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| **System Name: HestiService system** | | | | | |
| **Author:** Anke Brits | **Date:** 21 July 2024 | | | **Version:** 1.0.0 | |
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| **Use Case Name:** | Read customer rating | | **Use Case Type** | | |
| **Use Case ID:** | 4.10 | | Business Requirements: ◻ | | |
| **Priority:** | High | | System Analysis: ◻ | | |
| **Source:** | Client study (Hestico) | | System Design: ☒ | | |
| **Primary Business Actor (PBA):** | Technician | | | | |
| **Primary System Actor (PSA):** | None | | | | |
| **Other Participating Actors:** | None | | | | |
| **Other Interested Stakeholders:** | Admin | | | | |
| **Description:** | This use case describes the process of viewing a customer rating.  The user navigates to the invoices page. They select the invoice that they would like to view the rating for and select the View Rating button. The system displays a pop up modal of the service rating.  This use case concludes when the service rating is successfully displayed. | | | | |
| **Pre-condition:** | * The admin must be logged in * There must be a service rating to be viewed | | | | |
| **Trigger:** | * The admin wants to view the customer rating. The admin clicks the “Invoices” screen | | | | |
| **Typical Course**  **of Events:** | **Actor Action** | **System Response** | | | |
| **Manual Action** | | | **Automated Action** |
| Step 1: The admin wants to view the customer rating. The admin clicks the “Invoices” screen |  | | | Step 2: The system redirects the admin to the "Invoices" screen. This screen contains the following elements:  A heading with the text “Invoices” at the top of the screen.  A table displaying the invoices with the following columns:   * Invoice ID * Customer Name * Quote ID * Status * Date Issued * Date Paid * Total Amount * Customer Reference Number * Discount Percentage * Description * Actions   If there is a service rating associated with the Invoice, then a “View Customer Rating” button will be displayed.  The system displays the invoices by using Entity Framework Core to retrieve only the related data in the Invoice table with the following attributes:   * Invoice\_Id (PK) * Customer\_Id (FK) * Quote\_Id (FK) * Invoice\_Status\_Id (FK) * Date\_Issued * Date\_Paid * Total\_Amount * Customer\_Reference\_Number * Discount\_Id (FK) * Description   The system links the Invoice table to the Customer table using the foreign key Customer\_Id. The Customer table has the following attributes:   * Customer\_Id (PK) * Company\_Name * Email * Phone\_Number   The system links the Invoice table to the Quote table using the foreign key Quote\_Id. The Quote table has the following attributes:   * Quote\_Id (PK) * Customer\_Id (FK) * Service\_Type\_Id (FK) * Machine\_Type\_Id (FK) * Employee\_Id (FK) * Quote\_Fee * Date * Description * Quote\_Status\_Id (FK) * Quote\_Type\_Id (FK)   The system links the Invoice table to the Invoice\_Status table using the foreign key Invoice\_Status\_Id. The Invoice\_Status table has the following attributes:   * Invoice\_Status\_Id (PK) * Name * Description   The system links the Invoice table to the Discount table using the foreign key Discount\_Id. The Discount table has the following attributes:   * Discount\_Id (PK) * Percentage * Description |
| Step 3: The admin clicks the “View Customer Rating” button. |  | | | Step 4: The system displays the “View Service Rating” modal which has the following elements:  A heading with the text "Service Rating Details" at the top of the modal.  A label displaying the customer’s name.  A label displaying the invoice ID.  A label displaying the service rating.  A label displaying the technician rating.  A label displaying the comment.  A close button to dismiss the modal.  The system uses Angular to bind the customerName, invoiceId, serviceRating, technicianRating, and comment variables to the respective labels in the modal.  The system will send a request form the Angular frontend to the Service Rating service where the service will make a http get request to the .NET Core backend which makes use of a Lambda LINQ Query which creates a SQL Select query to retrieve the service rating from the Service Rating Entity and the corresponding information from tables that are referenced by the foreign keys. The tables referenced by the foreign keys are described below.  The system retrieves the service rating details for the selected invoice by using Entity Framework Core to retrieve the related data from the Service\_Rating table with the following attributes:   * Service\_Rating\_Id (PK) * Invoice\_Id (FK) * Customer\_Id (FK) * Service\_Rating * Technician\_Rating * Comment   The system links the Service\_Rating table to the Invoice table using the foreign key Invoice\_Id. The Invoice table has the following attributes:   * Invoice\_Id (PK) * Customer\_Id (FK) * Quote\_Id (FK) * Invoice\_Status\_Id (FK) * Date\_Issued * Date\_Paid * Total\_Amount * Customer\_Reference\_Number * Discount\_Id (FK) * Description   The system links the Service\_Rating table to the Customer table using the foreign key Customer\_Id. The Customer table has the following attributes:   * Customer\_Id (PK) * Company\_Name * Email * Phone\_Number * Account\_No * Date\_of\_Account\_Request * Cell\_Phone\_No * Telephone\_No * Work\_No * Company\_Email\_Address * User\_ID (FK) * Flag\_ID (FK)   [ALT] |
| Step 5: The admin clicks the “Close” button. |  | | | Step 6: The system closes the modal and redirects the admin to the “Invoices” screen. |
| **Alternate Courses:** | [ALT] Step 2: There are no records in the Invoices table from the database. The system will display an error message with the text “No items were found” | | | | |
| [ALT] Step 4: There is an error in retrieving the information from the Service Rating table in the database. The system displays an error message. A label with the text "There is an error with the system, please try Again Later”. | | | | |
| **Conclusion:** | The admin has successfully view the service rating. | | | | |
| **Post-condition:** | The admin is redirected to the “Invoices” screen. | | | | |
| **Business Rues:** | * Only the admin can view service ratings | | | | |
| **Implementation Constraints and Specifications:** | * None | | | | |
| **Assumptions:** | * None | | | | |
| **Open Issues:** | * None | | | | |