

# Software Modeling Dev with UML

## CSP- 586

### Assignment #1

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## List of Actors

1. Customer
  1. New customer
  2. Returning Customer
2. Account specialist
3. Technical support specialist(Technician)
4. Manager
5. Payment Agent

## List of Use Cases

1. Account registration

The user/customer register to the site for the first time and provide his profile information
2. Services provided(list of services)
  1. Mobile Movie Streaming

This is the include class of services provided since this is one among the many services provided by the WideCast cable and internet provided

    - a) Premium

This is one among the plan available under mobile movie streaming and this includes 100 movies per month
    - b) Ultimate

This is the upper level plan in the this main usecase with 500 movies per month.
  2. High Definition Box

This is the include class of services provided since this is one among the many services provided by the WideCast cable and internet provided. This also acts as a base class for any TV plan. This include two class

    - a) Basic High Definition
    - b) Ultra High Definition
  3. TV plan

This is the include class of the services and a high definition box(Basic/Ultra) is mandatory for this services

    - a) Basic

This plan offers 50 channels and it is the include class of TV plan
    - b) Basic Plus

This plan offer 100 channels and it is the include class of TV plan
    - c) Ultimate

This plan offers 200 channels and it is the include class of TV plan
  4. Data Plan

This is the include class of the services usecase

    - a) Wifi

This option include 2 sub usecases

      - i. Speedlane with 20/5 Mbps speed
      - ii. Lightlane with 50/10 Mbps speed
    - b) Mobile Hotspot

- This option include 2 sub usecases
- i. Silver pass with 10 GB per month
  - ii. Gold pass with 50 GB per month

5. Video Gaming

This is a rental plan which is included in the services offered

a) Online Game Rental

This includes 3 different types of sub usecase plan

- i. Day Rental plan
- ii. Weekly Rental plan
- iii. Yearly Rental plan

b) Console Rental

This includes 3 different types of sub usecase plan

- i. Weekly Rental plan
- ii. Monthly Rental plan
- iii. Yearly Rental plan

6. PPV

This is one among the services offered (includes)

a) Live Sports Event

This is included in the usecase with the option of fixing the fixed date and time with which we can subscribe and view the live sport session

b) PPV Movies

This is included in the usecase with the option of subscribing for any date and time as per the customer need

7. Contracts and Deals

This is the usecase which is provided to the special customers who subscribe for a 2 year duration with the Wicadcast cable and internet provider on the following cases

- a) TV plan receives one free PPV movie every week
- b) Data plan receive one free Live PPV sports event every year
- c) Video Gaming plan receive one free video game every month

3. Add services/products

The manager can add the services or products exclusively for the customer with or without request of the customer depending upon the customer credit score.

4. Update services/products

The manager can update an existing service for the customer depending upon the offers or the credit score of the customer

5. Delete services/products

The manger can delete any products or services with or without request depending upon the customer credit score

6. Cancel order

The manager can cancel any order which is been requested by the customer due to any kind of reasons

7. Update order

The manager can update an order by increasing or decreasing the subscriptions in the checkout

8. Delete order

The manger can delete an order at any point of the time due to various reasons

9. Create Customer account

Once the new customer register in the site, the account is verified and approved by the account specialist

10. Update Customer account

The subscriptions or any other profile update requested by the customer will be updated by the account specialist

11. Create incident ticket

The customer request for the incident ticket to the account specialist

12. Assign incident ticket

The incident ticket which was raised by the customer will be assigned to the Technical support specialist(Technician) by the account specialist

13. Place an order of a PPV event

Once the request for subscribing to a PPV event (Live Sports/movie) is requested from the customer, it will be verified and authenticated by the account specialist and it will be confirmed as an order

14. Update profile

The customer can update the personal account information in his login

15. Create order

The customer can view the wide range of services offered and can choose any services as per his desire to continue as an order

16. Change order

The customer can change the order once after it is sent to the checkout or after an order is placed by updating the details as per the customer need

17. Cancel order

The customer can cancel an order even before checkout or after it is made by requesting it to the manager

18. Pay monthly bill

As per the subscription in each customer account the monthly bills will be generated which can be paid by logging into the customer account through any payment services

19. Print Receipt

The customer can choose whether to print receipt or leave it after the payment is made which comes as an extend class under payment

20. Schedule incident ticket

Once after the customer raises the incident ticket it will be reviewed and assigned to the technical support specialist. Technician schedule it as per the priority and the schedule which he was already assigned by the account specialist

21. Close incident ticket

Once the work is completed as per the request is made by the customer, the technician will close the incident ticket since it is been resolved

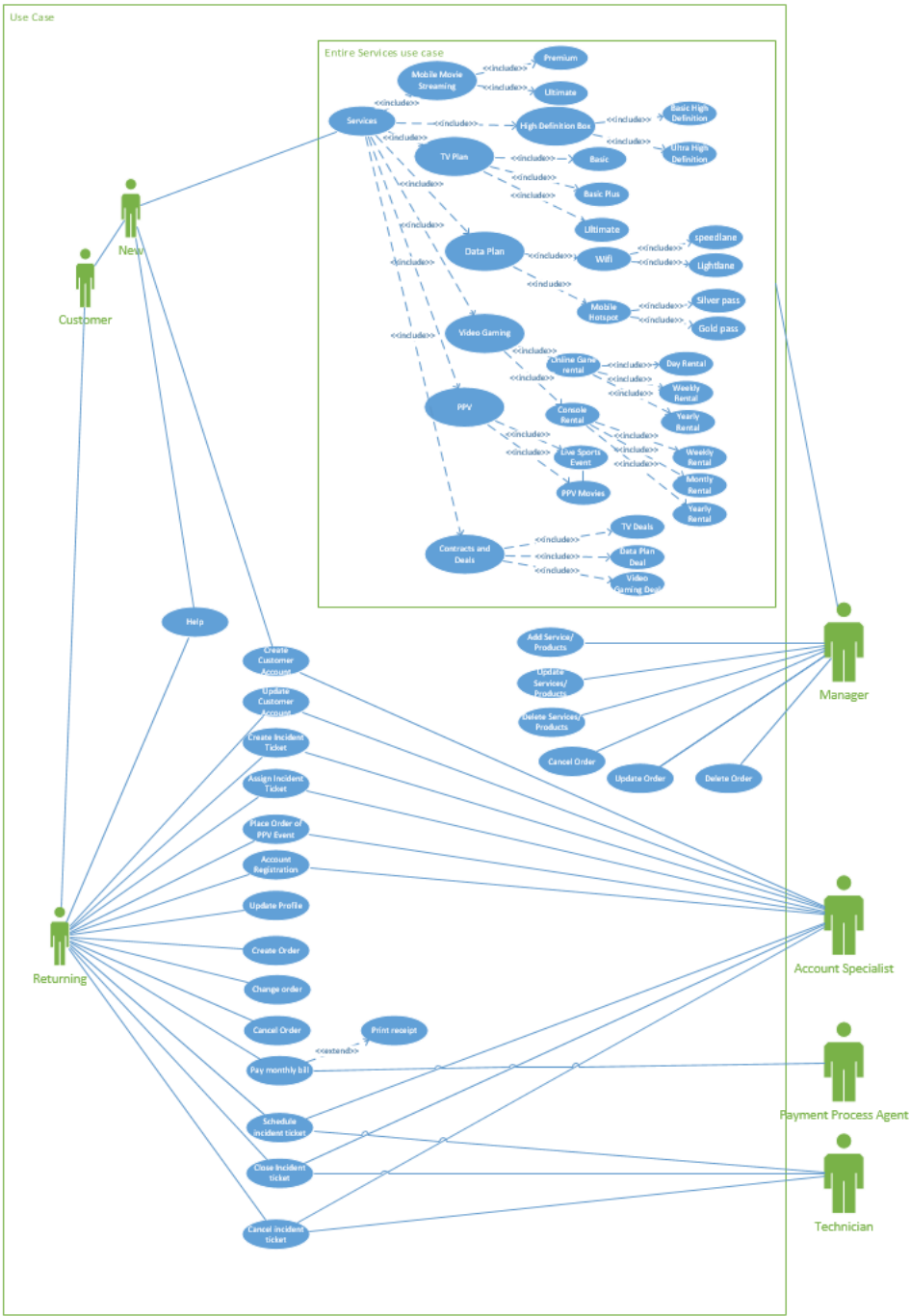
22. Cancel incident ticket

The technician can cancel any incident ticket due to various reasons which will be depending on the customers

23. Help

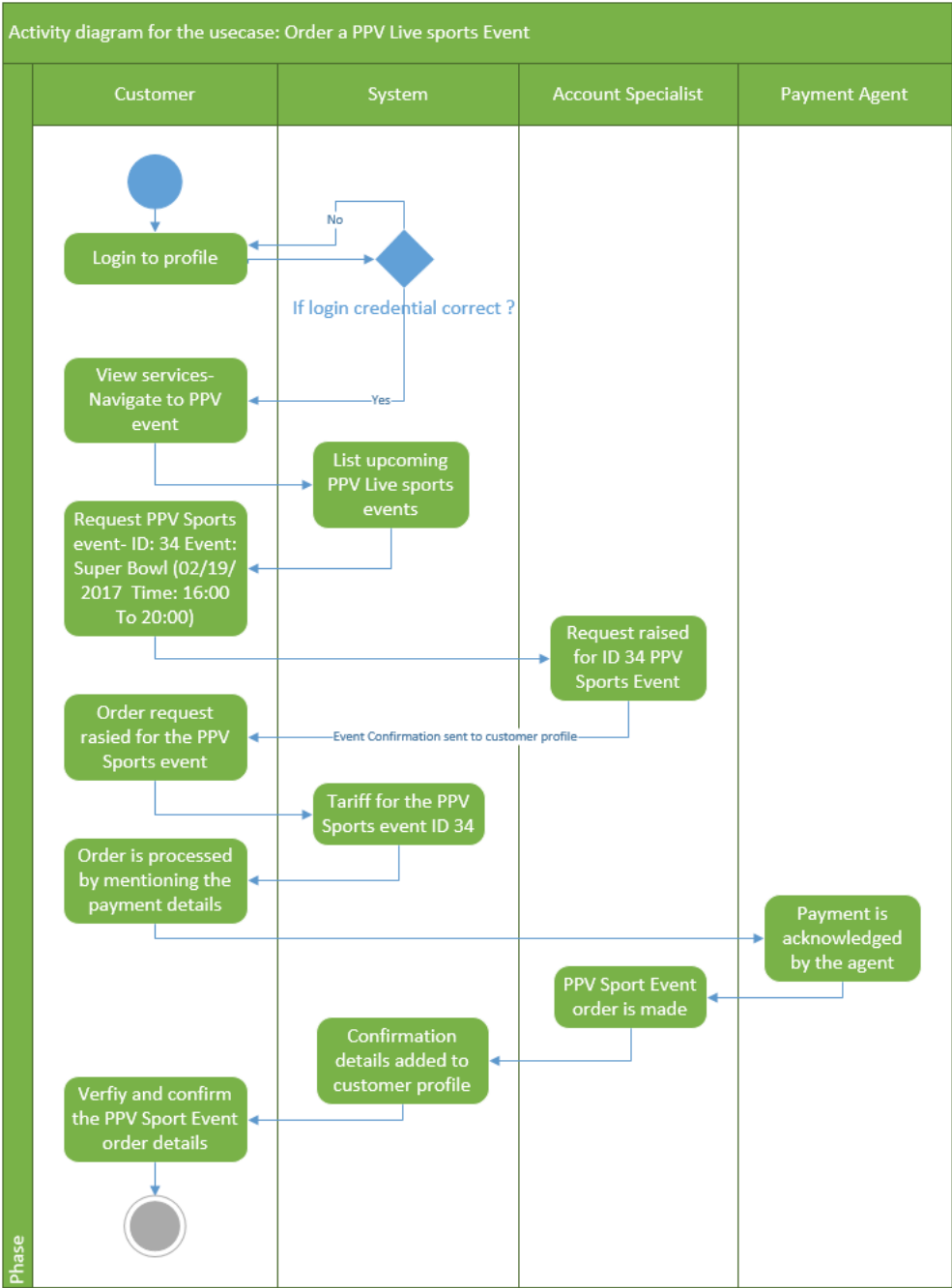
This use case will be listed in the website which can used as a user manual by the customer to get to know the process of the entire services offered by the WideCast cable and internet provider

# Use Case Diagram



Activity Diagram

Customer Order a PPV Live Sports Event



## Fully Dressed Format

Use Case: Order a PPV Live Sports Event

<b>Use case Name</b>	<b>Create <u>PPV</u> Live Sports Event</b>
<b>Scenario</b>	Create new order online using the customer profile
<b>Triggering Event</b>	Customer Choose to order a <u>PPV</u> Live sports event through Account Specialist
<b>Brief Description</b>	Customer review the services available in the website and choose the <u>PPV</u> Live sports event and raise request to make it as an order through Account Specialist for an upcoming Live event which is happening at a fixed time and data which involves payment for the event
<b>Actors</b>	Customer, System, Account Specialist, Payment Agent
<b>Related Use case</b>	Includes: payment , Create an order, Services
<b>Stakeholders</b>	Account Specialist: To verify the order request made by the customer Manager: Verify the customer profile for the credit score or eligibility to order Payment Agent: To verify the payment is processed in proper way
<b>Preconditions</b>	Customer must exist The <u>PPV</u> Live sports event interested by the customer must be listed in the service provided by the <u>widecase</u> cable and internet provider Customer profile must be valid
<b>Postconditions</b>	The order must be associated to the customer The order transaction must be approved by the payment agent to convert as confirmed order for the customer The intended <u>PPV</u> sports live event must be provided by the provided without any issue

	Actor		System
Flow of Events	1	Customer Login to the profile	
	2	Customer view the services and navigate to the <u>PPV</u> live sports event	2.1 List upcoming <u>PPV</u> live sports event
	3	Request <u>PPV</u> sports live event which is verified by the Account Specialist	
	4	The account specialist send the availability of the event requested by the customer to the customer profile	
	5	Order request is raised by the customer	
	6	The customer process the order by mentioning the payment details like credit card, pay pal etc in his profile	6.1 Payment is verified by the payment system agent 6.2 confirmation is provided to the account specialist
	7	The <u>PPV</u> Live sports event order is made by the account specialist	7.1 The confirmation details are attached to the customer profile 7.2 Order Finalized
	8	Customer verify the details provided in his profile for the order he had made for the <u>PPV</u> Live sports event	

Exception Conditions	1.1	Customer must enter the proper login credentials
	1.1	If the customer is new then the Account Specialist must get the details using the use case: Create Customer Account and provide the profile to the customer
	5.1	The credit score of the customer is verified and if he is not eligible due to any payment disputes then this request is forwarded to the Manager by the technical specialist
	5.2	If the event needed for the customer is not listed in the website then he needs to raise the request to the website using the use case Help
	6.1	If the payment is not processed due to any bad credit verification or no balance in the account then the order is canceled or put on hold
	6.1	If the website is crashed when the payment is processed the customer need to confirm the payment details with the payment agent