

Use Case Template

Use Case ID:	B137		
Use Case Name:	Modify a Schedule		
Created By:	Zanele Hlongwane	Last Updated By:	Zanele Hlongwane
Date Created:	10/15/2019	Date Last Updated:	10/15/2019

Actor:	Team Lead Supervisor, Operations Administrator
Description:	Modify events for a section of time in a shift
Preconditions:	User is logged in with an account that has supervisory authority
Postconditions:	Schedule reflects changes that were made to the schedule
Priority:	High
Frequency of Use:	Regularly – 5-10 times a day by each supervisor
Normal Course of Events:	<ol style="list-style-type: none"> 1. User logs in to the system 2. User goes to schedule viewer 3. Under drop down boxes, user selects scope to view agents that can have their schedule modified 4. User selects continue 5. When list of agents appears, user finds the agent that needs the modification 6. User selects Daily or weekly view by clicking on “D” or “W” next to agent’s name 7. User goes to the date the modification is to take place by using the left and right arrows at the top of the popup window 8. At the bottom of the schedule for that date, user clicks “Add an activity” 9. Under the first dropdown user selects code for the activity being modified 10. Under the next dropdown, user selects the time the activity will begin, including AM or PM 11. Under the final dropdown, user selects the time the activity will stop, including AM or PM 12. User may input any comments into the field if necessary 13. User selects submit 14. User clicks “Okay” at the popup stating the schedule has been changed 15. The schedule should now reflect the modification made
Alternative Courses:	<p>6a – User may select monthly view by selecting the “M” User will then need to select a date from monthly view to view the daily schedule for that date</p> <p>14a – Some activities require additional verification to ensure you are entering what you want, user will click “yes” if they are sure or “cancel” if they want to change the request</p>

Exceptions:	Most activities cannot replace a break or lunch created by automatic schedule generation, and will produce an error if user attempts to replace them. Breaks and lunches will need to be moved by an operations administrator or select a different time for the activity.
Includes:	Log in
Special Requirements:	Cannot edit activities for dates longer than two days ago
Assumptions:	User has at least supervisor authorization in the scheduling system
Notes and Issues:	