |

# Creating New Circuit in System

## Description

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.011 |
| Use Case Name | Creating New Circuit in System |
| Description | Describes the process of Creating New Circuit in System by Provisioning Engineer |
| Activate | System has initiated the process of creation new Circuit. |
| Pre-conditions | New Circuit in System task initialized |
| Post-conditions | New Circuit is created |

## Flow diagram



Figure 11 ─ Creating New Circuit in System Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | System | Creates Task to Provisioning Engineer Group | System creates the Task to Provisioning Engineer Group |
| 2.1 2.2 | System | Assigns Task & Notifies Provisioning Engineer Group | * System assigns the Task it to Provisioning Engineer Group * System notifies Engineer Group via personal e-mails |
| 3 | Provisioning Engineer | Begins to perform the Task | Ones of Provisioning Engineer Group begins to perform the Task |
| 4 | Provisioning Engineer | Creates the circuit | Provisioning Engineer creates the circuit |
| 5.1 5.2 | Provisioning Engineer | * Assigns the Port of the Router * Links Circuit to Port | * Provisioning Engineer assigns the Port of the Router * Provisioning Engineer links Circuit to Port |
| 6 | Provisioning Engineer | Refer assigned Port to Service Instance | Provisioning Engineer refer the assigned port to Service Instance |
| 7 | System | Documents port as ‘in use’ | System documents port as ‘in use’ |
| 8 | Provisioning Engineer | Notifies that he has done the Task | Provisioning Engineer notifies that he/she has done the Task |
| 9 | System | Checks correctly Task performing | System checks does Provisioning Engineer perform Task correctly? |
| 10 | System | Completes particular Task | System completes particular Task |

## Alternative Flow

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #9 of the Base Flow: Checks correctly Task performing |
| 1 | System | Suspends particular Task | System suspends particular Task |
| 2 | System | Reassigns particular Task between Provisioning Engineers | System reassigns particular Task from this Provisioning Engineer to another Provisioning Engineer under defined Provisioning Engineer Groups |
|  |  |  | Join:  Step #3 of the Base Flow: Begins to perform the Task |

# Removing the Circuit in System

## Description

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.012 |
| Use Case Name | Removing the Circuit in System |
| Description | Describes the process of Removing the Circuit in System by Provisioning Engineer |
| Activate | System has initiated the process of removing the Circuit. |
| Pre-conditions | Removing the Circuit in System task initialized |
| Post-conditions | The Circuit is removed |

## Flow diagram





Figure 12 ─ Creating New Circuit in System Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | System | Creates Task to Provisioning Engineer Group | System creates the Task to Provisioning Engineer Group |
| 2 | System | * Sends email notification to the Provisioning Engineer group with the next parameters: Task ID, Type, Status | * System sends email notification to the Provisioning Engineer group with the next parameters: Task ID, Type, Status |
| 3 | Provisioning Engineer | Receives email notification and navigates to Tasks tab | Provisioning Engineer receives email notification and navigates to Tasks tab |
| 4 | Provisioning Engineer | Provisioning Engineer Group presses button on the Task | Provisioning Engineer Group presses button on the Task |
| 5 | System | Displays the next Task parameters: Task ID, Type, Status, Role\_ID, Service\_instance\_id | System displays the next Task parameters: Task ID, Type, Status, Role\_ID, Service\_instance\_id |
| 6 | System changes | Status of Service Order from ‘Entering’ to ‘Processing’ | System changes Status of Service Order from ‘Entering’ to ‘Processing’ |
| 7 | Provisioning Engineer | Removes the circuit | Provisioning Engineer removes the circuit |
| 8 | Provisioning Engineer | Presses ‘Complete’ button | Provisioning Engineer presses 'Complete' button |
| 9 | System | Completes particular Task | System completes particular Task |

## Alternative Flow

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #8 of the Base Flow: Presses ‘Complete’ button |
| 1 | System | Suspends particular Task | System suspends particular Task |
| 2 | System | Reassigns particular Task between Provisioning Engineers | System reassigns particular Task from this Provisioning Engineer to another Provisioning Engineer under defined Provisioning Engineer Groups |
|  |  |  | Join:  Step #4 of the Base Flow: Provisioning Engineer Group presses button on the Task |

# Bill Sending

## Description

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.011 |
| Use Case Name | Bill Sending in System |
| Description | Describes the process of Bill Sending in System by Customer Support Engineer |
| Activate | System has initiated the process of sending the Bill. |
| Pre-conditions | Bill Sending task initialized |
| Post-conditions | The Bill sended. |

## Flow diagram

Figure 13 ─ Bill Sending in System Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | System | Creates Task to Customer Support Engineer Group | System creates the Task to Customer Support Engineer Group |
| 2 | System | Assigns Task & Notifies Customer Support Engineer Group | * System assigns the Task it to Customer Support Engineer Group * System notifies Engineer Group via personal e-mails |
| 3 | Customer Support Engineer | Begins to perform the Task | Ones of Customer Support Engineer Group begins to perform the Task |
| 4 | Customer Support Engineer | Forms letter as report with current Bill by SO | Customer Support Engineer forms letter as report with current bill by Service Order. |
| 5 | Customer Support Engineer | Sends letter with current Bill by SO | Customer Support Engineer sends letter with current bill by Service Order |
| 6 | Customer Support Engineer | Notifies that he has done the Task | Customer Support Engineer notifies that he/she has done the Task |
| 7 | System | Checks correctly Task performing | System checks does Customer Support Engineer perform Task correctly? |
| 8 | System | Completes particular Task | System completes particular Task |

## Alternative Flow

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #7 of the Base Flow: Checks correctly Task performing |
| 1 | System | Suspends particular Task | System suspends particular Task |
| 2 | System | Reassigns particular Task between Customer Support Engineers | System reassigns particular Task from this Customer Support Engineer to another Customer Support Engineer under defined Customer Support Engineer Groups |
|  |  |  | Join:  Step #3 of the Base Flow: Begins to perform the Task |

# Creating Service Instance

## Description

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.012 |
| Use Case Name | Creating Service Instance |
| Description | Describes the process of Service Instance creation in System |
| Activate | System has initiated the process of Service Instance creation |
| Pre-conditions | Service Order created |
| Post-conditions | Service Instance created |

## Flow diagram



Figure 14 ─ Creating Service Instance Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 |  | Creating Service Order | WIND.UC.009 Creating Service Order |
| 2 | System | Changes Status of Service Order to ‘Processing’ | System changes Status of Service Order from ‘Entering’ to ‘Processing’ |
| 3 | System | Creates the Service Instance with Status = ‘Planned’ | System creates the Service Instance with Status = ‘Planned’ |
| 4 |  | Creating New Circuit in System | WIND.UC.011 Creating New Circuit in System |
| 5 | Installation Engineer | **C**reates Cable | Installation Engineer creates Cable |
| 6 | Installation Engineer | Links Cable to User | Installation Engineer links Cable to User |
| 7 | System | Takes dependencies between Cable and Circuit | System takes into account dependencies between Cable and Circuit |
| 8 | System | Documents logical entity of provided Service as Circuit | System documents logical entity of provided Service as Circuit |
| 9.1 9.2 | System | - changes the Status of SI to ‘Active’  - changes the Status of SO to ‘Completed’ | * System changes the Status of Service Instance from ‘Planned’ to ‘Active’ * System changes the Status of Service Order from ‘Processing’ to ‘Completed’ |
| 10 | System | Completes particular Task | System completes particular Task |

## 

# Modifying Parameters for Service Instance

## Description

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.015 |
| Use Case Name | Modifying Parameters for Service Instance |
| Description | Describes the process of Modifying Parameters for Service Instance in System |
| Activate | Customer User/CSE has initiated the process of Modifying Parameters for Service Instance |
| Pre-conditions | Customer User/CSE initiated modification for Service Instance |
| Post-conditions | Parameters for Service Instance modified |

## Flow diagram



Figure 15 ─ Modifying Parameters for Service Instance Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | Customer User/CSE | Initiates process of updating configuration of the subscribed SI. | Customer User initiates process of updating configuration of the subscribed Service Instance. |
| 2.1  2.2 | System | * Creates new SO with Status ‘Entering and Type = Modify * Populates all parameters for Service Instance | System Creates new SO with Status ‘Entering and Type = Modify and populates all parameters for Service Instance |
| 3.1 3.2 | User/CSE | * Modifies parameters for particular Service Instances * Presses ‘Modify’ button | User/CSE modifies parameters for particular Service Instances and presses ‘Modify’ button |
| 4 | System | Performs parameters validation | System performs parameters validation |
| 5 | System | Creates the Task to Provisioning Engineer Group | System creates the Task to Provisioning Engineer Group |
| 6.1-  6.5 | System | * Performs parameters validation * Changes the Status of Service Order from 'Entering' to ‘Processing’ * Creates the Task with Type = Modify * Assigns Task to Provisioning Engineer Group * Sends email notification to the Provisioning Engineer group with the next parameters: Task ID, Type, Status | * System performs parameters validation * System changes the Status of Service Order from 'Entering' to ‘Processing’ * System creates the Task with Type = Modify * System assigns Task to Provisioning Engineer Group * System sends email notification to the Provisioning Engineer group with the next parameters: Task ID, Type, Status |
| 7 | Provisioning Engineer | Receives email notification and navigates to Tasks tab | Provisioning Engineer receives email notification and navigates to Tasks tab |
| 8 | Provisioning Engineer | Provisioning Engineer Group presses button on the Task | Provisioning Engineer Group presses button on the Task |
| 9 | System | Displays the next Task parameters: Task ID, Type, Status, device\_id(name), port\_id(name), Customer location, Provider location | System displays the next Task parameters: Task ID, Type, Status, device\_id(name), port\_id(name), Customer location, Provider location |
| 10 | Provisioning Engineer | * Performs the Task * Presses ‘Complete’ button | Provisioning Engineer performs the Task and presses 'Complete' button |
| 11.1  11.2  11.3 | System | * Performs parameters validation * Updates new parameters for Service Instance * Changes Service Order Status to Completed |  |

## Alternative Flow

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #11.1 of the Base Flow: Performs parameters validation |
| 1 | System | Suspends particular Task | System suspends particular Task |
| 2 | System | Reassigns particular Task between Provisioning Engineers | System reassigns particular Task from this Provisioning Engineer to another Provisioning Engineer under defined Provisioning Engineer Groups |
|  |  |  | Join:  Step #6.5 of the Base Flow: Sends email notification to the Provisioning Engineer group with the next parameters: Task ID, Type, Status |

# Disconnect for Existing Service Instance

## Description

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.016 |
| Use Case Name | Disconnect for Existing Service Instance |
| Description | Describes the process of Disconnection for Existing Service Instance |
| Activate | Customer User/CSE has initiated the process of Disconnection for Existing Service Instance |
| Pre-conditions | Customer User/CSE initiated the process of disconnection for Existing Service Instance initialized |
| Post-conditions | Existing Service Instance disconnected |

## Flow diagram



Figure 16 ─ Disconnect for Existing Service InstanceFlow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | Customer User | Initiates process of disconnection the subscribed products and services. | Customer User initiates process of disconnecting the subscribed products and services. |
| 2 | System | * Creates a new Service Order with Status=‘Entering’ for a Customer User * Changes the Status of Service Instance from ‘Active’ to ‘Pending to disconnect’ | System creates a new Service Order with Status=‘Entering’ for a Customer User, System changes the Status of Service Instance from ‘Active’ to ‘Pending to disconnect’ |
| 3 |  |  | WIND.UC.012 Removing the Circuit in System |
| 4 | System | Creates the Task to Installation Engineer Group | System creates the Task to Installation Engineer Group. |
| 5 | System | * Sends email notification to the Installation Engineer group with the next parameters: Task ID, Type, Status | * System sends email notification to the Installation Engineer group with the next parameters: Task ID, Type, Status |
| 6 | Installation Engineer | Receives email notification and navigates to Tasks tab | Installation Engineer receives email notification and navigates to Tasks tab |
| 7 | System | Displays all Tasks which assigned to the Installation Engineer Group | System displays all Tasks which assigned to the Installation Engineer Group |
| 8 | Installation Engineer | Presses button on the Task | Installation Engineer presses button on the Task |
| 9 | System | Displays the next Task parameters: Task ID, Type, Status, device\_id(name), port\_id(name), Customer location, Provider location | System displays the next Task parameters: Task ID, Type, Status, device\_id(name), port\_id(name), Customer location, Provider location |
| 10 | Installation Engineer | Deletes Cable | Installation Engineer deletes Cable |
| 11 | Installation Engineer | Presses "Complete" button | Installation Engineer presses "Complete" button |
| 12 | System | Performs parameters validation | System performs parameters validation |
| 13 | System | Creates the Task to Provisioning Engineer Group. | System creates the Task to Provisioning Engineer Group. |
| 14 | System | Sends email notification to the Provisioning Engineer group with the next parameters: Task ID, Type, Status | System sends email notification to the Provisioning Engineer group with the next parameters: Task ID, Type, Status |
| 15 | Provisioning Engineer | Receives email notification and navigates to Tasks tab | Provisioning Engineer receives email notification and navigates to Tasks tab |
| 16 | System | Displays all Tasks which assigned to the Provisioning Engineer Group | System displays all Tasks which assigned to the Provisioning Engineer Group |
| 17 | Provisioning Engineer | Presses button on the Task | Provisioning Engineer Group presses button on the Task |
| 18 | System | Displays the next Task parameters: Task ID, Type, Status, device\_id(name), port\_id(name), Customer location, Provider location | System displays the next Task parameters: Task ID, Type, Status, device\_id(name), port\_id(name), Customer location, Provider location |
| 19 | Provisioning Engineer | Unassigns the port of the router, brakes reference between the assigned port and Service Instance | Provisioning Engineer unassigns the port of the router, brakes reference between the assigned port and Service Instance |
| 20 | System | Documents port as ‘free, so the port can later be reused for new SI | System documents port as ‘free’, so the port can later be reused for new SI |
| 21 | Provisioning Engineer | Presses 'Complete' button | Provisioning Engineer presses 'Complete' button |
| 22 | System | Performs parameters validation | System performs parameters validation |
| 23 | System | * changes the Status of SI to ‘Disconnected’ * changes the Status of SO to ‘Completed’ | * System changes the Status of Service Instance from ‘Active’ to ‘‘Disconnected’ * System changes the Status of Service Order from ‘Processing’ to ‘Completed’ |
| 24 | System | Completes particular Task | System completes particular Task |

## 

# E-mail Notification

## Description

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.017 |
| Use Case Name | E-mail Notification |
| Description | Describes the process of E-mail Notification |
| Activate | System has initiated the process of E-mail Notification |
| Pre-conditions | - |
| Post-conditions | User notificated by E-mail |

## Flow diagram



Figure 17 ─ E-mail Notification Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | User | Creates notification. | User creates notification. |
| 2 | System | Notifies users via personal e-mails | System notifies users via personal e-mails |

## Alternative Flow 1

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | User | Creates notification. | User creates notification. |
| 2 | System | Notifies users via e-mails sent to user groups | System notifies users via e-mails sent to user groups |

# Creating RI Reports

## Description

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.018 |
| Use Case Name | Creating RI Reports |
| Description | Describes the process of RI Reports Creation |
| Activate | User has initiated the process of RI Reports Creation |
| Pre-conditions | - |
| Post-conditions | RI Report created |

## Flow diagram



Figure 18 ─ Creating RI Reports Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | Administrator, Customer Support Engineer, Provisioning Engineer, Installation Engineer | Initiates process of generating RI reports | Administrator or Customer Support Engineer or Provisioning Engineer or Installation Engineer initiates process of generating RI reports. |
| 2 | System | Displays list of RI reports for particular User | System displays list of RI reports, which particular User can generate |
| 3 | System | Generate and display “Routers utilization and capacity %” report | System generate and display “Routers utilization and capacity %” report |

## Alternative Flow 1

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #2 of the Base Flow: Displays list of RI reports for particular User |
| 1 | System | Generate and display “Most profitable router” report | System generate and display “Most profitable router” report |

# 

# Creating SI Reports

## Description

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.019 |
| Use Case Name | Creating SI Reports |
| Description | Describes the process of SI Reports Creation |
| Activate | User has initiated the process of SI Reports Creation |
| Pre-conditions | - |
| Post-conditions | SI Report created |

## Flow diagram



Figure 19 ─ Creating SI Reports Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | User | Initiates process of generating SI reports | User initiates process of generating SI reports |
| 2 | System | Displays list of SI reports for particular User | System displays list of SI reports, which particular User can generate |
| 3 | System | Generate and display “New orders per period” report | System generate and display “New orders per period” report |

## Alternative Flow 1

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #2 of the Base Flow: Displays list of SI reports for particular User |
| 1 | System | Generate and display “Profitability by month” report | System generate and display “Profitability by month” report |

## Alternative Flow 2

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #2 of the Base Flow: Displays list of SI reports for particular User |
| 1 | System | Generate and display “Disconnect orders per period” report | System generate and display “Disconnect orders per period” report |

# Creating CIA Reports

## Description

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.020 |
| Use Case Name | Creating CIA Reports |
| Description | Describes the process of CIA Reports Creation |
| Activate | User has initiated the process of CIA Reports Creation |
| Pre-conditions | - |
| Post-conditions | CIA Report created |

## Flow diagram



Figure 20 ─ Creating CIA Reports Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | User | Initiates process of generating CIA reports | User initiates process of generating CIA report |
| 2 | System | Displays list of CIA reports for particular User | System displays list of CIA reports, which particular User can generate |
| 3 | User | Chooses "Impact Propagation Tree" report | User chooses "Impact Propagation Tree" report |
| 4 | System | Generate and display chosen CIA report | System generate and display chosen CIA report |

# Exporting Reports

## Description

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.021 |
| Use Case Name | Exporting Reports |
| Description | Describes the process of Reports Exporting |
| Activate | User has initiated the process of Reports Exporting |
| Pre-conditions | - |
| Post-conditions | Reports are exported |

## Flow diagram



Figure 21 ─ Exporting Reports Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 |  | Creating Reports | WIND.UC.022 Creating Reports |
| 2 | System | Offers select report format | System offers select report format |
| 3 | System | Exports report to \*csv format | System exports chosen report to \*csv report format |
| 4 | User | Selects a location to save the report | User selects a location to save the report |
| 5 | User | Saves report in chosen format | User saves report in chosen format |

## Alternative Flow 1

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #2 of the Base Flow: Offers select report format |
| 1 | System | Exports report to \*xls format | System exports chosen report to \*xlsx (\*xls) report format |
|  |  |  | Join:  Step #4 of the Base Flow: Selects a location to save the report |

# Creating Reports

## Description

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.022 |
| Use Case Name | Creating Reports |
| Description | Describes the process of Reports Creation |
| Activate | User has initiated the process of Reports Creation |
| Pre-conditions | - |
| Post-conditions | Reports are created |

## Flow diagram



Figure 23 ─ Creating Reports Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | User | Initiates process of generating reports | User initiates process of generating reports |
| 2 | System | Displays list of report types | System displays list of report types, which particular User can generate |
| 3 |  | Creating RI Reports | WIND.UC.018 Creating RI Reports |

## Alternative Flow 1

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #2 of the Base Flow: Displays list of report types |
| 1 |  | Creating SI Reports | WIND.UC.019 Creating SI Reports |

## Alternative Flow 2

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #2 of the Base Flow: Displays list of report types |
| 1 |  | Creating CIA Reports | WIND.UC.020 Creating CIA Reports |

# Review Service Instance by Customer

## Description

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.023 |
| Use Case Name | Review Service Instance by Customer |
| Description | Describes the process of Service Instance by Customer Reviewing |
| Activate | User has initiated the process of Service Instance by Customer Reviewing |
| Pre-conditions | - |
| Post-conditions | Service Instance by Customer reviewed |

## Flow diagram



Figure 23─ Review Service Instance by Customer Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | Customer User | Initiates process of reviewing own SI | Customer User initiates process of reviewing own SI |
| 2 | System | Displays parameters SI of the particular Customer account | System displays parameters SI of the particular Customer account |

# User Logs In

## Description

|  |  |
| --- | --- |
| Use Case ID | WIND.UC.024 |
| Use Case Name | User Logs In |
| Description | Describes the process of User’s Logging In |
| Activate | User has initiated the process of Logging In |
| Pre-conditions | - |
| Post-conditions | User Loggined In |

## Flow diagram



Figure 24─ User Logs In Flow Diagram

## Base Flow

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
| 1 | Customer User | Initiates process of logging in | Customer User initiates process of generating reports |
| 2 | Customer User | Inputs personal data information | Customer User inputs Login & Password information |
| 3 | System | Validates fields to correctly entry | System validates fields to correctly entry |
| 4 | System | Authorizes User | System authorizes User |

## Alternative Flow 1

| Step # | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #3 of the Base Flow: Validates fields to correctly entry |
| 1 | System | Highlights parameters with incorrect inputting | System highlights parameters with incorrect inputting and parameters which are necessary to be filled in |
|  |  |  | Join:  Step #2 of the Base Flow: Inputs personal data information |