PROJECT ID	MLB_04.02_07
CASE STUDY NAME	Online Customer Support System
CAMPUS/CENTER	Malabe

Group Details:

	Student Registration Number	Student Name
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2	IT23588714	K H S Dinsara
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4	IT23656574	G H C R Saumya
5	IT23637832	D D Samaranayaka

Assignment 1 Certify Sheet

IT1060 – Software Process Modeling **Semester 1 Year 01**

Semester II- 2022

We hereby certify,

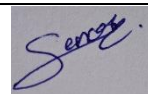☑ The attached is our own work and no further changes will be made.
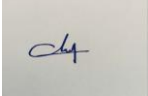
☑ We have contributed in this assignment to the best of our ability.

And we understand,

☑ We may be subject to student discipline processes in the event of an act of academic misconduct by us including an act of plagiarism or cheating.

Group Details:

	Student Name	Student Registration Number	Date	Signature
1	B G S H Dilshara	IT23631410	2024/08/31	
2	K H S Dinsara	IT23588714	2024/08/31	
3	T G C Theekshana	IT23775442	2024/08/31	
4	G H C R Saumya	IT23656574	2024/08/31	
5	D D Samaranayaka	IT23637832	2024/08/31	

Introduction

Here at Luxury Motor Solutions, We are setting a new standard in customer service for luxury car owners, delivering an unmatched experience. Our online support system is carefully engineered to offer a refined, personalized experience that reflects the luxury of our high-end automobiles.. We guarantee that your needs are satisfied quickly and effectively by offering specialized help 24/7 via a variety of channels.

We offer you a variety of categories throughout our site, Customers receive individualized assistance from committed account managers who are knowledgeable about the details of owning a luxury car. Extra high-touch services include easy maintenance scheduling, scheduled car pickup and drop-offs, and VIP support line access for faster service. We can continuously improve our services thanks to our feedback system, which makes sure that every interaction satisfies the highest standards of quality. At Luxury Motor Solutions, we're dedicated to giving our customers an unmatched level of assistance that matches the elegance and functionality of our cars.

Luxury motor solution

Use case diagram showing actors: Guest, User, Online Call Assistant, Admin, Chat assistant, Marketing manager

Use cases:
- Suffer website
- Fill the register form
- Verify Email / if not valid
- Create Account
- Agree to terms and condition
- Search for service information
- Re enter email
- Call for Assistant
- Enter vehicle details
- Login / If username or password fail
- Enter issue to the chat / if cannot tell by chat
- Give user relevant information
- Check user profile
- Update user profile
- Re enter username or password
- Give customer feedback to manager
- Contact call assistant
- Give relevant information
- Activate account
- Service payment management
- Deactivate account
- manage user account
- Provide feedback
- Manage prices of vehicle parts / if not available
- Manage feedbacks
- Make system adjustment according to feedback
- conduct backups of the system data / If a problem rise
- Generate report using data
- Update stock reports
- Place vehicle parts order to restore
- Generate reports
- Financial reports

Relationships labeled: <<include>>, <<extend>>

IT23588714 – K.H.S. Dinsara

A. Individual Contribution
- Create a use case diagram for surfer website and create account.
- Worked on the actor **Guest.**
- Created detailed use case scenarios for the use cases.
- Worked on creating use case Scenario for
    - Create account
    - Search for service information

B. Special Contribution
- Collaborated with team members to ensure alignment with the project.
- Identify all the actions of the actor can do within the system.

C. Challenges faced
- The main challenge was understanding the project's needs and actor.
- Managing time was very difficult due to the multiple assignments and mid exams.
- Balancing the complexity of processes with the need for simplicity in the use case scenario.

Use case ID	01
Use case Name	Create user account
Summary	Register as a user
Priority	02
Pre-condition	Search and visit website
Post-condition	The system sent a verification link to the user's email
Primary actor	Guest
Trigger	User is chosen to register the system.

Main scenario	Step	Action
	(1)	Search website.
	(2)	Click on the home page.
	(3)	Click on the sign-up button.
	(4)	Display registration form.
	(5)	Enter the username, email, password and re-enter the password.
	(6)	Click on the submit button.
	(7)	Check the email for a verification link.
	(8)	Click on the verification link.
	(9)	Verify email address.
	(10)	The system displays registration successfully.

Extensions	Step	Branching Action
	(5a)	The system notifies email of invalid.
	(5b)	The system notifies the username already exists.
	(5c)	The system notifies the password is weak.
	(8a)	The system notifies the verification link Expired.

Use case ID	02
Use case Name	Search for service information
Summary	Get more relative and trustworthy service information.
Priority	03
Pre-condition	The user log into their account
Post-condition	Knowledge base updated and automated scheduled follow-up
Primary actor	Guest
Trigger	Routine Maintenance Inquiry

Main scenario	Step	Action
	(1)	The user goes to the service page and chooses service details.
	(2)	Enter vehicle details and search for service information
	(3)	Searches for Warranty and Service Coverage
	(4)	Looks for Service Package Details
	(5)	Reviews Common Service Issues and Solutions
	(6)	Looks for Parts Availability and Service Costs
	(7)	Searches for Detailing and Enhancement Services
	(8)	Looks Up Service Appointment Booking Process
	(9)	The service session stopped.
	(10)	If the user wants more details, click "chat with" button.
Extensions	**Step**	**Branching Action**
	(3a)	Warranty Details Not Found
	(4a)	Premium Package Information Restricted
	(5a)	Common Issues Information Insufficient
	(8a)	Unable to Find Available Appointment Slots

IT23775442 – T.G.C. Theekshana

D. Individual Contribution

- Create a use case diagram for Login website.
- Worked on the actor **Registered user.**
- Created detailed use case scenarios for the use cases.
- Worked on creating use case Scenario for
  - o Login
  - o Update user profile

E. Special Contribution

- Identify all the actions of the actor can do within the system.
- Identified use case accurate scenarios describing how the actor connects with the system to achieve the task for guest.

F. Challenges faced

- Sometimes network connections are not stable.
- Academic pressure is another one because deadlines and exam stressful

Use case ID	03
Use case Name	Login
Summary	Login as a registered user
Priority	04
Pre-condition	User login the site using own credentials.
Post-condition	Login to account and search for the services.
Primary actor	Registered user
Trigger	The user wants to login their account.

Main scenario	Step	Action
	(1)	The user open the web browser.
	(2)	Registered user navigates to the login page.
	(3)	The system shows fields input the credentials.
	(4)	The registered user enters their valid credentials.
	(5)	The registered user clicks the Login button.
	(6)	The credentials given are compared with the information saved in the system to their validity.
	(7)	The registered user is authenticated by the system if user provided accurate login details enabling them to gain entrance into their accounts.
	(8)	Thereafter, it takes the user back to their account's control panel or home page.
	(9)	The registered user can now access and use all logging in options at hand.
Extensions	**Step**	**Branching Action**
	(4a)	If credentials are incorrect display an error message.

Use case ID	04
Use case Name	Update user profile
Summary	Update user details.
Priority	04
Pre-condition	User Account is Active
Post-condition	Profile information is update
Primary actor	Registered user
Trigger	Update personal details and manage user account.

Main scenario	Step	Action
	(1)	Registered user Logs into the support system.
	(2)	Registered user navigates to profile settings
	(3)	Registered user initiates profile update.
	(4)	Registered user updates profile information.
	(5)	Registered user submits profile changes
	(6)	System Validates and saves changes
	(7)	Email Verification
	(8)	System confirms profile update
	(9)	Registered user receives Email Confirmation
	(10)	Administrator logs or reviews changes.
Extensions	Step	
	(4a)	If user enter special characters for the username display error message.
	(7a)	If email does not send.

IT23631410 – B.G.S.H Dilshara

A. Individual Contribution
- Create a use case diagram for user account management and customer feedback management.
- Worked on the actor **Admin.**
- Created detailed use case scenarios for the use cases.
- Worked on creating use case Scenario for
  - User account management
  - Feedback management

B. Special Contribution
- Teamed up and worked together to find other members' errors or mistakes and correct them
- Identified all the user cases and actors.

C. Challenges faced
- It was hard managing the time with the upcoming mid-exam.
- Increasing extends in the user case scenarios.

Use case ID	05
Use case name	Manage feedbacks
Summary	Admin overseas customer feedback and take relevant actions.
Priority	04
Pre-condition	1.Admin logins to the admin portal using admin credentials. 2.Reviewing customer feedback through system
Post condition	1.Actions are taken against feedback. 2.Give note to users that the relevant feedback is noted and updated.
Primary actor(s)	Admin
Trigger	To Manage user feedback and take relevant actions.

Main success scenario:	Step	Actions
	1	Admin logins using the admin portal.
	2	From the admin dashboard choose feedback management.
	3	Go through the list of customer feedback and choose the most important ones.
	4	View the relevant feedback and view full details about the feedback.
	5	Category the issue according to the relevant field type.
	6	Provide the customer a comment mentioning the issue is under update or solved.
	7	Pass the relevant feedback issues to the appropriate development fields.
	8	From the feedback list mark whether the feedbacks are resolved or not.
	9	Generate reports base on the feedback analyzed.
	10	Logout of admin portal.
Extensions:	Step	Branching Actions
	1.a	Admin details are invalid. the system will display enter valid information.
	3.a	Alert higher parties if there is very important feedback.
	6.a	Ask the user to enter a rating regarding the feedback service.

Use case ID	06
Use case name	Managing user accounts
Summary	admin manages user accounts by logging in, navigating to the user management section, and managing User account tasks
Priority	05
Pre-condition	Admin logins to the admin portal using admin credentials.
Post condition	1. User accounts are updated. 2. Users are affected by changes.
Primary actor(s)	Admin
Trigger	To add or delete user account

Main success scenario:	Step	Actions
	1	Admin logins using the admin portal.
	2	From the admin dashboard admin chooses the user account management section.
	3	The admin finds a user by email or user ID.
	4	The admin views user profile details.
	5	changes the relevant sections .
	6	Checks user validly or suspends or delete user account
	7	Selects suspend or delete account.
	8	If any user need to be added select sector add new user.
	9	Fills out the required sections such as name, email, role .
	10	Saves new user information.
	11	After the relevant tasks are completed admin loges out of admin account.

Extensions:	Step	Branching Actions
	1.a	Admin details are invalid. the system will display enter valid information.
	3.a	User is not available. The system will display user is not valid please enter valid user.

IT23637832 – D.D Samaranayaka

A. Individual Contribution
- Create a use case diagram for Payment for service and Manage prices of vehicle parts.
- Worked on the actor **Marketing manager**.
- Created detailed use case scenarios for the use cases.
- Worked on creating use case Scenario for
  - payment for service
  - payment for auto parts

B. Special Contribution
- Worked together with teammates to guarantee project alignment.
- Determine every possible action the actor can do within the system.

C. Challenges faced
- The numerous homework and midterm tests made time management extremely challenging.
- Balancing the complexity of processes with the need for simplicity in the use case scenario.

Use case ID	07
Use case Name	Payment for service
Summary	Make a payment for having our service
Priority	03
Pre-condition	Search and visit website
Post-condition	System sends final receipt
Primary actor	Marketing manager
Trigger	Make a payment

Main scenario	Step	Action
	1	Search website.
	2	Find regular topic.
	3	Go to that topic page.
	4	Enter user information.
	5	Select payment method.
	6	Enter bank card details.
	7	Review to enter details.
	8	Click on the submit button.
	9	Check the email for confirmation.
	10	Confirm payment.
	11	Display the information's that user looking for
Extensions	**Step**	**Branching Action**
	4a	System notifies email invalid.
	6a	The system notifies bank card details are incorrect.
	10a	The system notifies to confirm code expired.

Use case ID	08
Use case Name	Manage prices of vehicle parts
Summary	Make a payment and finalize part list
Pre-condition	Search and visit website
Post-condition	System sends final receipt
Primary actor	Marketing manager

Main scenario	Step	Action
	1	Search website.
	2	Login to account.
	3	Click "suppliers" tab.
	4	Update "suppliers" chart.
	5	Click "submit" button.
	6	Search website for market price.
	7	Research market price.
	8	Go back to main our site.
	9	Click "prices" tab.
	10	Enter final price list.
	11	Click "submit" button.

Extensions	Step	Branching Action
	2a	System notifies email invalid.
	11a	Display "price list updated successfully"

IT23656574 – G.H.C.R Saumya

A. Individual Contribution.

- Created the use case scenario for the Give user relevant information and Give customer feedback to manager.
- Worked on the actor – **Chat assistant**
- Spent time developing a use case scenario for.
  - Give user relavent information
  - Give customer feedback to manager

B. Special Contributions.

- To improve use case situations, carried out extensive study and presented cutting-edge techniques.
- Overcome obstacles by gathering new information and working well with the team.

C. Challenges Faced.

- Difficult in Summarizing the whole content.

Use case ID	09
Use case name	Give user relevant information
Summary	Enhances user experience by offering quick and relevant information.
Priority	01
Pre-condition	The user has accessed the chat assistant feature on the online luxury motor solutions platform.
Post condition	The user receives accurate and relevant information in response to their query.
Primary actor(s)	Chat assistent
Trigger	Troubleshooting Help

Main success scenario:	Step	Actions
	1	Visit the website.
	2	Providing Vehicle Maintenance Tips
	3	Answering Frequently Asked Questions
	4	Offering Step-by-Step Troubleshooting Guides
	5	Providing Information on Nearest Service Centers
	6	Assisting with Booking Service Appointments
	7	Providing Updates on Service Status
	8	Explaining Warranty and Coverage Information
	9	Providing Recall Information
	10	Assisting with Account or Profile Updates
Extensions:	Step	Branching Actions
	1a	Information Not Available or Out of Scope
	1b	Technical Issues or Service Interruptions

Use case ID	10
Use case name	Give customer feedback to manager
Summary	Makes sure that comments are recorded, sorted, and addressed - especially when it comes to pressing or persistent problems.
Priority	02
Pre-condition	Capture feedback data and has access to a mechanism for relaying feedback to managers.
Post condition	Customer feedback is successfully collected and sent to the manager for review.
Primary actor(s)	Chat assistant
Trigger	Completion of a Chat Session

Main success scenario:	Step	Actions
	1	Chat assistant login the website surfer feedback page.
	2	Collecting Feedback After a Service Interaction
	3	Highlighting Common Complaints or Suggestions
	4	Sharing Positive Feedback and Compliments
	5	Feedback on New Features or Services
	6	Requesting Feedback on Chat Assistant Performance
	7	Surveying Customer Satisfaction
	8	Gathering Feedback on Service Booking Experience
	9	Capturing Feedback on Service Center Interactions
Extensions:	Step	Branching Actions
	2a	User Declines to Provide Feedback
	2b	Feedback Contains Inappropriate Content
	2c	System Error in Feedback Submission