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Casual Use Case Specification: UC 01

Manage Social Media and Website

Brief Description:
This use case enable the actor, a marketing manager, to manage social media and website.

Section 1: Business Rule(s):

BR 01: The marketing manager must reply to the comments on social media in 2 hours in working hours.
BR 02: The marketing manager must check the news list on the website every 3 hours.

Section 2: Scenarios (HD):

Scenario 1: Update social media

Preconditions
When the use case begins, the Marketing manager must be logged in the system and the system is displaying the home page of the social media

Step#	Actor (Marketing manager)	System	Data Used
1	Request to log in social media with company account.	Log in and Displays user account page.	Company account
2	Request to check and make a list of recent reviews and comments	Displays the list of recent reviews and comments without reply	

3	reply to the reviews and comments	Save the replies along with name and title of the person who writes it. Send email to the customers to let them know that they get answers.	Customer information - Email address
4	Choose to log out.	Display logout page.	

Successful Post-Conditions:

The company knows customer's demands.

Scenario 2: Request website change

Preconditions
The Marketing manager must be logged into the system and open the company website.

Step#	**Actor (Marketing manager)**	**System**	**Data Used**
1	Request to display company website	Display website	
2	Request to check the news list to upload	Compare news list in the database with news list on the webpage.	News list
3	Upload news list	Update the news list on the webpage	News list
4	Request to check new advertisement to advertise the company on the website.	Search advertising to upload	List of advertisements
5	Post new advertisement on the website.	Display new advertisement on the website.	

6	Choose to save	Save the changes and Display the updated website	

Successful Post-Conditions:

The company website is up to date and effectively advertises the company.

Casual Use Case Specification: UC 02 Manage Schedule

Brief Description: This use case enable the actor, a marketing manager, to manage schedules.

Section 1: Business Rule(s):

BR 03: Meeting must be on the schedule.
BR 04: Attendance on the meeting must be checked.
BR 05: When the event is canceled, announce it at least two day ago.
BR 06: Each meeting/event must have name and time on the schedule/list.
BR 07: Each meeting must have attendance list.

Section 2: Scenarios (HD):

Scenario 1: Schedule Meeting

Preconditions

when the use case begins, the Marketing manager must be logged in the system and the system is displaying the main screen of schedule.

Step#	Actor (Marketing manager)	System	Data Used
1	Request to check weekly meeting schedule.	Displays weekly meeting schedule.	Schedule -name -time

2	Request to add a meeting	Displays the meeting input screen, prompting for the meeting name, time, purpose and attendance list.	
3	Enters a meeting and information of the meeting	validates the data and checks that the meeting is available on that time. Adds the meeting to the schedule and displays	Schedule
4	Chooses to exit	Displays the main menu	

Successful Post-Conditions:

The meeting is added in the schedule in the database.

Scenario 2: Schedule Event

Preconditions

when the use case begins, the Marketing manager must be logged in the system and the system is displaying the main screen of schedule.

Step#	**Actor (Marketing manager)**	**System**	**Data Used**
1	Request to display the event list	Displays the event list with detail	Event list -name -time -location
2	Request to add a new event	Displays the event input screen, prompting for the event name, time, purpose and location.	
3	Enters detail of the event	Validates the data	Event list

		Adds the event on the list and displays	
4	Chooses to exit	Displays the menu	

Successful Post-Conditions:

The event is added on the event list in the database.

Casual Use Case Specification: UC 03
Maintain Repair

Brief Description: This use case enables the Inventory Equipment Manager and the Technicians to use the system to Maintain Repairs and Execute Repairs.

Section 1: Business Rule(s):

BR 10: Each Repair log must have a number
BR 11: Each Equipment must have a unique ID
BR 12: Warranties must be checked and recorded before assigning a repair
BR 13: The Engine Repair Shop will only execute the repair if the Technicians are busy
BR 14: Repair Issue must be close after conducting a repair
BR 15: The Equipment Manager is the only user available to modify repair logs

Section 2: Scenarios

Scenario 1: Record Repair's info without errors

Preconditions
At the moment when the use case begins, the system is displaying a login screen, after successful login a Repair Menu will be displayed. Only the Inventory Equipment Manager has full control over the system.

Step#	Actor (Inventory Equipment Manager)	System	Data Used
1	Request to add a new Repair Log to an equipment	Display a List of Equipment owned by the company. This information will not show if credentials are wrong.	List of Equipment Equipment ID
2	Verify Equipment Information	Displays a repair entry screen with: Equipment number (unique), name and date of acquisition	Equipment Information
3	Verify Warranty of the Equipment	Check Warranty: Check the current warranties for the equipment number and update them depending on the issue. System will prompt the user to accept the warranty terms.	Warranty Information
4	Enter a repair number log and set the equipment as not available	Update Data: Change the equipment from available to not available and enter a unique new repair log number.	Log Repair # Equipment Availability
5	Verify Technicians Calendar	Display the availability of the technicians.	Technician's Calendar
6	Assign the Repair to the Technician Calendar	Add the repair date to the technician	
6.1	Contact the Repair Shop	In case the technicians calendar is full, the system will automatically display the contact info of the Engine Repair Shop and add an appointment	Repair Shop Contact Information
7	Repair Log is generated	Generates a repair log with all the information entered	

Successful Post-Conditions: Added a new repair log to the system and modifies the user's calendar of the user executing the repair in this case the technicians or the Engine Repair Shop.

Scenario 2: Modify Repair's info – when there is a calendar conflict.

Preconditions: At the moment when the use case begins, the system is displaying a login screen, after successful login a Repair Menu will be displayed. Only the Inventory Equipment Manager has full control over the system.

Step#	Actor (Customer Service Manager)	System	Data Used
1	Display a list of active repair logs	Display a list of current repair logs	List of Equipment Log Repair #
2	Select the repair log to be updated	Select one from the list of repair logs	Equipment ID
3	Validate data	Displays all basic information: Equipment Name and Equipment ID	Equipment Name Equipment ID
4	Remove current calendar date	Remove the date assigned from database and from the calendar	Technician's Calendar
5	Modify Data	Allows to modify current information	
6	Contact the Engine Repair Shop	Engine Repair Shop contact info shows up on the menu, a new appointment is added to the system automatically	Engine Repair Shop Phone #
7	Save Data	Save modifications made to the repair log	
8	Regenerate Repair Log	Generates a repair log with all the information updated.	
9	Chooses to exit	Displays the Main menu	

Successful Postconditions: Repair records is updated on the database and the new repair log has been assign to a new user for repair, information is up to dated!

Casual Use Case Specification: UC 04
Plan Season Forecast

Brief Description: This use case enables the Operations Manager to Plan Season Forecast or the Inventory Equipment Manager to modify the Equipment to be purchased.

Section 1: Business Rule(s):

BR 16: Each Season Forecast must have a unique number
BR 17: Each Season Forecast must be done before the season starts
BR 18: Inventory Equipment Manager can update plan
BR 19: Sales Forecast must be validated by the Operations Manager.

Section 2: Scenarios

Scenario 1: Record Season Forecast info without errors

Preconditions
At the moment when the use case begins, the system is displaying the Operations Menu and Operations Manager must log in to the system.

Step#	Actor (Operations Manager)	System	Data Used
1	Request to add a New Season Forecast	Displays a list of seasons forecast and an option to add a new or modify.	List of Season Forecasts
2	Choose to add a New Season Forecast	Displays a season forecast entry screen with a number to be paired with the season	

3	Create Sales Forecast	The system generates a template for Sales Forecast using previous data from sales, supplies and customers	Previous Sales Supply List Customer List
4	Validates Sales Forecast	Displays a summary of the newly created Sales Forecast in a form which allows updates.	
5	Submit Sales Forecast	Displays a save option.	
9	Confirm Season Forecast	System generates the complete information and a new number	
10	Chooses to exit	Displays the Operations menu	

Successful Post-Conditions: Added a new season forecast to the system's database.

Scenario 2: Modify the Equipment on the Season Forecast by the Inventory Equipment Manager

Preconditions: At the moment when the use case begins, the system is displaying the Operations Menu and the Inventory Equipment Manager must log in to the system.

Step#	**Actor (Customer Service Manager)**	**System**	**Data Used**
1	Select to modify a season forecast	Displays a list of seasons forecast, ordered by date	List of Season Forecast
2	Select the season forecast to be changed	Displays the Season Forecast with all the information related. Only the Equipment portion is available for modifying	Season Forecast
3	Modify the equipment portion of the season sale forecast.	Displays the equipment list for next season and allow the user to change it	Equipment Information

3	Validates new data and request to save	Validates the information entered and the credentials of the user changing it	
4	Chooses to exit	Displays the Operations Menu	

Successful Post Conditions: Season Forecast records in the database are modified and up to dated!

Casual Use Case Specification: UC 05 Maintain Customers

Brief Description: This use case enables the Customer Service Manager to Maintain Customers.

Section 1: Business Rule(s):

BR 20: Each Customer must have unique id
BR 21: Each Customer must have a name
BR 22: Each Customer must have a phone number.

Section 2: Scenarios

Scenario 1: Record Customer's info without errors

Preconditions

At the moment when the use case begins, the system is displaying the Customer Menu and Customer Service Manager must log in to the system.

Step#	Actor (Customer Service Manager)	System	Data Used
1	Request to add a New Customer	displays a list of current customers as well as an option for a new customer	List of Customers Phone Number Customer name

2	Choose to add a New Customer	Displays a customer entry screen with: customer name, address, home phone number, cell phone number and work phone number and requirement	
3	enters the customer name, address, home phone number, cell phone number and work phone number information and requirement	Validate Data: customer name has been entered at least one phone number has been filled in. customer should not be exist in database Data is valid The system generates a customer id.	
4	Chooses to exit	Displays the Main menu	

Successful Post-Conditions: Added a new customer to Database.

Scenario 2: Modify Customer's info – without errors

Preconditions: At the moment when the use case begins, the system is displaying the Customer Menu and Customer Service Manager must log in to the system.

Step#	**Actor (Customer Service Manager)**	**System**	**Data Used**
1	Select the modify a customer option	displays a list of current customers as well as an option for modification	List of Customers Phone Number Customer name
2	Select the customer that should be changed	Displays the customer input screen with the customer ID along with name filled in.	

3	Enters the new data and requests to save	Validates that the customer id is unique and the customer name has been entered. Check whether the phone number entered or removed Changes the customer record in the database and displays the customer list	
4	Chooses to exit	Displays the Main menu	

Successful Post Conditions: Customer records in the database are modified and up to dated!

Casual Use Case Specification: UC 06 Maintain Payment

Brief Description: This use case enables the Customer Service Manager to Maintain Payments.

Section 1: Business Rule(s):

BR 23: Each invoice must have unique invoice number
BR 24: Each invoice must have date
BR 25: Each invoice must have customer name and id along with phone number and address
BR 26: The total amount must be match with customer's liability list
BR 27: The service and materials that used must be mentioned briefly
BR 28: Payment must be in cash, cheque or credit card
BR 29: Credit card must be valid
BR 30: Credit card must be authorized first

Section 2: Scenarios

Scenario 1: Create Monthly Invoice

Preconditions

At the moment when the use case begins, the system is displaying the Customer Menu and Customer Service Manager must log in to the system.

Step#	Actor (Customer Service Manager)	System	Data Used
1	Request to issue an invoice	displays a list of current customers as well as an option for their liability list and invoice.	List of Customers Phone Number Customer name and id liability list
2	Choose to issue an invoice	Displays an invoice entry screen with: Date, invoice number, customer name and id, address, phone number, and work phone number, kind of service, materials handling and other charges and total amount.	List of Customers Phone Number Customer name and id liability list
3	enters the date, invoice number, customer name and id, address, phone number, service which is done, the materials that used, include all charges and handling and total amount	Validate Data: customer name and id has been entered at least one phone number has been filled in. Data is valid The system will ask for submission and printing.	List of Customers Phone Number Customer name and id liability list
4	Chooses to exit	Displays the Main menu.	

Successful Post-Conditions: Invoice issued.

Scenario 2: Receive Payment

Preconditions: At the moment when the use case begins, the system is displaying the Customer Menu and Customer Service Manager must log in to the system.

Step#	Actor (Customer Service Manager)	System	Data Used
1	Request to submit the received payment	displays a list of current customers as well as an option for their payment.	List of Customers Phone Number Customer name and id Liability list
2	Select the customer that made payment	Displays the payment input screen with the customer ID along with name filled in, type of payment, amount and date.	List of Customers Phone Number Customer name and id Liability list
3	Enters the type of payment, amount and the date.	Validates that the customer id is unique and the customer name has been entered. Changes the customer liability record in the database and displays the updated account.	List of Customers Phone Number Customer name and id Liability list
4	Chooses to exit	Displays the Main menu	

Successful Post Conditions: Customer made payment and his account is updated.

Casual Use Case Specification: UC 07

Maintain Profitability

Brief Description:
This use case enables the Finance Manager to monitor expenses, pay bills, track income, and maintain corporate profitability

Section 1: Business Rule(s):

BR 40: Finance Manager must enter invoices immediately after receiving them.
BR 41: All invoice amounts must be confirmed with physical copy before entering into system.
BR 42: All wages payable must be confirmed for accuracy before input into system.
BR 43: Employee's paycheques get processed and sent the first and third Friday of every month.
BR 44: Finance manager is the only one who commit invoices and wages into the financial system.

Section 2: Scenarios (HD):

Scenario 1: Process Employee Payroll

Preconditions

As per business rule BR 43, it must be the first or the third Friday of that month for this scenario to begin

Step#	Actor (Finance Manager)	System	Data Used
1	Begin Payroll Processing	On scheduled days, the system automatically calculates employee wages/salary based on the hours/worked they've clocked into the system and sends an alert to the screen requiring attention from the Finance Manager.	Employee name, Employee hours, Employee salary, Wages due
2	Confirm payable amounts	The finance manager verifies employee payroll amounts are accurate and appropriate.	Wages due, Employee name, Employee hours
3	Release Employee wages (pay employees)	After confirming payable amounts that the system has calculated, the Finance Manager completes and sends cheques and pays the employees via the finance system.	

4	Verify successful payment	After sending cheques, the Finance Manager double checks that the cheques clear and that the amount paid out matches the systems calculated wages.	Wages Paid (Salary Expense) Wages due

Successful Post-Conditions: An employee receives payment on the scheduled pay date

Scenario 2: Enter Invoices into system

Preconditions

Invoices are received on a regular basis and must be inputted, tracked, verified, and paid

Step#	Actor (Finance Manger)	System	Data Used
1	Receive physical invoice	N/A	N/A
2	Enter Invoice into system	The system displays a form that takes all information from the invoice and stores it under a unique Invoice#. It also provides the ability to search for past invoices by Invoice#.	Invoice#, Billing Company, Amount Due, Due Date, Remittance Address, Optional: Early Payment Discounts
3	Verify Information in system matches physical invoice	The finance manager verifies that the information in both the physical and e-invoice match	Invoice#, Billing Company, Amount Due, Due Date, Remittance Address, Optional: Early Payment Discounts
4	Post to system	The finance manager commits the invoice into the system through the systems form submission.	

Successful Post-Conditions: Verified invoices and entered into the accounting system and the information is used in profitability monitoring.

Casual Use Case Specification: UC 08

Maintain Taxes

Brief Description:
This use case allows the Operations Manager to maintain and monitor taxes owed to governing bodies completely through the system.

Section 1: Business Rule(s):

BR 25: Tax's due must be paid by the 31st(or the last day) of every month.
BR 26: All taxable amounts must be in accordance with CRA guidelines.

Section 2: Scenarios (HD):

Scenario 1: Calculate HST

Preconditions

After calculating taxable income, the Operations Manager uses the system to calculate total HST payable

Step#	Actor (Operations Manager)	System	Data Used
1	Begin HST processing	At the end of the month, the system alerts the Operations Manager that Taxes are due and have been tentatively calculated.	Taxes Due
2	Confirm payable HST	The Operations Manager verifies taxes are accurate and reasonable. The system also allows comparison to past tax remittance.	Taxes Due Prior Taxes

Successful Post-Conditions: Taxes are accurately and reasonably calculated.

Scenario 2: Remit HST

Preconditions

After calculating HST due, the Operations Manager submits taxes electronically through the finance system.

Step#	Actor (Operations Manager)	System	Data Used
1	Submit HST	After verifying correct HST amounts, the Operations Manger uses a connection between finance system and the CRA to submit the company HST.	Taxes Due
2	Confirm payment	After submitting the HST, the system requests a response from the CRA when they receive the payment. This is forwarded to the Operations Manager.	

Successful Post-Conditions: Taxes are paid and confirmation of payment is received.

Casual Use Case Specification: UC 09

Design Project

Brief Description: This use case enables the Project Manager and Customer to complete the project design, including saving requirements and producing the blueprint.

Section 1: Business Rule(s):

BR 50: All approved design ideas of the customer must be recorded in the system at the end of the analysis stage.
BR 51: Customer signature must be obtained and saved to record the approval of the agreement.
BR 52: In the blueprint design tool, features will be linked to the recorded customer needs.
BR 53: Each component in the blueprint must have an ID field.
BR 54: Each blueprint must have an ID and a date field.

Section 2: Scenarios (HD):

Scenario 1: Analyze Requirements

Preconditions

The project manager user (user account) must be using the system and he is at the project management page/screen of a given project.

Step #	Actor (Project Manager)	System	Data Used
1	Selects “Analyze Requirements” from the project management task list.	Displays a list of current requirements.	List of requirements for the current project.
2	Selects “Add requirement”.	Displays a requirement adding form which includes	-

		short name, description, cost estimate, material needed.	
3	Fills all the fields with the customer and selects “Save”.	Saves the data and presents summary view to sign.	Currently-saving requirements like short name, description.
4	Has the customer sign the requirements recorded.	Saves the drawn signature and date.	-
5	Selects “Exit”.	Displays the main program menu.	-

Successful Post-Conditions:
Requirements are saved to the database and customer’s agreement is recorded with his signature.

Casual Use Case Specification: UC 10

Get Materials

Brief Description: This use case enables the Project Manager to purchase materials and organize the delivery of materials.

Section 1: Business Rule(s):

BR 55: Purchases are initiated by Project Manager.
BR 56: Purchases are stored as visible to Accountant for calculation purposes after entered.
BR 57: Purchases are automatically checked by the system for reasonable price based on market values online.
BR 58: Purchase confirmation are shown to user after purchase.
BR 59: Purchases are recorded together with project and (if applicable) feature.
BR 60: Delivery date is automatically tracked by the system to verify vendor is on time. Upcoming deliveries and delays are displayed as notifications.

Section 2: Scenarios (HD):

Scenario 1: Purchase Materials

Preconditions

The project manager user (user account) must be using the system and he is at the purchases page/screen.

Step #	Actor (Project Manager)	System	Data Used
1	Selects “Make purchase” from the purchases task list.	Displays a list of materials with price and availability.	Table of materials, as obtained online from the vendor.
2	Selects the material of interest.	Displays the details page of the material.	All details of material in the vendor system.
3	Click “Purchase” and enter project (and if applicable, feature of project the purchase is for).	Checks if price is in accepted range. Re-confirms availability with vendor. Makes transaction and gets transaction ID.	Material’s availability status at vendor. Market price data.
4	Click “Done”.	Goes back to purchases menu.	-

Successful Post-Conditions:
Purchase transaction is made.

Scenario 2:

Preconditions

The project manager user (user account) must be using the system and he is at the purchases page/screen.

Step #	Actor (Project Manager)	System	Data Used
1	Selects “Organize delivery” from the purchases task list.	Displays a list of purchases, and delivery dates, if there is any.	Table of purchases.
2	Selects the purchase whose delivery is to be set/updated.	Displays the purchase details including any delivery details.	Purchase data. Delivery tracking data (if started). Earliest date of possible shipment (if not started).
3	Select desired delivery date.	Send date to vendor’s system	Purchase-D

		for confirmation. Inform user that delivery date is to be confirmed, and when.	elivery selection data.
4	Select “Done”.	Return to purchases screen.	-

Successful Post-Conditions:
Delivery is organized and vendor’s system is in agreement with our system about it.