# 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 | 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 | * Creates new SO with Status ‘Entering’ for a Customer User * Saves Customer Service Order | * Creates new SO with Status ‘Entering’ for a Customer User * System saves Customer Service Order |

## 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 |

## Alternative Flow 4

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #8 of the Base Flow: Check The User Registration |
| 1 |  | Creating New Router in System | WIND.US.002 Creating Customer Accounts |
| 2 |  | Installing New Router in System | Join:  Step #9 of the Base Flow: Perform A Server Order Duplication Check |
|  |  |  | Join:  Step #9 of the Base Flow: Perform A Server Order Duplication Check |

## Alternative Flow 5

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #8 of the Base Flow: Check The User Registration |
| 1 | System | Display Information About Incorrect Data | System displays information about incorrect data (existence of the same Order Service) |
|  |  |  | Join:  Step #9 of the Base Flow: Perform A Server Order Duplication Check |

# 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 | 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 | System | Changes Status of SO to ‘Processing’ | System changes Status of Service Order from ‘Entering’ to ‘Processing’ |
| 5 | Provisioning Engineer | Unassigns the port of the router | Provisioning Engineer unassigns the port of the router |
| 6 | Provisioning Engineer | Removes the circuit | Provisioning Engineer removes the circuit |
| 7 | Provisioning Engineer | Brake reference between assigned Port and SI | Provisioning Engineer brake reference between the assigned port and Service Instance |
| 8 | System | Documents port as ‘free’ | System documents port as ‘free’, so the port can later be reused for new SI |
| 9 | Provisioning Engineer | Notifies that he has done the Task | Provisioning Engineer notifies that he/she has done the Task |
| 10 | System | Checks correctly Task performing | System checks does Provisioning Engineer perform Task correctly? |
| 11 | System | Completes particular Task | System completes particular Task |

## Alternative Flow

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #10 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 |

# 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 | System has initiated the process of Modifying Parameters for Service Instance |
| Pre-conditions | The process of Modifying Parameters for Service Instance initialized |
| 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 | Initiates process of updating configuration of the subscribed SI. | Customer User initiates process of updating configuration of the subscribed Service Instance. |
| 2 | System | Creates new SO with Status ‘Entering’ | System creates a new Service Order with Status=‘Entering’ for a Customer User |
| 3 | System | Creates the Task to Provisioning Engineer Group | System creates the Task to Provisioning Engineer Group |
| 4.1 4.2 | System | * Assigns the Task it to Provisioning Engineer Group * Notifies Provisioning Engineer via personal e-mails | * System assigns the Task it to Provisioning Engineer Group * System notifies Provisioning Engineer via personal e-mails |
| 5 | Provisioning Engineer | Modifies changed parameters for particular SI | Provisioning Engineer modifies changed parameters for particular Service Instance |
| 6 | System | Changes the Status of SO to ‘Completed’ | System changes the Status of Service Order from ‘Processing’ to ‘Completed’ |

## Alternative Flow

| Step# | Actor | Action | Description |
| --- | --- | --- | --- |
|  |  |  | Entry Point:  Step #5 of the Base Flow: Modifies changed parameters for particular SI |
| 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: Creates the Task to Provisioning Engineer Group |

# 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 | System has initiated the process of Disconnection for Existing Service Instance |
| Pre-conditions | 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 new SO with Status ‘Entering’ | System creates a new Service Order with Status=‘Entering’ for a Customer User |
| 3 | System | Creates the Task to Installation Engineer Group | System creates the Task to Installation Engineer Group. |
| 4 | System | * Assigns the Task it to Installation Engineer Group * Notifies Engineer Group via personal e-mails | * System assigns the Task it to Installation Engineer Group * System notifies Engineer Group via personal e-mails |
| 5 | Installation Engineer | Deletes Cable | Installation Engineer deletes Cable |
| 6 | Installation Engineer | Notifies that he has done the Task | Installation Engineer notifies that he/she has done the Task |
| 7 | System | Checks correctly task performing | System checking does Installation Engineer perform Task correctly |
| 8 | 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’ |
| 9 |  |  | WIND.UC.012 Removing the Circuit in System |
| 10 | System | Completes particular Task | System completes particular Task |

## 

## Alternative Flow 1

| 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 | System reassigns particular Task between Installation Engineers in Installation Engineer Groups | System reassigns particular Task from this Installation Engineer to another Installation Engineer under defined Installation Engineer Groups |
|  |  |  | Join:  Step #4 of the Base Flow: Creating New Circuit in System |

# 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 |