

# **Team 7**

## **SWE312 Project Phase 1**

**User Analysis**

**Task Analysis**

**Use-case Diagram**

**Use-cse Description**

**Waleed Al-Asad 201843940**

**Massad alkhaldi 201812160**

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**Yazeed alhosain 201848940**

**Mohanned Alyahya 201857860**

# User Analysis

### Characteristics ( Admin - Citizen - GMOTPW )

Aa User Characteristics	≡ Admin	≡ Citizen	≡ general manager of the public works
<u>Age</u>	40 - 60	16+	35-60
<u>Sex</u>	Male/Female	Male/Female	Male/Female
<u>Physical Limitations</u>	Eyesight, Colorblind	Weak vision, color blindness.	Weak eyesight
<u>Educational Background</u>	Higher education - long experience	Varies	Higher education
<u>Computer/IT skills</u>	Expert	Novice, beginners	Novice - Expert
<u>Pain points/ user requirements</u>	unorganized complaints/ Organizing complaints by date and status (Approved/not Approved)	Being unable to track complaints' progress / a friendly user interface that users from different background can easily	unorganized reports / Organizing reports by date and status (revised/not revised)
<u>Goals</u>	Assure the correctness of the technical aspect of the system.	successfully report a pothole	To complete the task successfully while spending less possible time
<u>Frequency Of Use</u>	Daily	Occasionally	Daily
<u>Language</u>	Arabic - English	Arabic, English	English

### ( CustomerS- RepairT- DespartmentS)

Aa User Characteristics	≡ Customer Service	≡ Repair Team	≡ Department Staff
<u>Age</u>	18 - 60	18-60	30 - 60
<u>Sex</u>	Male and Female	Male only	Male/
<u>Physical Limitations</u>	Eyesight	none	Eyesight
<u>Educational Background</u>	high school and above	Low education level	Medium Education Level
<u>Computer/IT skills</u>	Medium Level Skills	Novice	Medium Level Skills
<u>Pain points/ user requirements</u>	Receiving too many calls at the same time	Not receiving sufficient info about the pothole / receive all the needed info about the pothole.	unorganized complaints/ Organizing complaints by date and status (Approved/not Approved) , being able to access bank's info easily.
<u>Goals</u>	make sure that the complaints are valid and forward them to the concerned party	make sure that the work is done successfully while reporting the general manager	Ensures that the compensation complaints are received and processed and that the cheques and written and issued correctly
<u>Frequency Of Use</u>	Daily	Daily	Daily
<u>Language</u>	English	English	English

# I Task Analysis

## Citizen Task Analysis

### Citizen task Analysis ▶

<u>Aa Main Characteristics Questions</u>	Report a pothole	Send a complaint	View report progress	Sign Up	Column 2	Column 3
<u>How frequently is the task carried out?</u>	Occasionally	Rarely	Frequently after sending a report	Once		
<u>What kinds of skills or knowledge are needed?</u>	Average knowledge about using the system	Average knowledge about using the system	Average knowledge about using the system	Average knowledge about account creation, like authentication via Phone number or email.		
<u>How much time does the user need to complete the task?</u>	4- 10 minutes	4- 10 minutes	1 - 2 minutes	3 - 7 minutes		
<u>How important is the task?</u>	Crucial	Important	Crucial	Crucial - in order to use the system		
<u>Are there any safety concerns?</u>	No	No	No	No		
<u>Untitled</u>						

## Admin Task Analysis

### Admin task Analysis ▶

<u>Aa Main Characteristics Questions</u>	View Technical Complaints	Grant access to confidential info	Send report to HQ
<u>How frequently is the task carried out?</u>	Weekly, Daily	Rarely happens, Monthly	Monthly
<u>What kinds of skills or knowledge are needed?</u>	Must remember Admin account credentials	Must remember Admin account credentials and the Employee's ID he is willing to give access.	Must compile the results from the reports sent from GMOTPW and the technical problems.
<u>How much time does the user need to complete the task?</u>	The process involves reading the problem and its description. depending on the number of issues, it may take 10 - 50 mins to finish viewing	4 - 5 mins	5 - 10 mins
<u>How important is the task?</u>	Crucial	Important	Important
<u>Are there any safety or security concerns?</u>	Viewing does not have any safety concerns	The admin must be confident that the employee is trust-worthy. Otherwise it will be a security problem.	The report should be reflective of the actual situation.

## Customer Service Task Analysis

### Customer Service task Analysis ▶

<u>Aa Main Characteristics Questions</u>	receive calls from citizens	forward complaints to the concerned party
<u>How frequently is the task carried out?</u>	weekly, daily	weekly, daily
<u>What kinds of skills or knowledge are needed?</u>	Requires knowledge on how to deal with Citizens and the etiquette of customer service.	Capable of using the system.
<u>How much time does the user need to complete the task?</u>	5 - 10 mins	5 - 10 mins
<u>How important is the task?</u>	important	important
<u>Are there any safety concerns?</u>	no	no

## Repair Team Task Analysis

### Repair Team task Analysis ▶

<u>Aa Main Characteristics Questions</u>	confirm the repair request and issue a date.	report the status progress.	Column
<u>How frequently is the task carried out?</u>	Daily	Weekly	
<u>What kinds of skills or knowledge are needed?</u>	The needed skills are physical skills and minimum capacity of knowledge.	Minimum capacity of knowledge about the system.	
<u>How much time does the user need to complete the task?</u>	10 minutes	15 minutes	
<u>How important is the task?</u>	crucial	Important	
<u>Are there any safety concerns?</u>	yes	no	

## General Manager Task Analysis

### GMOTPW task Analysis ▶

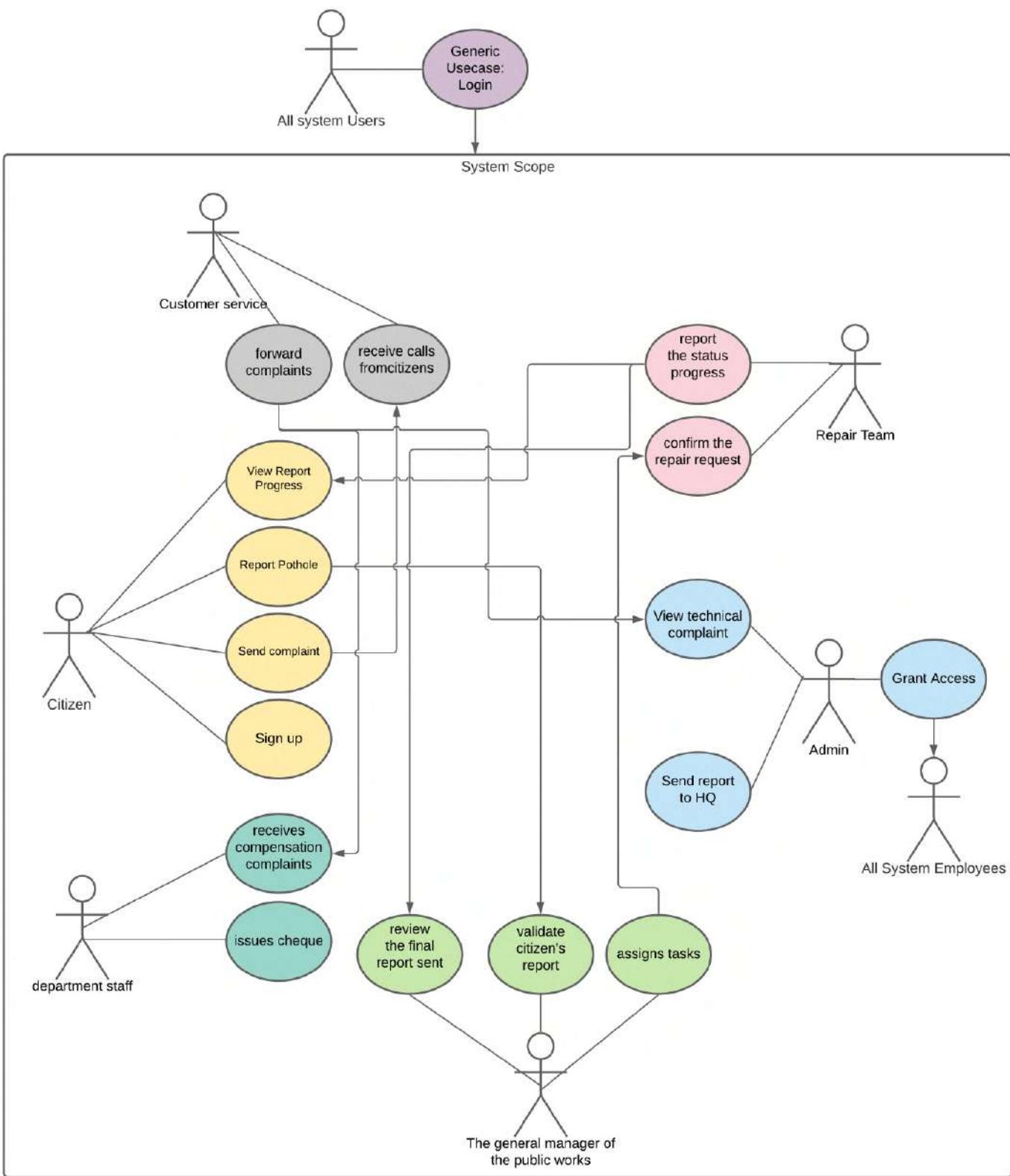
<u>Aa Main Characteristics Questions</u>	Validate citizen's report	Assign tasks	Review final reports sent by repair team
<u>How frequently is the task carried out?</u>	Daily	Daily	Daily
<u>What kinds of skills or knowledge are needed?</u>	Prior knowledge of how the app works.	Prior knowledge of how the app works, and repair team's capabilities.	Prior knowledge of how the app works, and pothole's status before repairing it.
<u>How much time does the user need to complete the task?</u>	5 minutes	2 minutes	5 minutes
<u>How important is the task?</u>	Crucial	Crucial	Crucial
<u>Are there any safety or security concerns?</u>	No	No	No

## Department Staff Task Analysis

### Department Staff Analysis ▶

<u>Aa Main Characteristics Questions</u>	receives compensation complaints	issuing cheques	Column
<u>How frequently is the task carried out?</u>	Daily	Daily	
<u>What kinds of skills or knowledge are needed?</u>	Requires knowledge on how to deal with specific complaints.	Requires knowledge on issuing cheques	
<u>How much time does the user need to complete the task?</u>	Depending on the complaint. Could vary from 10 to 20 minutes.	15 minutes	
<u>How important is the task?</u>	Crucial	Crucial	
<u>Are there any safety concerns?</u>	No	No	

# I Use-case Diagram



# I Use-case Description

## Generic Use case

<b>Use Case Number</b>	AMWYAM-0005					
<b>Use Case Name</b>	Log in					
<b>Author/Source</b>	Waleed Al-Asad					
<b>Date of Creation</b>	12 / 10 / 2021					
<b>Precondition(s)</b>	The user must have an existing account to log in					
<b>Successful Post Condition</b>	The system identifies the credentials to be valid and takes the user to the main page.					
<b>Actors</b>	Generic Use Case					
<b>Priority</b>	Crucial – Cannot use the system without it.					
<b>Related Use Cases</b>	None					
<b>Flow of Events</b>						
<b>Main Flow</b>						
User Action	System Response					
UA1 User selects the sign in tab.	SR1	The system prompts the user with the credentials.				
UA2 The citizen enters the email and password.	SR2	The system identifies the credentials to be valid and takes the user to the main page.				
<b>Alternative 1: Incorrect credentials</b>						
User Action	System Response					
A1.UA1 User selects the sign in tab.	A1.SR1	The system prompts the user with the credentials.				
A1.UA2 The citizen enters the email and password.	A1.SR2	The system shows the message that the credit Islas do not match and prompts the user to re-enter.				
A1.UA3 The customer enters wrong credentials more than 5 times.	A1.SR3	The system locks the account and sends a warning email via email.				
<b>Alternative 2: Forgot password (only for Citizen.)</b>						
User Action	System Response					
A2.UA1 The Citizen selects "Forgot Password"	A2.SR1	The system shows a message that a message that a password reset has been sent via email.				
A2.UA2 The user clicks the link sent by email	A2.SR2	The system takes the Citizen to private tab and prompts him to enter the new password.				
A2.UA3 The user sets the password and logs in normally.	A2.SR3	The system identifies the credentials to be valid and takes the user to the main page.				



The second alternative flow is only for citizen, for employee password reset, it will be done via internally within the system

## Citizen

<b>Use Case Number</b>	AMWYAM-0004					
<b>Use Case Name</b>	Sign up					
<b>Author/Source</b>	Waleed Al-Asad					
<b>Date of Creation</b>	12 / 10 / 2021					
<b>Precondition(s)</b>	The user must have a valid email that he can access.					
<b>Successful Post Condition</b>	A new account is created for the citizen in the system					
<b>Actors</b>	Citizen					
<b>Priority</b>	Crucial – Cannot use the system without it.					
<b>Related Use Cases</b>	None					
<b>Flow of Events</b>						
<b>Main Flow</b>						
User Action	System Response					
UA1 Citizen selects the sign-up tab in the home page.	SR1	The system prompts the user to enter the email and password, the systems show the user the conditions of an acceptable password.				
UA2 The citizen enters the email and password as the instructions.	SR2	The system takes the user to another page to enter his basic information like name, phone, location.				
UA3 The citizen enters the required info and proceeds	SR3	The system shows a message that the registration competition is one step away and send an authentication email to citizen's email.				
The Citizen authenticate his account via email.		The system shows a message the process is complete and takes the citizen to his profile.				
<b>Alternative I:</b> <b>Existing account with same email.</b>						
User Action	System Response					
A1.UA1 Citizen selects the sign-up tab in the home page.	A1.SR1	The system prompts the user to enter the email and password, the systems show the user the conditions of an acceptable password.				
A1.UA2 The citizen enters the email and password as the instructions.	A1.SR2	The system shows a message that an account with this email already exists and take the user to the log in page.				

<b>Use Case Number</b>	AMWYAM-0013					
<b>Use Case Name</b>	Report a pothole					
<b>Author/Source</b>	Massad Alkhaldi					
<b>Date of Creation</b>	13 / 10 / 2021					
<b>Precondition(s)</b>	The Citizen must be registered in the system and be logged in to report a pothole.					
<b>Successful Post Condition</b>	The Citizen successfully sends the report.					
<b>Actors</b>	Citizen					
<b>Priority</b>	Crucial					
<b>Related Use Cases</b>	None					
<b>Flow of Events</b>						
<b>Main Flow</b>						
User Action	System Response					
UA1 Citizen signs in	SR1	Takes the Citizen to the main page				
UA2 Citizen clicks the "Report a pothole" option.	SR2	Takes the Citizen to the "Report a pothole" page and prompts the Citizen to enter the report details				
UA3 Citizen enters the report details and clicks the "Send report option"	SR3	Shows a message that the report has been sent successfully and takes the Citizen back to the main page.				
<b>Alternative I:</b> <b>Citizen decides to go back to the main menu</b>						
User Action	System Response					
A1.UA1 Citizen signs in	A1.SR1	Takes the Citizen to the main page				
A1.UA2 Citizen clicks the "Report a pothole" option.	A1.SR2	Takes the Citizen to the "Report a pothole" page and prompts the Citizen to enter the report details				
A1.UA3 Citizen clicks the "back to main menu" option	A1.SR3	System takes Citizen to home page				

<b>Use Case Number</b>	AMWYAM-0014					
<b>Use Case Name</b>	Send a complaint					
<b>Author/Source</b>	Massad Alkhaldi					
<b>Date of Creation</b>	13 / 10 / 2021					
<b>Precondition(s)</b>	The Citizen must be registered in the system and be logged in to send a complaint					
<b>Successful Post Condition</b>	The Citizen successfully sends the complaint.					
<b>Actors</b>	Citizen					
<b>Priority</b>	Important					
<b>Related Use Cases</b>	Report a pothole					
<b>Flow of Events</b>						
<b>Main Flow</b>						
<b>User Action</b>		<b>System Response</b>				
UA1	Citizen signs in	SR1	Takes the Citizen to the main page			
UA2	Citizen clicks the “Send a complaint” option.	SR2	Takes the Citizen to the “Send a complaint” page and prompts the Citizen to enter the complaint details			
UA3	Citizen selects the complaint type and clicks the “Send” option	SR3	Shows a message that the complaint has been sent successfully and takes the Citizen back to the main page.			
<b>Alternative I: Citizen decides to go back to the main menu</b>						
<b>User Action</b>		<b>System Response</b>				
A1.UA1	Citizen signs in	A1.SR1	Takes the Citizen to the main page			
A1.UA2	Citizen clicks the “Send a complaint” option.	A1.SR2	Takes the Citizen to the “Send a complaint” page and prompts the Citizen to enter the complaint details			
A1.UA3	Citizen clicks the “Back to main menu” option	A1.SR3	System takes Citizen to home page			

<b>Use Case Number</b>	AMWYAM-0015					
<b>Use Case Name</b>	View report progress					
<b>Author/Source</b>	Massad Alkhaldi					
<b>Date of Creation</b>	13 / 10 / 2021					
<b>Precondition(s)</b>	The Citizen must be registered in the system and be logged in to view report progress					
<b>Successful Post Condition</b>	The Citizen successfully views the progress of the report					
<b>Actors</b>	Citizen					
<b>Priority</b>	Important					
<b>Related Use Cases</b>	Report a pothole					
<b>Flow of Events</b>						
<b>Main Flow</b>						
<b>User Action</b>		<b>System Response</b>				
UA1	Citizen signs in	SR1	Takes the Citizen to the main page			
UA2	Citizen clicks the “View report progress” option.	SR2	Takes the Citizen to the “View report progress” page and display the progress of the report.			
UA3	Citizen clicks the “back to main menu” option	SR3	System takes Citizen to home page			

## Admin

<b>Use Case Number</b>	AMWYAM-0003					
<b>Use Case Name</b>	Send report to HQ					
<b>Author/Source</b>	Waleed Al-Asad					
<b>Date of Creation</b>	12 / 10 / 2021					
<b>Precondition(s)</b>	The user must be registered as an Admin account in order to use this functionality.					
<b>Successful Post Condition</b>	Report is sent to the headquarters					
<b>Actors</b>	Admin					
<b>Priority</b>	Important					
<b>Related Use Cases</b>	None					
<b>Flow of Events</b>						
<b>Main Flow</b>						
<b>User Action</b>		<b>System Response</b>				
UA1	Admin signs in	SR1	Takes the admin to the main page			
UA2	Admin selects HQ report	SR2	System prompts the admin to select if the report is the “monthly report” or just regular report.			
UA3	The admin proceeds to select the desired report type.	SR3	The system prompts the user to enter upload the report file and select its type (technical, repairment-related, etc...).			

<b>Use Case Number</b>	AMWYAM-0001					
<b>Use Case Name</b>	View Technical Complaints					
<b>Author/Source</b>	Waleed Al-Asad					
<b>Date of Creation</b>	6 / 10 / 2021					
<b>Precondition(s)</b>	The user must be registered as an Admin account in order to use this functionality.					
<b>Successful Post Condition</b>						
<b>Actors</b>	Admin					
<b>Priority</b>	Important					
<b>Related Use Cases</b>	Send monthly report					
<b>Flow of Events</b>						
<b>Main Flow</b>						
<b>User Action</b>		<b>System Response</b>				
UA1	Admin signs in	SR1	Takes the admin to the main page			
UA2	Admin selects the View Technical Complaints tab.	SR2	Shows all the complaints coming from the Customer Service			
UA3	Optional: the system chooses to send them to the headquarters to solve them.	SR3	Shows a message that the report has been sent successfully and take Admin back to main page.			
<b>Alternative I: No issues reported</b>						
<b>User Action</b>		<b>System Response</b>				
A1.UA1	Admin signs in	A1.SR1	Takes the admin to the main page			
A1.UA2	Admin selects the View Technical Complaints tab.	A1.SR2	Shows that no Technical Issues have been reported			
A1.UA3	Selects go back to home page	A1.SR3	System takes Admin to home page			

<b>Use Case Number</b>	AMWYAM-0002					
<b>Use Case Name</b>	Grant Access					
<b>Author/Source</b>	Waleed Al-Asad					
<b>Date of Creation</b>	12 / 10 / 2021					
<b>Precondition(s)</b>	The user must be registered as an Admin account in order to use this functionality. The employee's information that is being given the access must be known.					
<b>Successful Post Condition</b>	Employee has an access to the information					
<b>Actors</b>	Admin					
<b>Priority</b>	Important					
<b>Related Use Cases</b>	None					
<b>Flow of Events</b>						
<b>Main Flow</b>						
<b>User Action</b>		<b>System Response</b>				
UA1	Admin signs in	SR1	Takes the admin to the main page			
UA2	Admin selects grant access tab	SR2	System takes the admin to a form filling window to enter employee information, information file, reason, and duration of the access permission.			
UA3	Admin fills the requested fields, specify the access permission's duration. Then the admin moves on to process the request.	SR3	The system responds with a message indicating that the process is successful and creates a link on the employee's page to the information file.			
<b>Alternative I: High Confidentiality</b>						
<b>User Action</b>		<b>System Response</b>				
A1.UA1	Admin signs in	A1.SR1	Takes the admin to the main page			
A1.UA2	Admin selects grant access tab	A1.SR2	System takes the admin to a form filling window to enter employee information, information file, reason, and duration of the access permission.			
A1.UA3	Admin fills the requested fields, specify the access permission's duration. Then the admin moves on to process the request.	A1.SR3	The system responds that the file is highly confidential for the employee position and terminates the request.			
<b>Alternative 2: Non-existent employee</b>						
<b>User Action</b>		<b>System Response</b>				
A2.UA1	Admin signs in	A2.SR1	Takes the admin to the main page			
A2.UA2	Admin selects grant access tab	A2.SR2	System takes the admin to a form filling window to enter employee information, information file, reason, and duration of the access permission.			
A2.UA3	Admin fills the requested fields, specify the access permission's duration. Then the admin moves on to process the request.	A2.SR3	The system responds with message indicating that no employee with entered information is in the system, and terminates the process.			

## Customer Service

<b>Use Case Number</b>	AMWYAM-0016					
<b>Use Case Name</b>	receive calls from citizens					
<b>Author/Source</b>	Yazeed alhosain					
<b>Date of Creation</b>	13/12/2021					
<b>Precondition(s)</b>	A call must be made by a citizen					
<b>Successful Post Condition</b>	Complaint registered					
<b>Actors</b>	Customer service					
<b>Priority</b>	Important					
<b>Related Use Cases</b>	forward complaints to the concerned party.					
<b>Flow of Events</b>						
<b>Main Flow</b>						
User Action	System Response					
UA1   The user opens the system	SR1	The system prompts the login page				
UA2   The user login to the system	SR2	The system takes the user to their account				
UA3   The user clicks on "help"	SR3	The system will show the customer service number				
UA4   The user clicks on the number	SR4	The system will make a call through the phone app				
<b>Alternative I: wrong password</b>						
User Action	System Response					
A1.UA1   The user opens the system	A1.SR1	The system prompts the login page				
A1.UA2   The user enters a wrong password or username	A1.SR2	The system prompts a warning message "wrong password or username"				

<b>Use Case Number</b>	AMWYAM-0017					
<b>Use Case Name</b>	forward complaints to the concerned party.					
<b>Author/Source</b>	Yazeed alhosain					
<b>Date of Creation</b>	13/12/2021					
<b>Precondition(s)</b>	A complaint must be made by a citizen					
<b>Successful Post Condition</b>	Complaint forwarded					
<b>Actors</b>	Customer service					
<b>Priority</b>	Important					
<b>Related Use Cases</b>	receive calls from citizens					
<b>Flow of Events</b>						
<b>Main Flow</b>						
User Action	System Response					
UA1   The customer service employee opens the system	SR1	The system prompts the login page				
UA2   The customer service employee login to the system	SR2	The system takes the user to their account				
UA3   The customer service employee clicks on the forward complaint option	SR3	The system prompts the people who can receive the complaint				
UA4   The customer service employee chose the concerned party	SR4	The system sends the complaint to concerned party				
<b>Alternative I: wrong password</b>						
User Action	System Response					
A1.UA1   The customer service employee opens the system	SR1	The system prompts the login page				
A1.UA2   The customer service employee enters a wrong password or username	A1.SR2	The system prompts a warning message "wrong password or username"				

## Repair Team

<b>Use Case Number</b>	0012					
<b>Use Case Name</b>	Report the status progress.					
<b>Author/Source</b>	Mohammed Alyahya					
<b>Date of Creation</b>	10 October					
<b>Precondition(s)</b>	The repair crew view the requests.					
<b>Successful Post Condition</b>	The repair crew report the status progress to the general manager.					
<b>Actors</b>	Repair crew					
<b>Priority</b>	Crucial					
<b>Related Use Cases</b>	Confirm the repair request and issue a date.					
<b>Flow of Events</b>						
<b>Main Flow</b>						
User Action	System Response					
UA1 Repair crew member open the application.	SR1	The first page is the login page.				
UA2 Repair crew member enter his account information.	SR2	The system validates the username and the password if it is true.				
UA3 Open the requests page.	SR3	Provide a page with list of requests.				
UA4 Choose the current request.	SR4	Provide text area to write report.				
UA5 Write report about the status of the task						
<b>Alternative 1: Title</b>						
User Action	System Response					
A1.UA1 Repair crew member open the application.	A1.SR1	The first page is the login page.				
A1.UA2 Repair crew member enter his account information.	A1.SR2	The system validates the username and the password if it is true.				
A1.UA3 The password that has entered is wrong.	A1.SR3	Entering the password again.				
<b>Alternative 2: Title</b>						
User Action	System Response					
A2.UA1 Repair crew member open the application.	A2.SR1	The first page is the login page.				
A2.UA2 Repair crew member enter his account information.	A2.SR2	The system validates the username and the password if it is true.				
A2.UA3 Repair crew member forgot to write a report.	A2.SR3					

<b>Use Case Number</b>	011					
<b>Use Case Name</b>	Confirm the repair request and issue a date.					
<b>Author/Source</b>	Mohammed Alyahya					
<b>Date of Creation</b>	10 October					
<b>Precondition(s)</b>	The repair crew view the requests.					
<b>Successful Post Condition</b>	The repair crew confirms the request and issue date					
<b>Actors</b>	Repair crew					
<b>Priority</b>	Crucial					
<b>Related Use Cases</b>	Report the status progress.					
<b>Flow of Events</b>						
<b>Main Flow</b>						
User Action	System Response					
UA1 Repair crew member open the application.	SR1	The first page is the login page.				
UA2 Repair crew member enter his account information.	SR2	The system validates the user's name and the password if it is true.				
UA3 Open the requests page.	SR3	Provide a page with list of requests.				
UA4 Choose one of the requests.	SR4	View confirmation option.				
UA5 Confirm the request and issue date.						
<b>Alternative 1: Title</b>						
User Action	System Response					
A1.UA1 Repair crew member open the application.	A1.SR1	The first page is the login page.				
A1.UA2 Repair crew member enter his account information.	A1.SR2	The system validates the user's name and the password if it is true.				
A1.UA3 The password that has entered is wrong.	A1.SR3	Entering the password again.				
<b>Alternative 2: Title</b>						
User Action	System Response					
A2.UA1 Repair crew member open the application.	A2.SR1	The first page is the login page.				
A2.UA2 Repair crew member enter his account information.	A2.SR2	The system validates the user's name and the password if it is true.				
A2.UA3 Open the requests page.	A2.SR3	There are no requests.				

## General Manager

<b>Use Case Number</b>	AMWYAM-0006					
<b>Use Case Name</b>	Validate citizen's complaints					
<b>Author/Source</b>	Abdulsalam Ali					
<b>Date of Creation</b>	10/12/2021					
<b>Precondition(s)</b>	A report must be submitted by a citizen					
<b>Successful Post Condition</b>	Report approved or denied					
<b>Actors</b>	The general manager of the public works					
<b>Priority</b>	Crucial					
<b>Related Use Cases</b>	Assign tasks					
<b>Flow of Events</b>						
<b>Main Flow</b>						
User Action	System Response					
UA1	The user opens the app	SR1	The system prompts the login page			
UA2	The user login to the system	SR2	The system takes the user to their account			
UA3	The user clicks on "view reports"	SR3	The system will show all the reports			
UA4	The user clicks on the desired report	SR4	The system will open the report			
UA5	The user clicks on approve or deny	SR5	The system will prompt a confirmation message			
<b>Alternative 1: Wrong info</b>						
User Action	System Response					
A1.UA1	The user opens the app	A1.SR1	The system prompts the login page			
A1.UA2	The user enters a wrong password or username	A1.SR2	The system prompts a warning message "wrong password or username"			
<b>Alternative 2: NO reports</b>						
User Action	System Response					
A2.UA1	The user opens the app	A2.SR1	The system prompts the login page			
A2.UA2	The user login to the system	A2.SR2	The system takes the user to their account			
A2.UA3	The user clicks on "view reports"	A2.SR3	The system will prompt a message that there are no available reports			

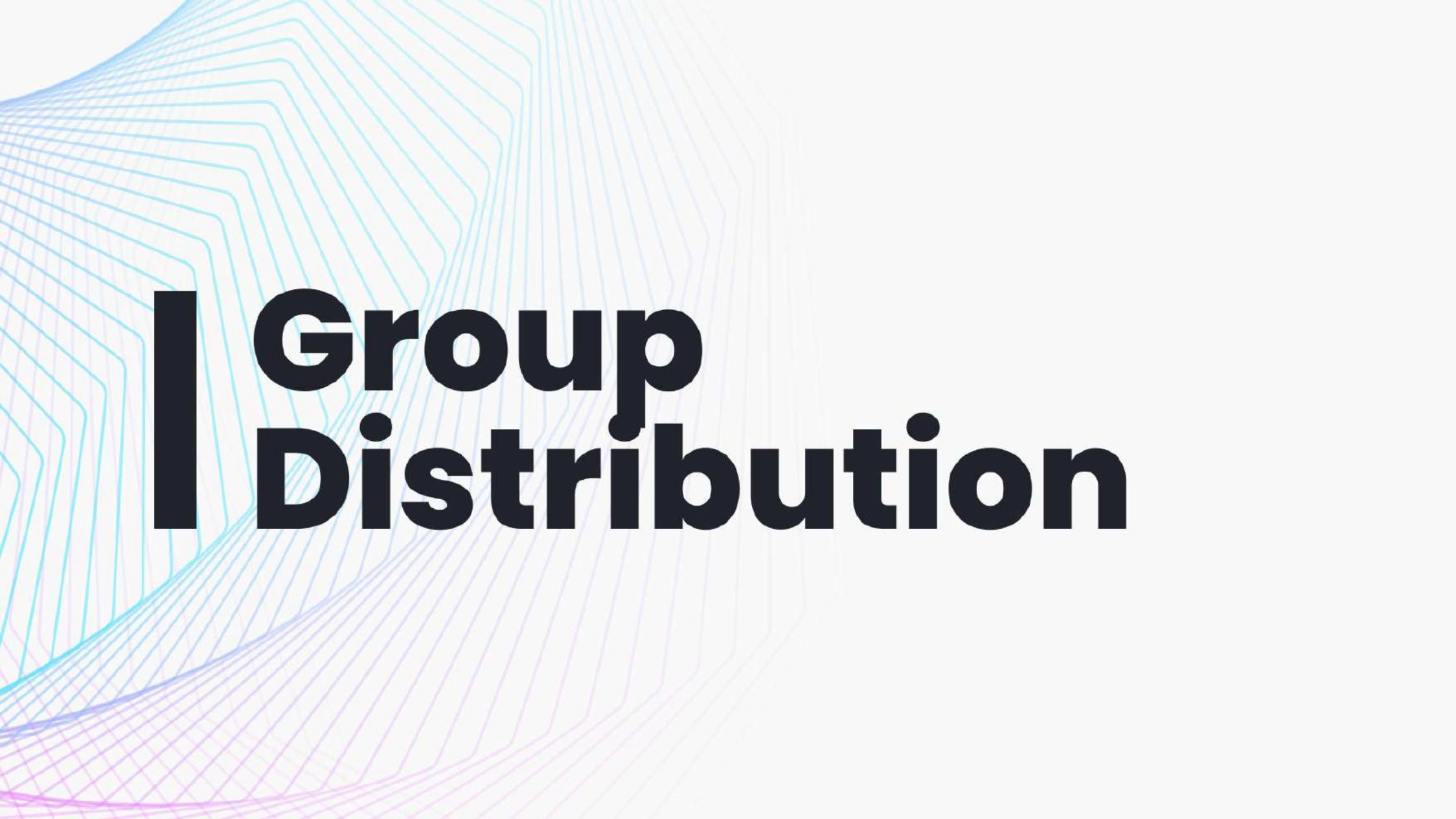
<b>Use Case Number</b>	AMWYAM-0007					
<b>Use Case Name</b>	Assign tasks					
<b>Author/Source</b>	Abdulsalam Ali					
<b>Date of Creation</b>	10/12/2021					
<b>Precondition(s)</b>	A report must be submitted by a citizen then approved by the manager					
<b>Successful Post Condition</b>	Task assigned to repair teams					
<b>Actors</b>	The general manager of the public works					
<b>Priority</b>	Crucial					
<b>Related Use Cases</b>	Validate citizen's complaints, confirm the repair request and issue a date.					
<b>Flow of Events</b>						
<b>Main Flow</b>						
User Action	System Response					
UA1	The user opens the app	SR1	The system prompts the login page			
UA2	The user login to the system	SR2	The system takes the user to their account			
UA3	The user clicks on "Assign tasks"	SR3	The system will show all not assigned potholes			
UA4	The user clicks on the desired pothole	SR4	The system will show the pothole info			
UA5	The user chooses a team then assign it to the pothole	SR5	The system will prompt a confirmation message			
<b>Alternative 1: Wrong info</b>						
User Action	System Response					
A1.UA1	The user opens the app	A1.SR1	The system prompts the login page			
A1.UA2	The user enters a wrong password or username	A1.SR2	The system prompts a warning message "wrong password or username"			
<b>Alternative 2: NO reports</b>						
User Action	System Response					
A2.UA1	The user opens the app	A2.SR1	The system prompts the login page			
A2.UA2	The user login to the system	A2.SR2	The system takes the user to their account			
A2.UA3	The user clicks on "Assign tasks"	A2.SR3	The system will prompt a message that there are no tasks to assign			

<b>Use Case Number</b>	AMWYAM-0008					
<b>Use Case Name</b>	Review the final report sent by the repair team.					
<b>Author/Source</b>	Abdulsalam Ali					
<b>Date of Creation</b>	10/12/2021					
<b>Precondition(s)</b>	A report must be submitted by a repair team					
<b>Successful Post Condition</b>	Report approved or denied					
<b>Actors</b>	The general manager of the public works					
<b>Priority</b>	Crucial					
<b>Related Use Cases</b>	report the status progress.					
<b>Flow of Events</b>						
<b>Main Flow</b>						
<b>User Action</b>		<b>System Response</b>				
UA1	The user opens the app	SR1	The system prompts the login page			
UA2	The user login to the system	SR2	The system takes the user to their account			
UA3	The user clicks on "view repair reports"	SR3	The system will show all the reports			
UA4	The user clicks on the desired report	SR4	The system will open the report			
UA5	The user clicks on approve or deny	SR5	The system will prompt a confirmation message			
<b>Alternative 1: Wrong info</b>						
<b>User Action</b>		<b>System Response</b>				
A1.UA1	The user opens the app	A1.SR1	The system prompts the login page			
A1.UA2	The user enters a wrong password or username	A1.SR2	The system prompts a warning message "wrong password or username"			
<b>Alternative 2: NO reports</b>						
<b>User Action</b>		<b>System Response</b>				
A2.UA1	The user opens the app	A2.SR1	The system prompts the login page			
A2.UA2	The user login to the system	A2.SR2	The system takes the user to their account			
A2.UA3	The user clicks on "view repair reports"	A2.SR3	The system will prompt a message that there are no available reports			

## Department Staff

<b>Use Case Number</b>	AMWYAM-0009					
<b>Use Case Name</b>	Write Cheque					
<b>Author/Source</b>	Abdullah Kafini					
<b>Date of Creation</b>	13/10/2021					
<b>Precondition(s)</b>	Being part of the Department Staff					
<b>Successful Post Condition</b>	Sending the appropriate and correct Cheque to the bank					
<b>Actors</b>	Department Staff					
<b>Priority</b>	Crucial					
<b>Related Use Cases</b>	Review Complaint					
<b>Flow of Events</b>						
<b>Main Flow</b>						
<b>User Action</b>		<b>System Response</b>				
UA1	The user opens the app	SR1	The system prompts the login page			
UA2	The user login to the system	SR2	The system takes the user to their account			
UA3	Clicks on "Write Cheque" that is on the complaint page.	SR3	Opens the page where the user is supposed to write up the cheque			
UA4	Fill in the information required for the cheque and clicks "Send Cheque"	SR4	Validates cheque information and sends the cheque to the bank.			
<b>Alternative 1: Invalid Information</b>						
<b>User Action</b>		<b>System Response</b>				
A1.UA1	The user enters an invalid input in one of the information fields	A1.SR1	The system prompts the user with the error message and asks the user to fill the information correctly and the use case continues.			

<b>Use Case Number</b>	AMWYAM-0010					
<b>Use Case Name</b>	Review Complaint					
<b>Author/Source</b>	Abdullah Kafini					
<b>Date of Creation</b>	13/10/2021					
<b>Precondition(s)</b>	Being part of the Department Staff					
<b>Successful Post Condition</b>	Opening the Complaint page					
<b>Actors</b>	Department Staff					
<b>Priority</b>	Crucial					
<b>Related Use Cases</b>	Write Cheque					
<b>Flow of Events</b>						
<b>Main Flow</b>						
User Action	System Response					
UA1	The user opens the app	SR1	The system prompts the login page			
UA2	The user login to the system	SR2	The system takes the user to their account			
UA3	The user clicks on "view complaints"	SR3	The system will show all the complaints.			
UA4	The user chooses which complaint to review and clicks on "Review Complaint".	SR4	The system responds by bringing the user to a page where the complaint details are shown.			
<b>Alternative 1: NO complaints</b>						
User Action	System Response					
A2.UA1	The user opens the app	SR1	The system prompts the login page			
A2.UA2	The user login to the system	SR2	The system takes the user to their account			
A2.UA3	The user clicks on "view complaints"	SR3	The system will prompt a message that there are no available complaints			



# I Group Distribution

## Team7 Contribution

Aa Name	Contribution
<u>Waleed Alasad</u>	20%
<u>Abdullah Kafini</u>	16%
<u>Yazeed alhosain</u>	16%
<u>Mohanned Alyahya</u>	16%
<u>Abdulsalam Ali</u>	16%
<u>Massad AlKhaldi</u>	16%

## Task Distribution

Aa Task	Tags
<u>Citizen:</u> Report a pothole, Send a complaint , View report progress.	 M Massad Alkhaldi
<u>Admin:</u> View technical complaint , Grant Access, Send report to HQ,— <u>Citizen:</u> Sign up, login	 Waleed Alasad
<u>Customer service:</u> receive calls from citizens, forward complaints to the concerned party.	 yazeed 008
<u>Repair Team:</u> confirm the repair request and issue a date. report the status progress.	 M Mohanneday
<u>The general manager of the public works:</u> validate citizen's report, assigns tasks, review the final report sent by the repair team.	 A Abdulsalam
<u>department staff:</u> receives compensation complaints, issues cheque.	 A Abdullah Kafini

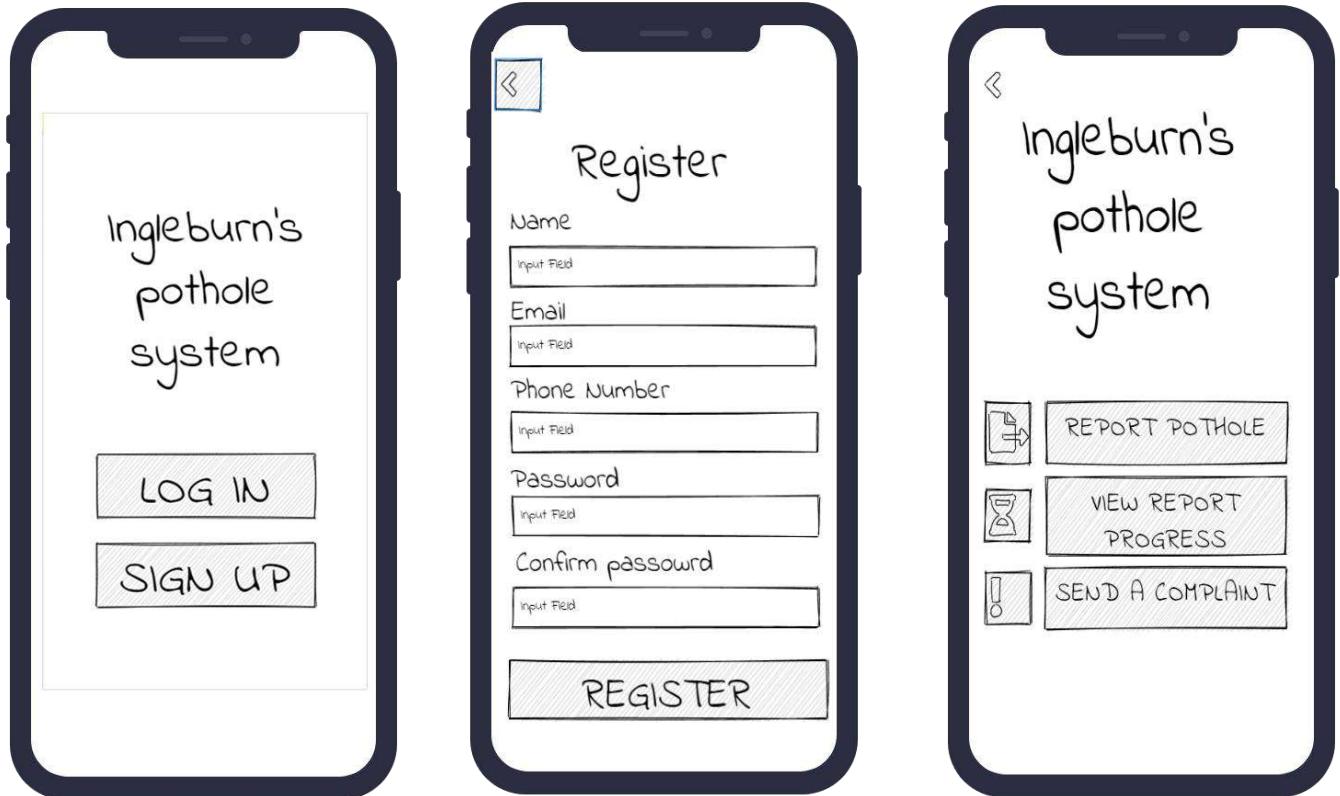
# 12nd Phase

# I Prototype Screens

# Citizen

## 1-Sign up – (UC#AMWYAM-0004)

### Main flow



In the main flow, the citizen selects the “Sign up” button, then the system transfers the citizen to the registration screen and prompts the citizen to enter their Name, Email, phone number, password, and password confirmation. After entering the cardinals successfully, the user is transferred to the citizen menu screen.

## Alternative flow



In the alternate flow, the citizen selects the “Sign up” button from the main menu screen, then the system transfers the citizen to the registration screen and prompts the citizen to enter their Name, Email, phone number, password, and password confirmation. If the user tries to register with an email which is linked to an existing account, the system will show them a pop-up message then transfer them to the login page.

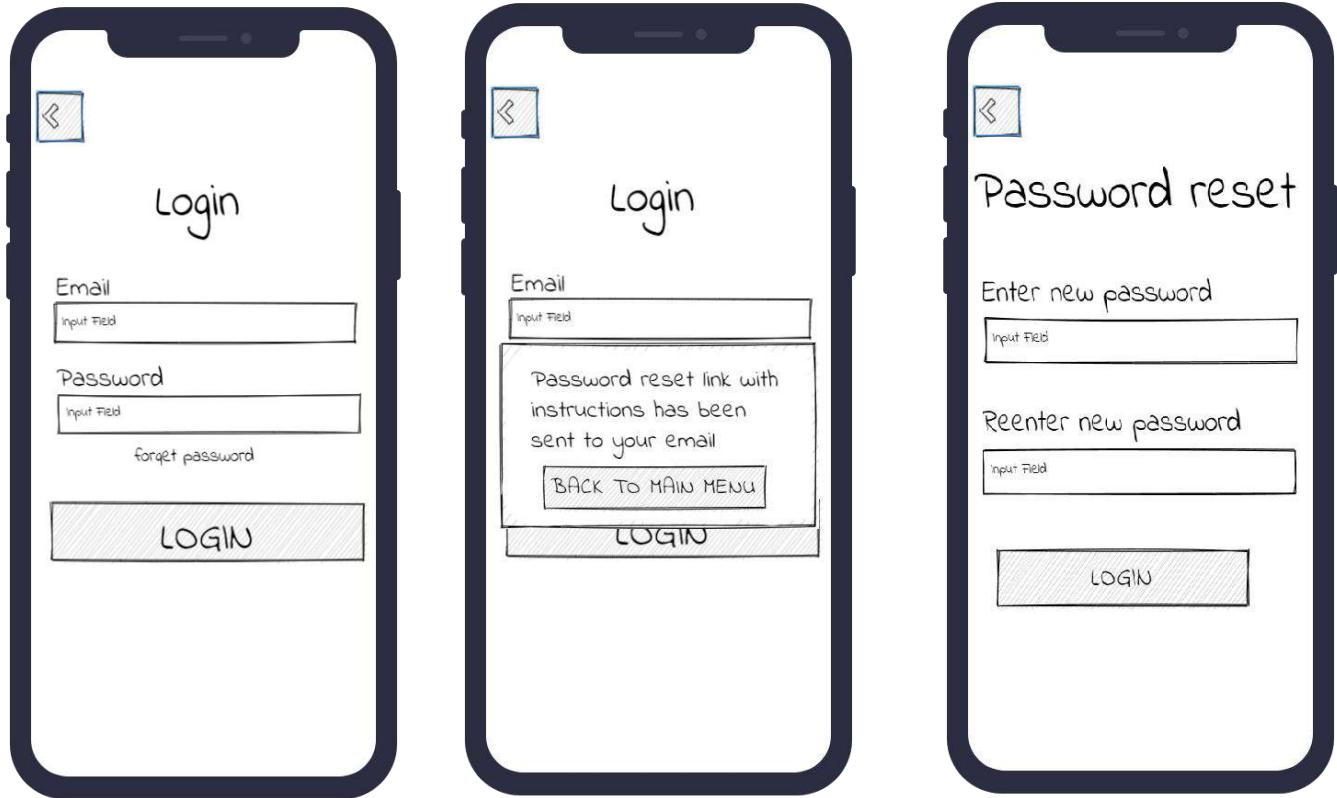
## 2-Login- (UC#AMWYAM-0005)

### Main flow



In the main flow, the citizen selects the “Login” button from the main menu screen, enter their Email and password and then select the login option again. If the entered information is correct, then the system will transfers the citizen to the system’s menu screen.

## Alternative flow



In the alternative flow, the citizen selects the “Login” button from the main menu screen, if the user selects the “Forgot password” option, the system will display a pop-up screen, informing the user that a password reset link with the instructions has been sent to their email and prompting them to go back to the main menu by the “Back to main menu” button. If the citizen clicks the link that was sent to them by email, it will transfer them to the “Password reset screen” prompting them to enter the new password and the new password confirmation.

### 3-Report a pothole – (UC#AMWYAM-0013)

#### Main flow & Alternative flow



In the main flow, if the citizen signs in successfully and selects the report “Report Pothole” option, the citizen is transferred to the “Report pothole” screen and prompted to enter the Street address, Pothole location, Pothole size, City area and click the send report option. After selecting the “Send Report” option, the system will display a pop-up screen informing the citizen that the report has been sent and prompting them to go back to the main menu, which in this case, the main menu here is citizen main menu **Not** the main menu of the system.

In the alternative flow, if citizen decides to go back to the citizen main menu, the citizen can do so by clicking the “back” button in the top left corner.

## 4-Send a complaint – (UC#AMWYAM-0014)

### Main flow & Alternative flow

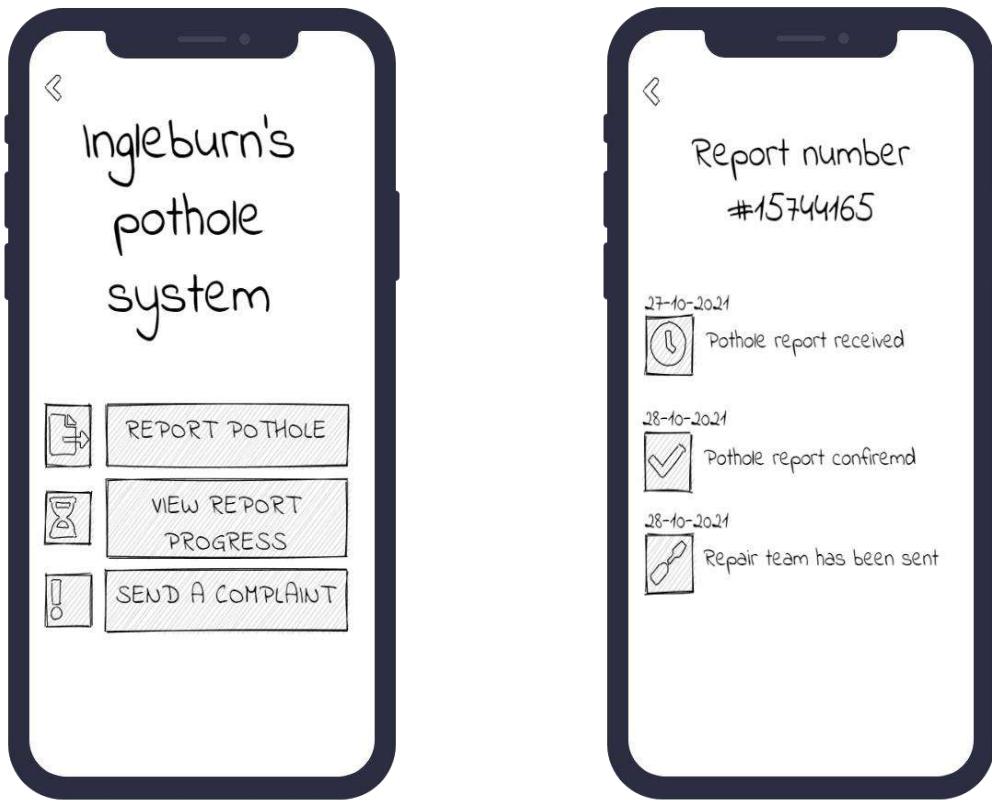


In the main flow, if the citizen signs in successfully and selects the “Send a complaint” option, the citizen is transferred to the “Send a complaint” screen and prompted to enter the compliant type and the compliant details and to click the “Send complaint” button. After clicking the “Send complaint” button, the system will display a pop-up screen informing the citizen that the complaint has been sent and prompting them to go back to the main menu, which in this case, the main menu here is citizen main menu **Not** the main menu of the system.

In the alternative flow, if citizen decides to go back to the citizen main menu, the citizen can do so by clicking the back button in the top left corner.

## 5-View report progress – (UC#AMWYAM-0015)

Main flow (There is no alternative flow)



In the main flow, if the citizen signs in successfully and selects the “View report progress” option, the citizen is transferred to the “View report progress” screen and displays the progress of the report. From here, the citizen can go back to the citizen menu screen by clicking the back button on the top left corner.

# Admin

## 6-Send report to HQ – (UC#AMWYAM-0003)

Main flow (There is no alternative flow)

New Screen

waleed  
alasad  
(ADMIN)

HQ report

view technical  
complaints

grant access

HQ report

MONTHLY REPORT    REGULAR REPORT

attach files :    BROWSE LOCAL FILES    BROWSE CLOUD SERVICE

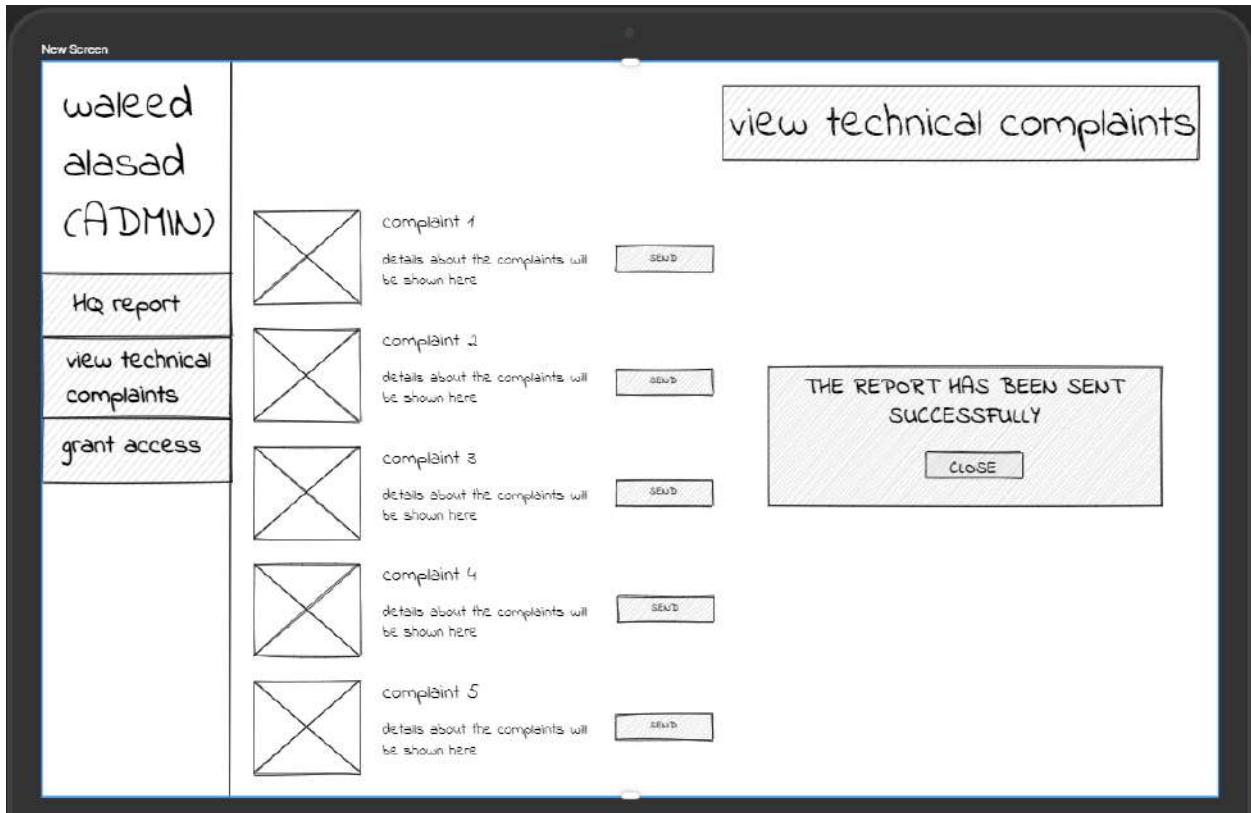
select the report type :    technical

SEND REPORT

In the main flow, as shown in the UI, the left side have the name of the admin and the options that they can choose from is below it, in this case if the admin choose HQ report, the page will appear to them with the options on top to choose the type of report that they want to do, then they can attach the report file and select the type of report and then can send it to the HQ.

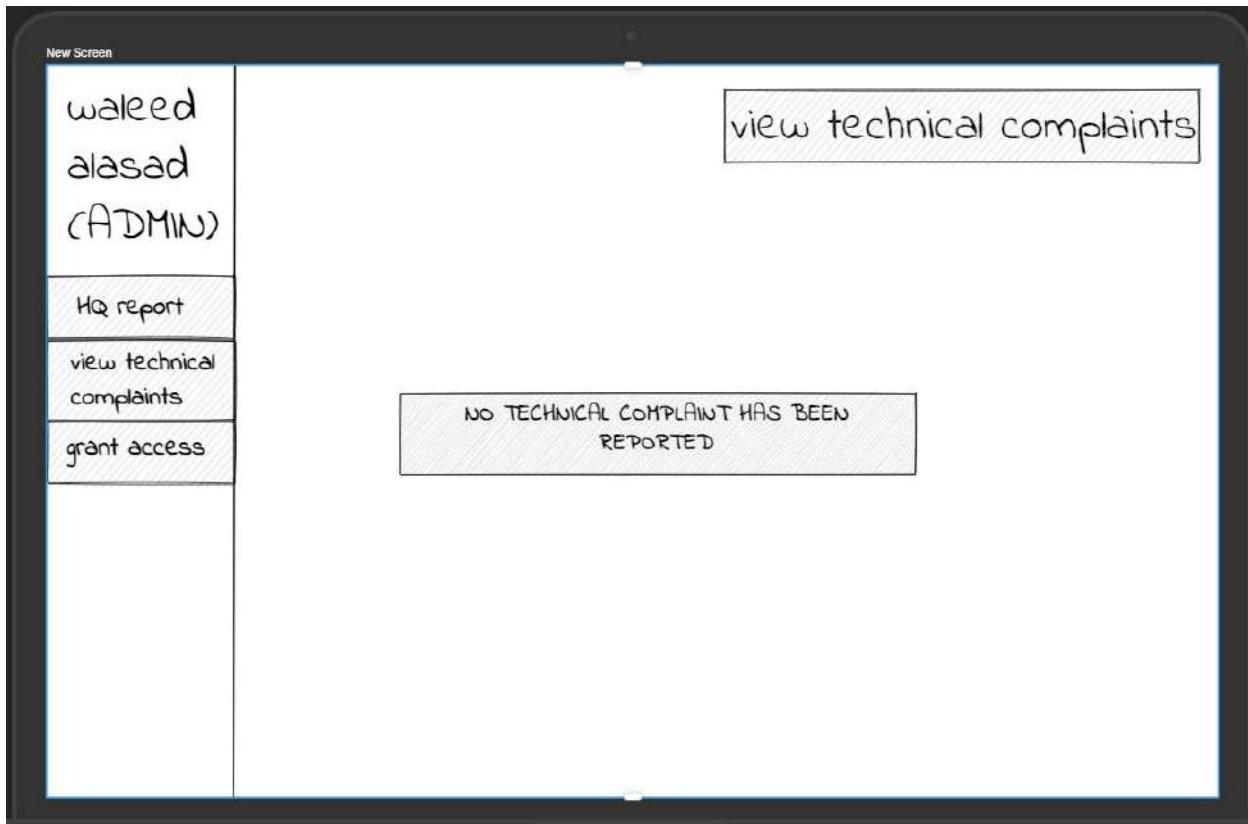
## 7-View technical complaints – (UC#AMWYAM-0001)

### Main flow



In the main flow, if the admin chooses view technical complaints, the admin will get a list of the complaints that they received from the customer service, after they can review it and send it to the technical team, and a message will appear that the report has been sent successfully

## Alternative flow



In the alternative flow, if there are no issues reported, In this case if the admin chooses view technical complaints, and there is no complaints a message will appear telling them that there are no complaints.

## 8-Grant access – (UC#AMWYAM-0002)

### Main flow

New Screen

waleed alasad (ADMIN)	<input type="button" value="grant access"/>
HQ report	<input type="text" value="employee name"/>
view technical complaints	<input type="text" value="employee email"/>
grant access	<input type="text" value="the reason for the access"/> <input type="text" value="from [ ] to [ ]"/> <input type="button" value="GRANT ACCESS"/>
	<div style="background-color: #e0e0e0; padding: 5px; display: inline-block;"><b>ACCESS GRANTED</b> <input type="button" value="CLOSE"/></div>

In the main flow, if the admin chooses grant access, they will get a page to fill the information of the employee that they want to grant access to, after they submit, a message will appear telling them that the access has been granted.

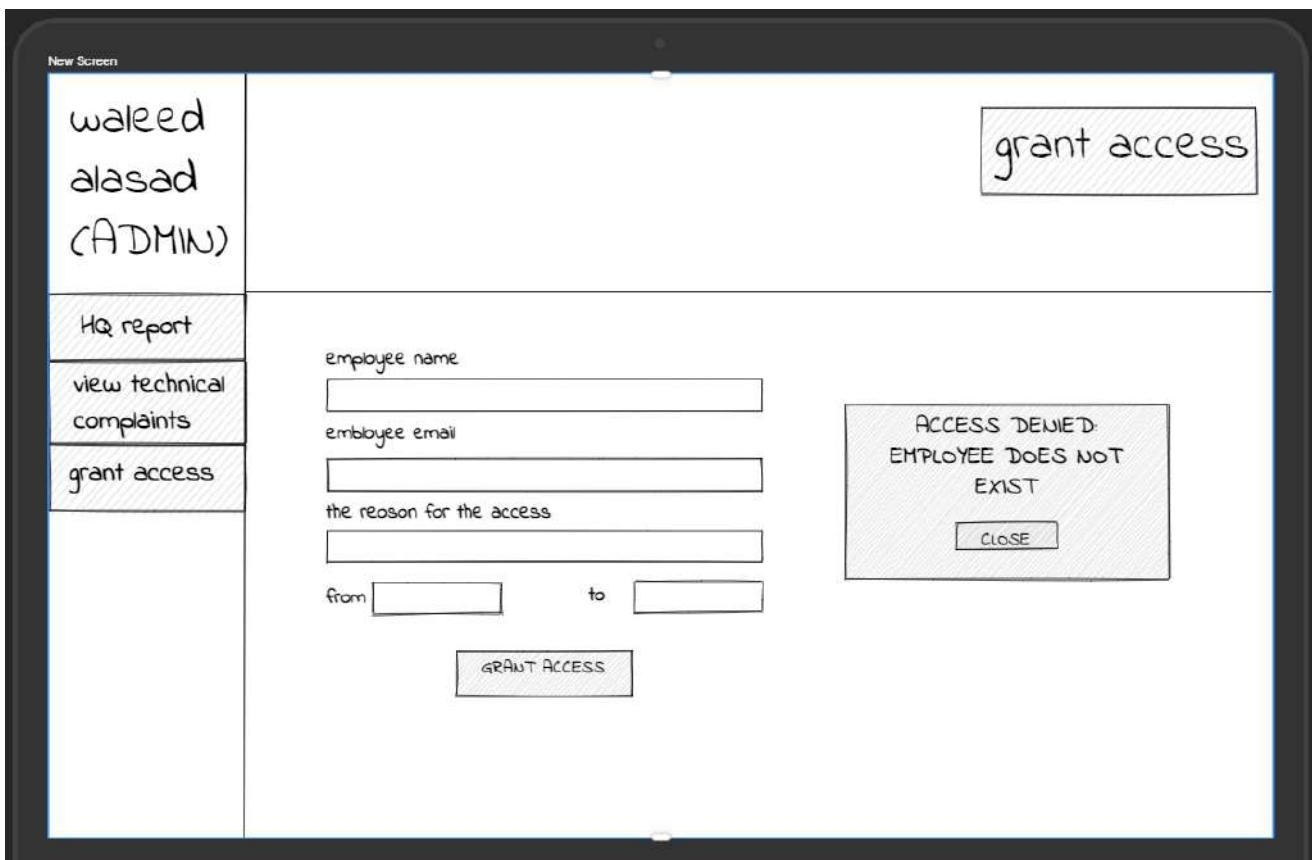
# Alternative flow 1: high confidentiality

New Screen

waleed alasad (ADMIN)	<input type="button" value="grant access"/>
HQ report view technical complaints grant access	<p>employee name <input type="text"/></p> <p>employee email <input type="text"/></p> <p>the reason for the access <input type="text"/></p> <p>from <input type="text"/> to <input type="text"/></p> <p><input type="button" value="GRANT ACCESS"/></p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;">ACCESS DENIED : THE EMPLOYEE RANK CAN'T GRANT HIM ACCESS TO THIS LEVEL OF INFORMATION <input type="button" value="CLOSE"/></div>

In this alternative flow, if the admin chooses to grant access, they will get a page to fill the information of the employee that they want to grant access to, after they submit, a message will appear telling them that the access denied because if the employee rank is inadequate to grant them the access of this level of information.

## Alternative flow 2: if the employee does not exist



In this alternative flow, if the admin chooses grant access, they will get a page to fill the information of the employee that they want to grant access to, after they submit, a message will appear telling them that the access is denied because the employee does not exist.

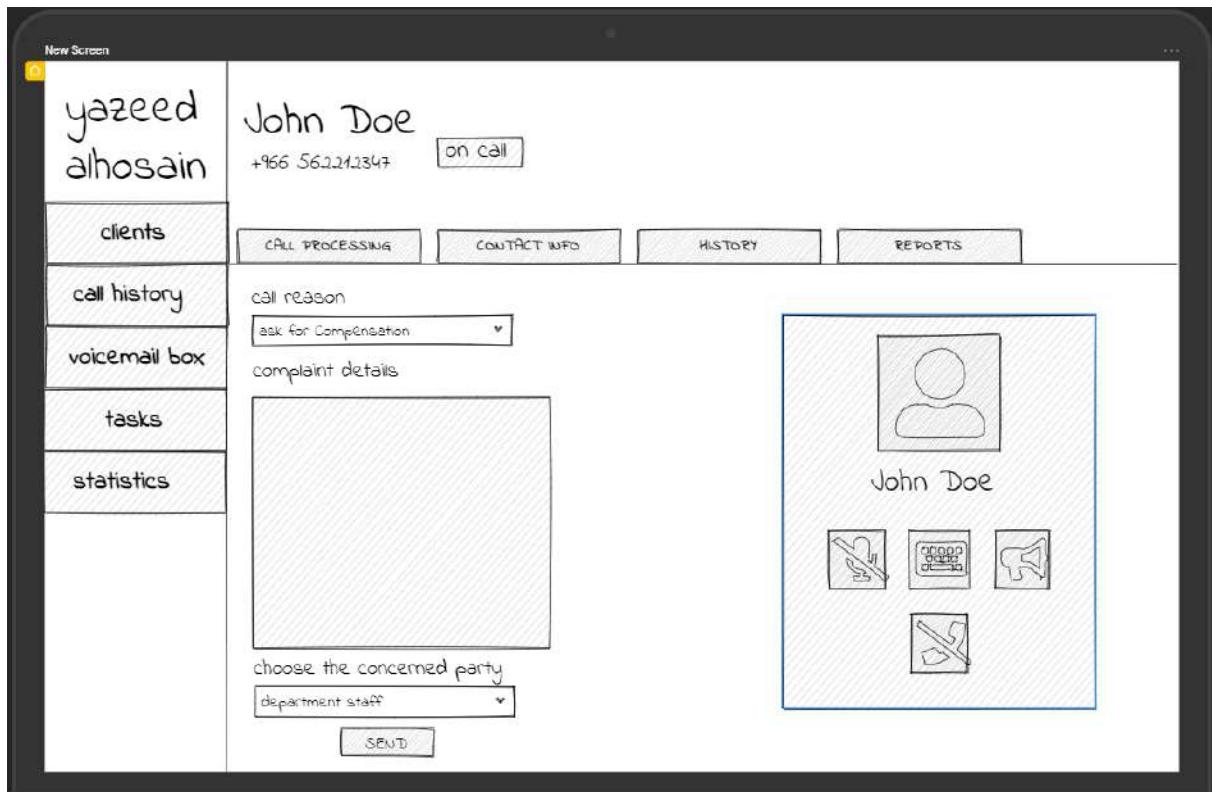
# Customer service

9-Receive calls from citizens — (UC#AMWYAM-0016)

&

10-Fowrarwd complaints to the concerned party –  
(UC#AMWYAM-0017)

Both have the same screen and only the Main flow is relevant

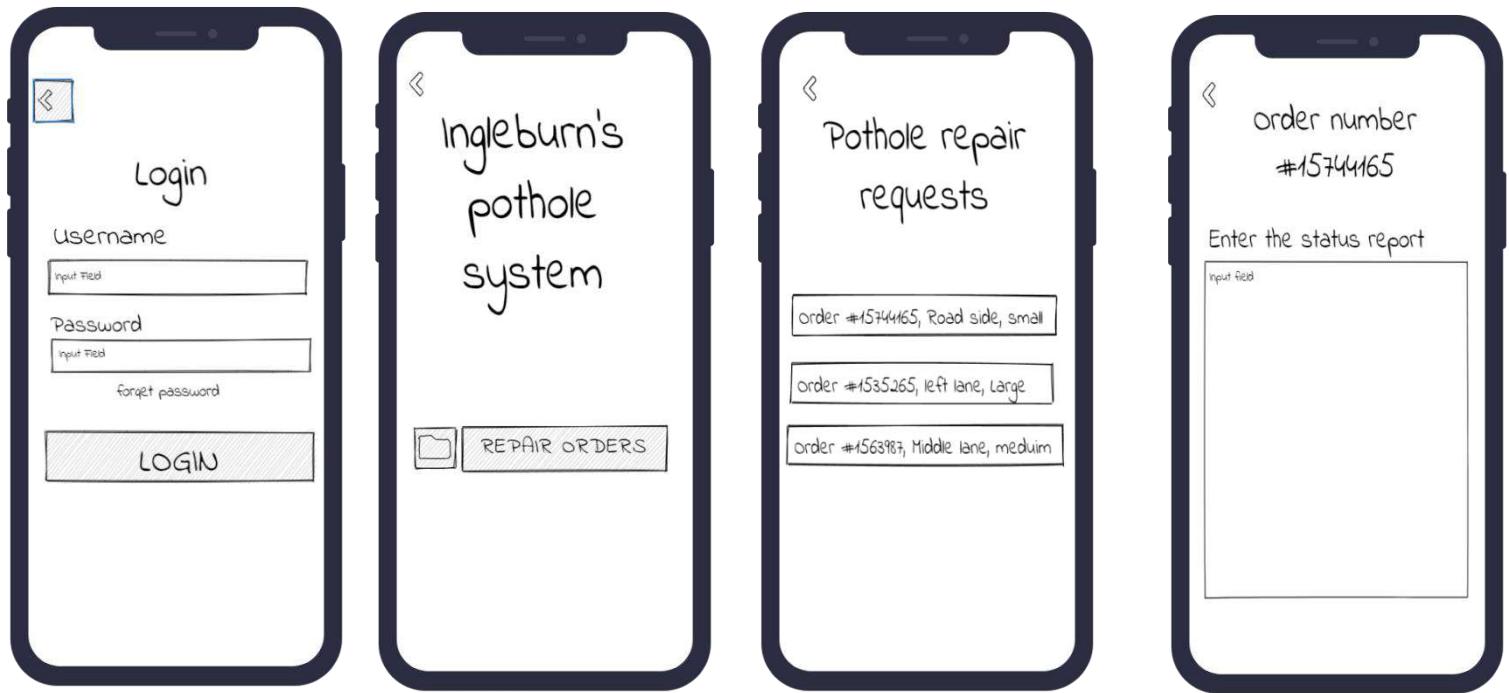


In the main flow, as shown in the screen the name of the customer service employee on the top left corner and the options they can choose from below that. and we can see the name of the customer that is calling and their info and the phone call itself. Also, we can see the text box for the employee to register the complaint and forward it to the concerned party.

# Repair Team

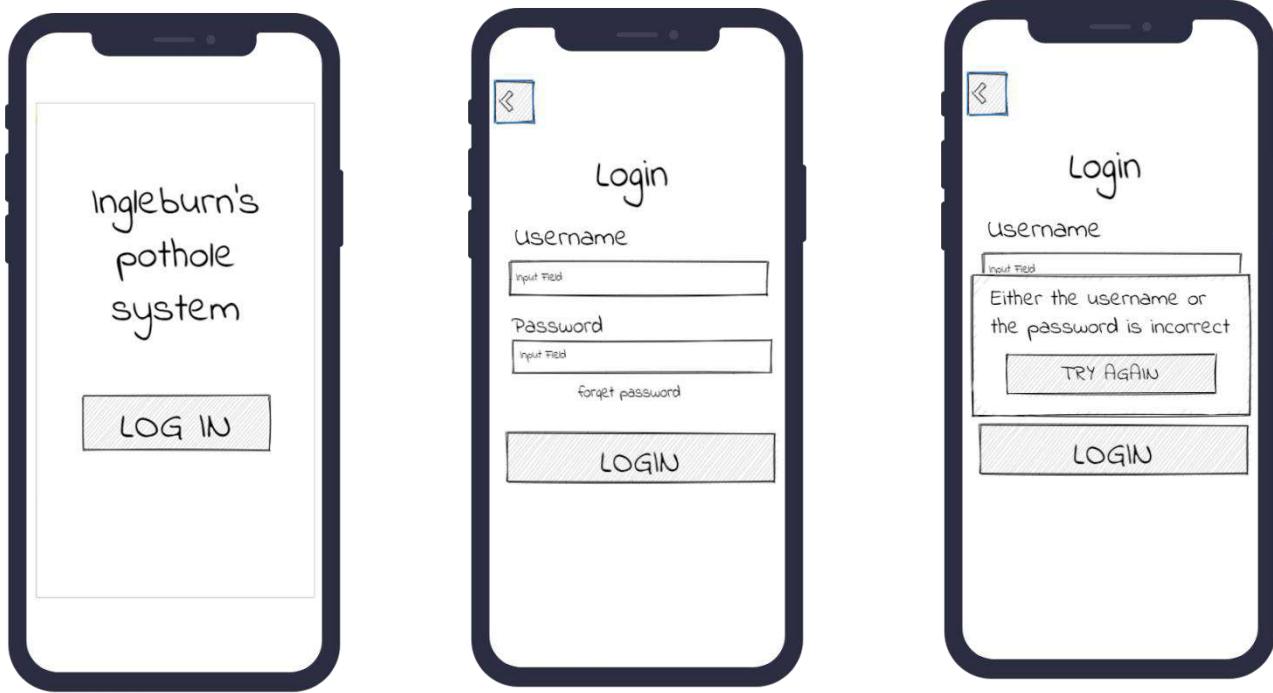
## 11-Report the status progress – (UC#AMWYAM-0012)

### Main flow



In the main flow, the repair crew member selects the “Login” button from the main menu screen, enter their username and password and then select the login option again. If the entered information is correct, then the system will transfer the crew member to the repair team’s main menu. From there, they can choose the “Repair orders” option, and then it will transfer them to the repair orders menu and display the currently active orders. The crew member can select which order they would like to write a status report for.

## Alternative flow

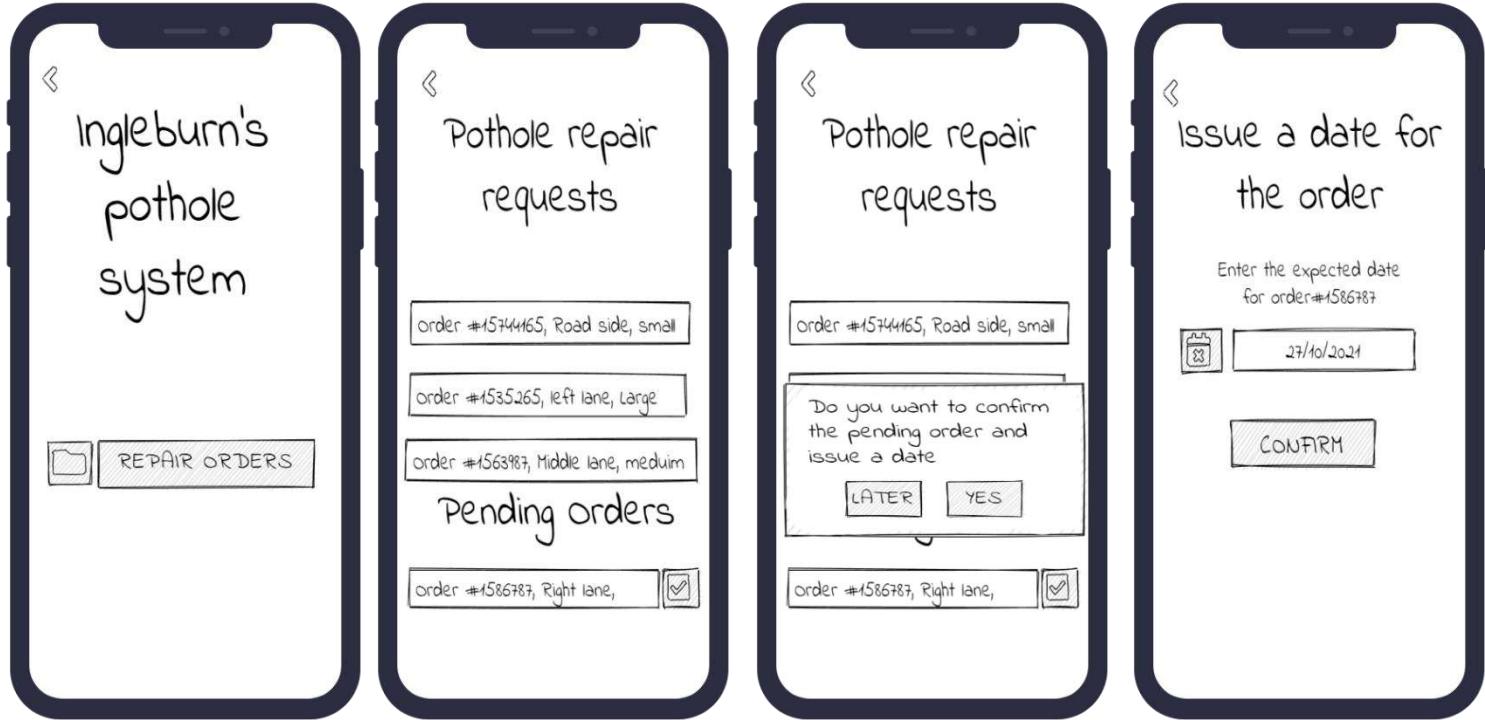


In the alternative flow, If the repair crew member selects the “Login” button from the main menu screen and an incorrect password or username. The system will display an error message telling them that one of the entered fields are incorrect and prompting them to try again.

# 12-Confirm the repair request and issue a date

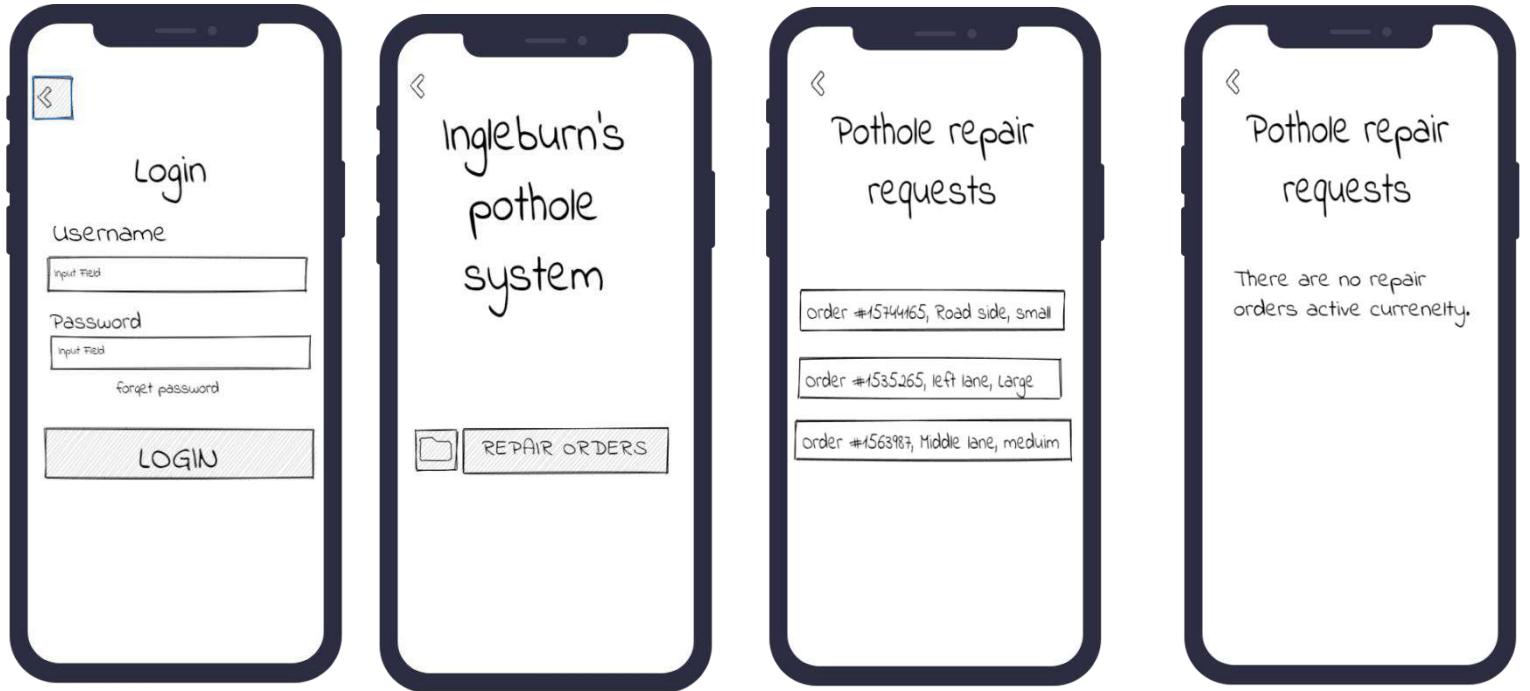
— (UC#AMWYAM-0011)

## Main flow



In the main flow, the repair crew member selects the “Login” button from the main menu screen, enter their username and password and then select the login option again. If the entered information is correct, then the system will transfer the crew member to the repair team’s main menu. From there, they can choose the “Repair orders” option, and then it will transfer them to the repair orders menu and display the currently active orders. If there is pending order, the repair crew member can click the order and the system will display a confirmation screen and prompts them to issue a date. If they confirm and choose to issue a date the system will transfer them to the issue a date screen and prompt from them to enter the date and confirm it

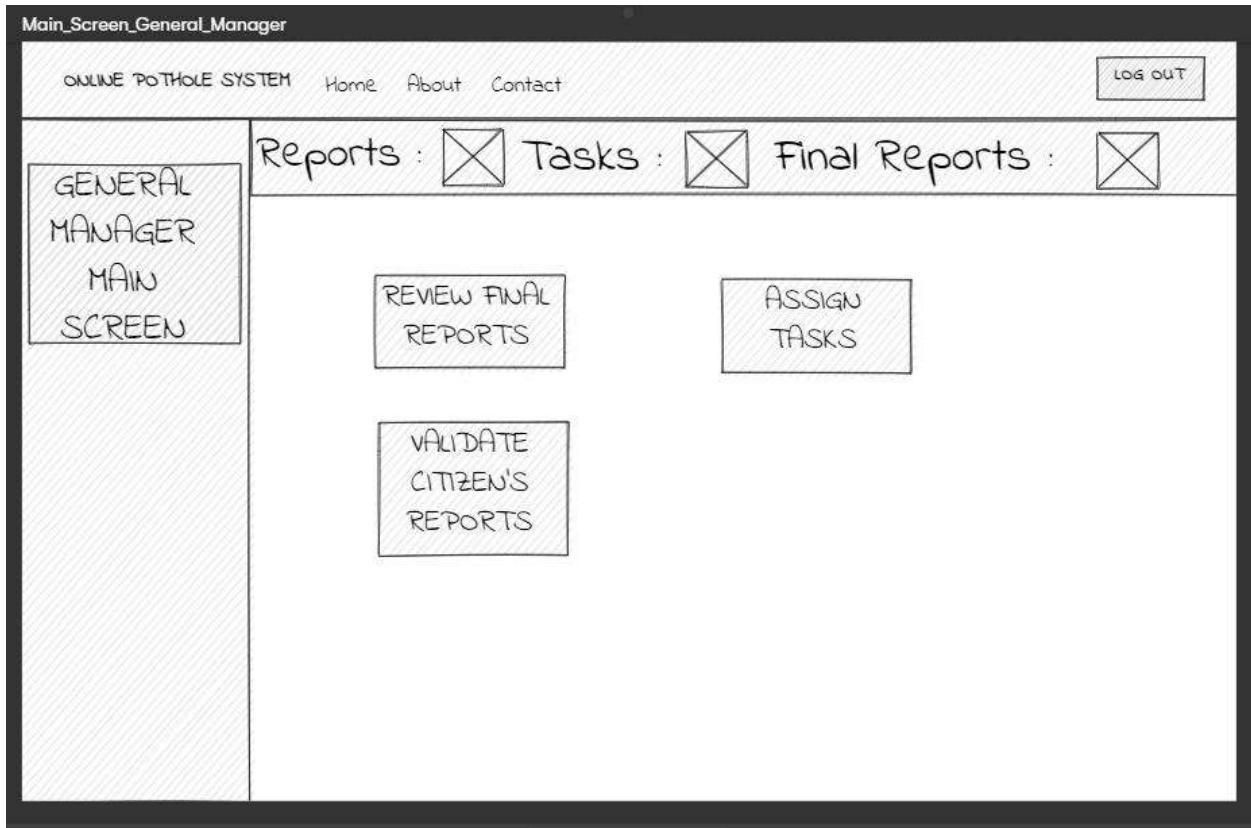
# Alternative flow



In the alternative flow, the repair crew member selects the “Login” button from the main menu screen, enter their username and password and then select the login option again. If the entered information is correct, then the system will transfer the crew member to the repair team’s main menu. From there, they can choose the “Repair orders” option, and then it will transfer them to the repair orders menu. If there are no active orders the system will display a message informing the crew member.

# General Manager

## General Manager's home screen



The main screen the General Manager sees after logging in.

# 13-Validate Citizen's Complaints – (UC#AMWYAM-0006)

## Main flow only

Validate Citizen's Complaints #1:

Validate\_Citizen's\_Complaint#1

ONLINE POTHOLE SYSTEM Home About Contact LOG OUT

COMPLAINTS

Complaint #1 Person A Description :  
.....  
.....  
.....

Complaint #2 Person B ! Description :  
.....  
.....  
.....

Complaint #3 Person A Description :  
.....  
.....  
.....

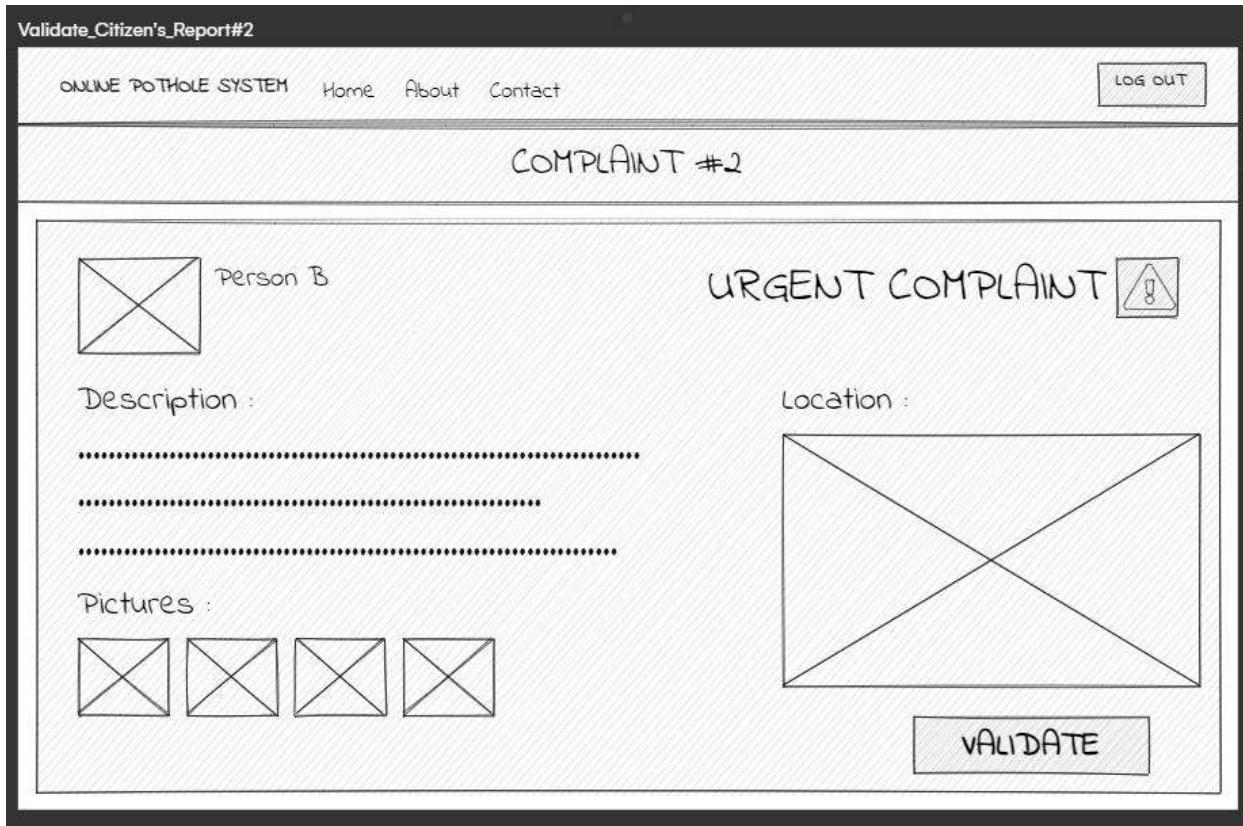
Complaint #4 Person C Description :  
.....  
.....  
.....

Complaint #5 Person A Description :  
.....  
.....  
.....

Complaint #6 Person C ! Description :  
.....  
.....  
.....

In the main flow, the General Manager can look at all the complaints sent by the citizens and choose one to validate.

Validate Citizen's Complaints #2:



After clicking on a report, the General Manager can then check the pictures of the pothole and description and even location. Furthermore, the General Manager can validate the complaint after checking for authenticity.

## 14- Assign Tasks – (UC#AMWYAM-0007)

### Main flow only

#### Assign Tasks #1:

The screenshot shows a web application titled "Assign\_Task#1" for managing pothole complaints. At the top, there's a header bar with "ONLINE POTHOLE SYSTEM", "Home", "About", "Contact", and a "LOG OUT" button. Below the header, a section titled "VALID COMPLAINTS" lists four complaints, each with a small icon, a person's name, and a text input field for description.

- Complaint #1:** Person A. Description: [Text Input Field]
- Complaint #2:** Person B. Description: [Text Input Field]
- Complaint #3:** Person A. Description: [Text Input Field]
- Complaint #4:** Person C. Description: [Text Input Field]

In the main flow, the General Manager can view all of the valid complaints and pick any to assign to a team of experts to fix the pothole.

## Assign Tasks #2:

Assign\_Task#2

ONLINE POTHOLE SYSTEM Home About Contact LOG OUT

COMPLAINT #2

Person B

URGENT COMPLAINT 

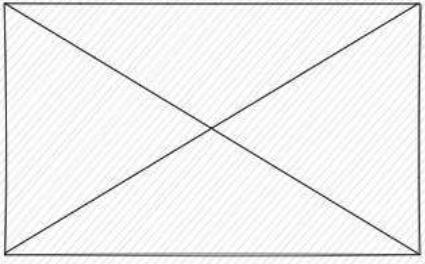
Description :

.....  
.....  
.....

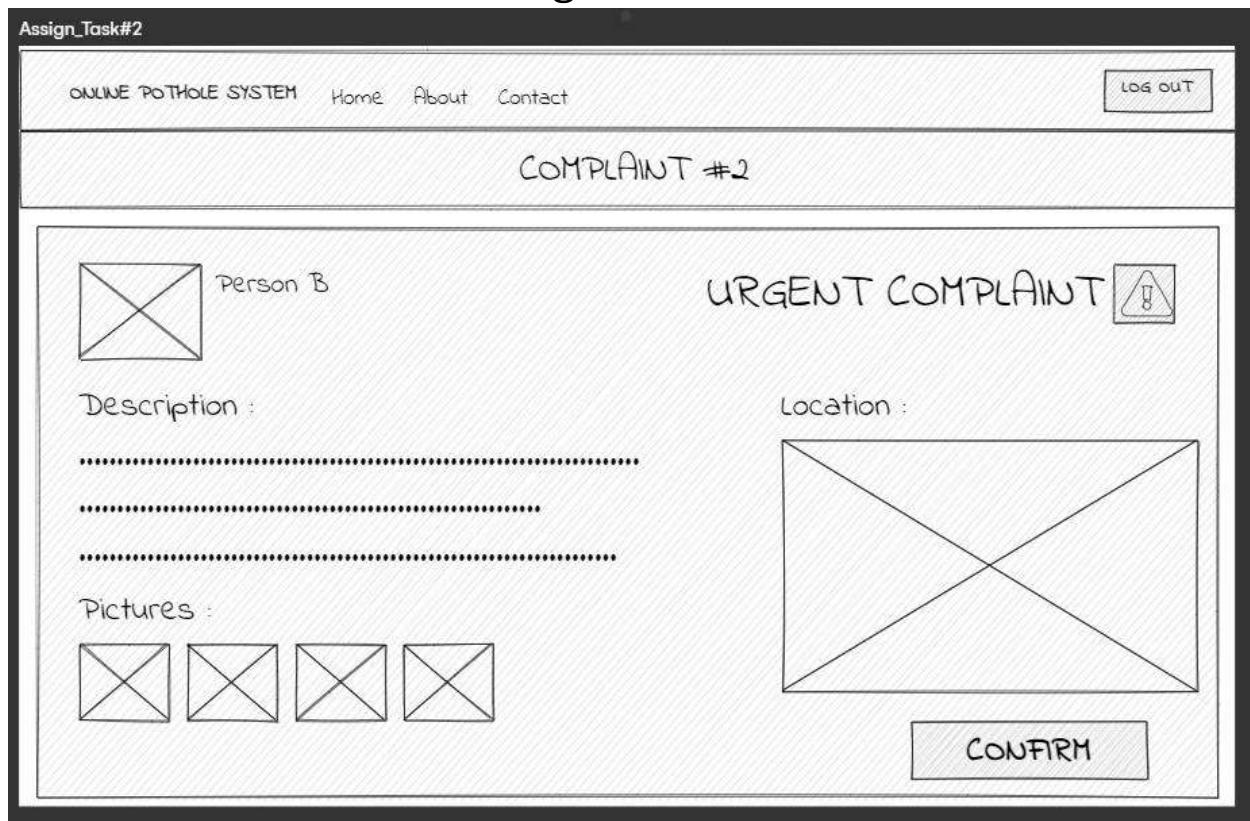
Pictures :

Location :



CONFIRM



The General Manager needs to check the complaint one more time before confirming in order to avoid picking the wrong one.

## Assign Tasks #3:

The interface is a wireframe for an online pothole system. At the top, there's a header bar with the title "Assign\_Task#3" and the subtitle "ONLINE POTHOLE SYSTEM". Below the subtitle are links for "Home", "About", and "Contact", along with a "LOG OUT" button. The main content area is divided into four sections, each representing a team: "Team A", "Team B", "Team C", and "Team D". Each section contains a box with the team name, a crossed-out square icon, and a checkmark or no symbol icon.

Team	Status
TEAM A	Available (Checkmark)
TEAM B	Available (Checkmark)
TEAM C	Unavailable (No symbol)
TEAM D	Unavailable (No symbol)

The General Manager is then taken to a page with all of the available and unavailable teams and can pick from the available teams to fix the pothole.

## Assign Tasks #4:

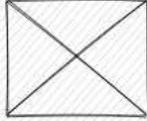
Assign\_Task#4

ONLINE POTHOLE SYSTEM Home About Contact

### CONFIRM TEAM

TEAM A

Members :

		
Member#1	Member#2	Member#3
		
Member#4	Member#5	Member#6

AVAILABLE

**CONFIRM**

The General Manager is then shown a description of the Team and can confirm.

## 14- Review the final report sent by the repair team – (UC#AMWYAM-0008)

### Main flow only

Review Repair Report #1:

The interface is titled "REPAIR REPORTS". It contains six report cards arranged in two rows of three. Each card has a checkbox icon, the report number, the word "Successful" with a checked checkbox, and the team name below it.

Report #	Status	Team
#1	Successful	TEAM A
#2	Successful	TEAM A
#3	Successful	TEAM D
#4	Successful	TEAM B
#5	Successful	TEAM C
#6	Not Successful	TEAM B

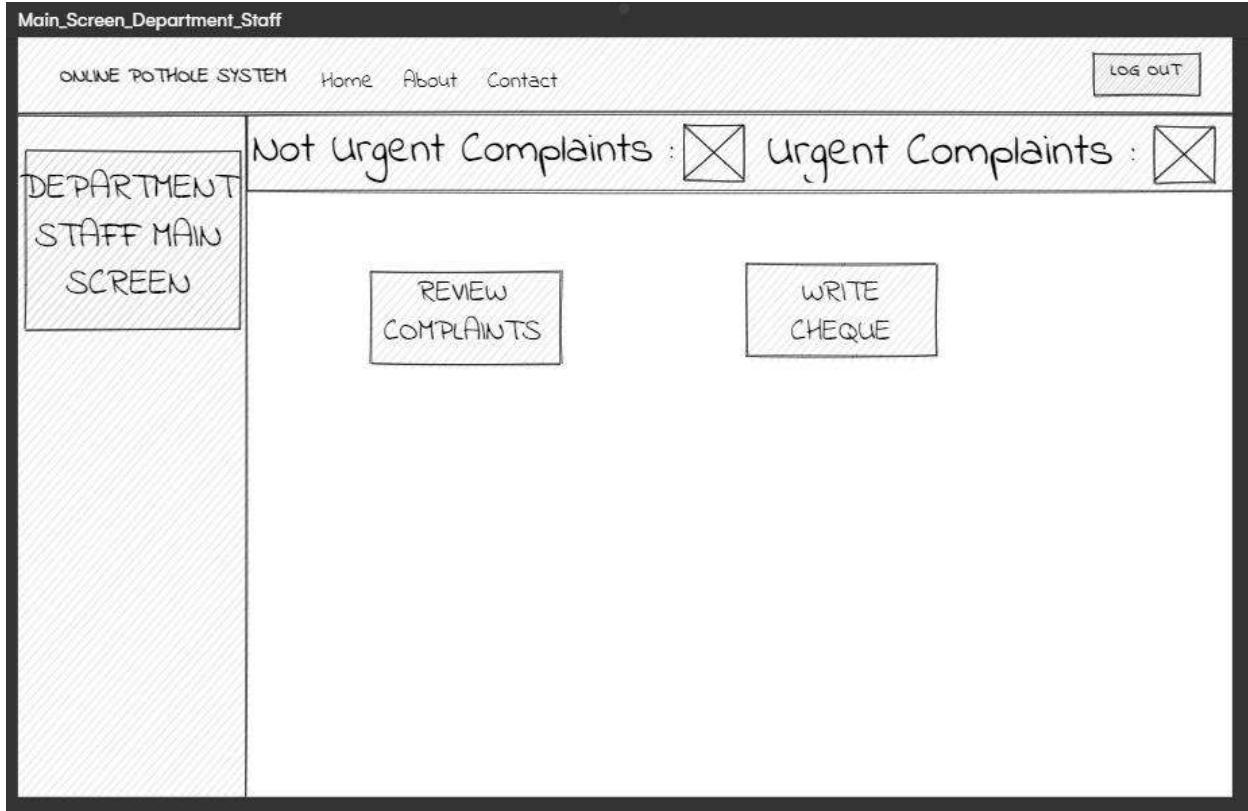
The General Manager can check all of the reports, successful or not, and view them and click on any of them.

## Review Repair Report #2:

The screenshot shows a web application interface for an 'ONLINE POTHOLE SYSTEM'. At the top, there's a navigation bar with links for 'Home' and 'About'. Below it, a main title 'REPAIR REPORT #2' is displayed. On the left, the text 'Repair For Complaint #2' is shown. To its right, the status 'Repair Successful' is indicated next to a checked checkbox. A section labeled 'Repair Notes:' contains several horizontal dotted lines for notes. In the bottom right corner of the main area, there's a button labeled 'DONE'.

After clicking on a report, the General Manager is taken to a page with all of the report's details.

# Department Staff



The main screen the General Manager sees after logging in.

## 15- Write Cheque – (UC#AMWYAM-0009)

### Main flow only

Write Cheque:

A hand-drawn wireframe of a web page titled "Write\_Cheque". The page has a header bar with "ONLINE POTHOLE SYSTEM" and links for "Home", "About", and "Contact". A "LOG OUT" button is also present. Below the header, the title "write Cheque" is enclosed in a large rectangular box. Underneath, the word "Information:" is underlined. The form contains several input fields: "Company Name:" followed by a rectangular box, "Price:" followed by a rectangular box, "Signature:" followed by a rectangular box, "Issue Date:" followed by a rectangular box, "Bank Name:" followed by a rectangular box, and "Info Slot #6:" followed by a rectangular box. At the bottom right of the form area is a "CONFIRM" button.

After the Department Staff are done reviewing a report and clicking on “write cheque”, they can enter the information needed and write a cheque to the requested bank.

## 16- Review Complaint – (UC#AMWYAM-0010)

### Main flow only

Review Complaint #1:

The screenshot shows a wireframe of a web application for reviewing complaints. At the top, there's a header bar with the title "Review Complaint #1", the system name "ONLINE POTHOLE SYSTEM", and navigation links for "Home", "About", "Contact", and "LOG OUT". Below the header is a main section titled "COMPLAINTS" which lists six individual complaints, each enclosed in its own box. Each complaint box contains a placeholder icon (a square with an X), the name of the person who made the complaint (Person A, Person B, or Person C), and a "Description:" field with four horizontal lines for input.

Complaint #	Person	Description
1	Person A	.....
2	Person B	.....
3	Person A	.....
4	Person C	.....
5	Person A	.....
6	Person C	.....

Department staff can see all of the complaints sent by citizens after they are done and can choose one to write a cheque for.

## Review Complaint #2:

Review Complaint #2

ONLINE POTHOLE SYSTEM Home About Contact LOG OUT

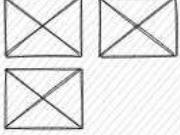
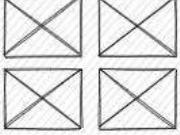
### COMPLAINT #1

Person A

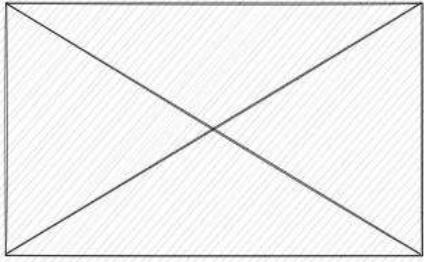
Description :

.....  
.....  
.....

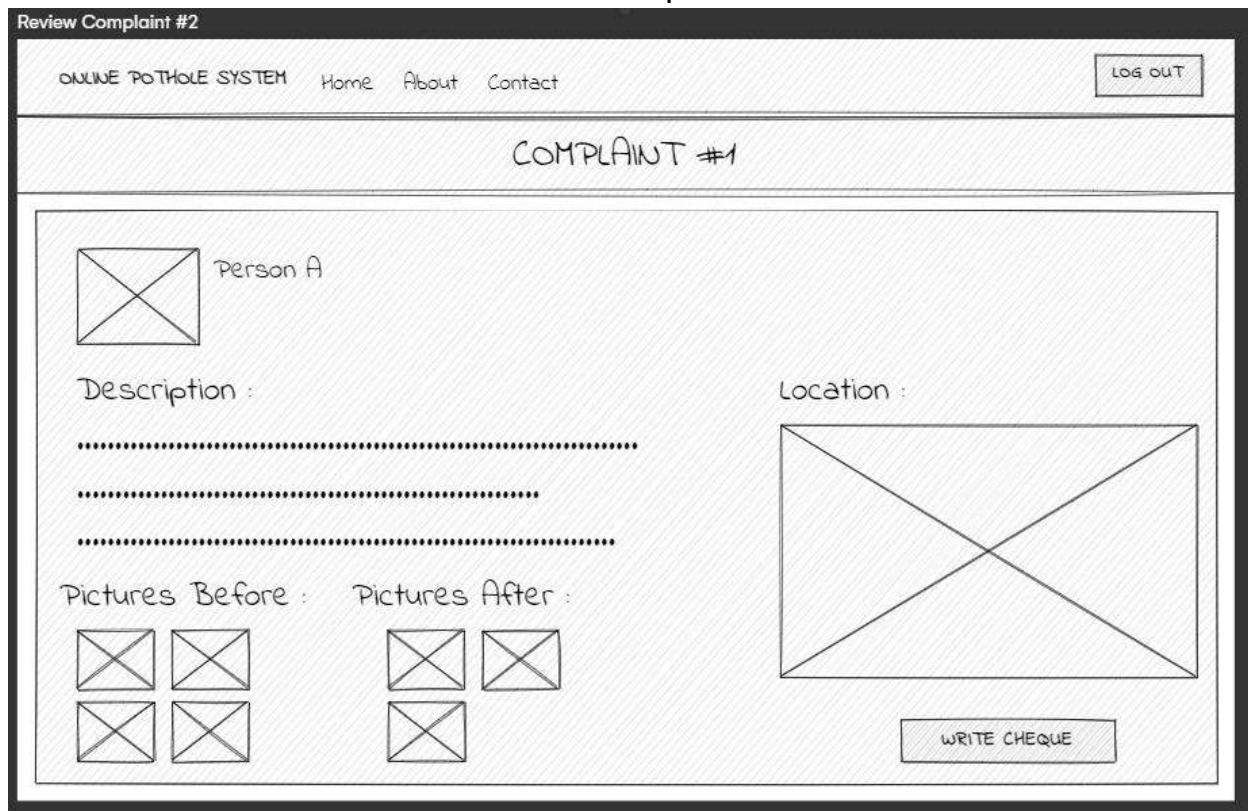
Pictures Before : Pictures After :



Location :



WRITE CHEQUE



The Department Staff, after clicking on a complaint, can review the report and can write a cheque.

# Team7 Contribution

+ Add a view

Aa Name	Contribution	+
Massad AlKhaldi	20%	
Abdullah Kafini	16%	
Yazeed alhosain	16%	
Mohanned Alyahya	16%	
Waleed Alasad	16%	
Abdulsalam Ali	16%	



# **Team 7**

## **SWE312 Project Phase 3**

**Waleed Al-Asad 201843940**

**Massad alkhaldi 201812160**

**Abdullah Kafini 201831360**

**Abdulsalam Ali 201841880**

**Yazeed alhosain 201848940**

**Mohanned Alyahya 201857860**

# SWE312 - Phase3

## Color Scheme

### Admin

[HQ Report \(UC#AMWYAM-0003\)](#)  
[Technical Complaints \(UC#AMWYAM-0001\)](#)  
[Grant Access \(UC#AMWYAM-0001\)](#)

### General Manager

[Assign Tasks \(UC#AMWYAM-0007\)](#)  
[View Repair Reports \(UC#AMWYAM-0008\)](#)  
[View Reported Potholes\(UC#AMWYAM-0006\)](#)

### Customer Service

[Receive calls from citizens \(UC#AMWYAM-0016\) & Forward complaints to the concerned party \(UC#AMWYAM-0017\)](#)

### Department Staff

[View Compensation Complaints \(UC#AMWYAM-0010\)](#)  
[Write Cheque \(UC#AMWYAM-0009\)](#)

### Citizen

[Sign up \(UC#AMWYAM-0004\)](#)  
[Login \(UC#AMWYAM-0005\)](#)  
[Report a pothole – \(UC#AMWYAM-0013\)](#)  
[Send a complaint \(UC#AMWYAM-0014\)](#)  
[View report progress \(UC#AMWYAM-0015\)](#)

### Repair team

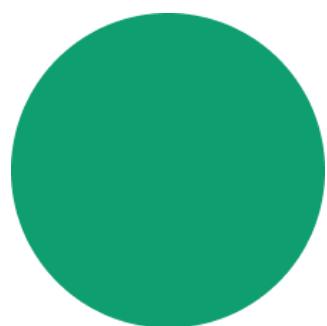
[Report the status progress – \(UC#AMWYAM-0012\)](#)  
[Confirm the repair request and issue a date – \(UC#AMWYAM-0011\)](#)

### Our evaluation of our system

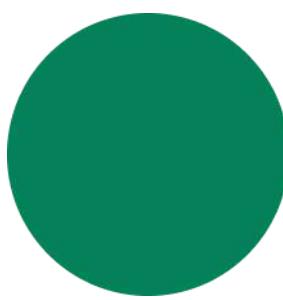
[Evaluation strategy:](#)

### Team Contribution:

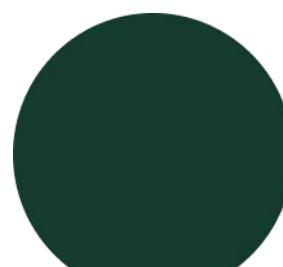
## Color Scheme



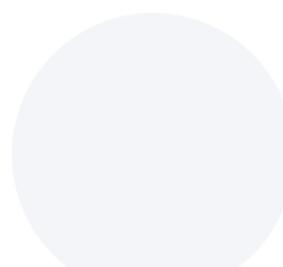
Button



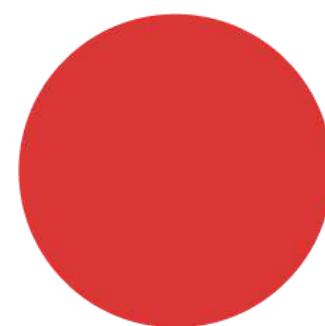
Heading text & button  
text



Field Text (Entry)



ButtonType2



Warning0

## Admin

### HQ Report (UC#AMWYAM-0003)

**Main flow only**

**Admin**

**HQ Report**

**Technical Complaints**

**Grant Access**

**Monthly Report** **Regular Report**

Select report type: **Technical**

Attach files:

Upload files... Drop files here

Filenname.pdf  
19.7 MB: 30% (remaining time: 00:12:34)

Additional comments:  
Here is the some additional description of the report

38 / 160

**Cancel** **Send report**

In the main flow, as shown in the UI, the left side have the name of the admin and the options that they can choose from is below it, in this case if the admin choose HQ report, the page will appear to them with the options on top to choose the type of report that they want to do, then they can attach the report file and select the type of report and then can send it to the HQ.

## Technical Complaints (UC#AMWYAM-0001)

Main flow

**Admin**

**HQ Report**

**Technical Complaints**

**Grant Access**

**Sort by:** Date

**Search**

**November, 2021**

**Complaint #1**  
The changes you've made have not been saved. Would you like to save or discard the changes, or cancel and go back to editing?  
 Reviewed **Discard** **Send**

**Complaint #2**  
The changes you've made have not been saved. Would you like to save or discard the changes, or cancel and go back to editing?  
 Reviewed **Discard** **Send**

**October, 2021**

**Complaint #3**  
The changes you've made have not been saved. Would you like to save or discard the changes, or cancel and go back to editing?  
 Reviewed **Discard** **Send**

In the main flow, if the admin chooses view technical complaints, the admin will get a list of the complaints that they received from the customer service, after they can review it and send it to the technical team, and a message will appear that the report has been sent successfully

Alternative flow

The screenshot shows a user interface for managing technical complaints. At the top left is a profile picture of Waleed Alasad. To its right is the name "Waleed Alasad". Next to the name is a green circular icon with a white minus sign. To the right of the icon is the title "Techincal Complaints". In the top right corner is a small logo for "Ingenieria's Project Systems".

**Admin**

- (+) HQ Report
- (X) Technical Complaints
- (key) Grant Access

**No complaints to be reported**

Once new complaints are reported, this page will show them.

*In the alternative flow, if there are no issues reported, In this case if the admin chooses view technical complaints, and there is no complaints a message will appear telling them that there are no complaints.*

## Grant Access (UC#AMWYAM-0001)

### Main flow

The screenshot shows a "Grant Access" page. At the top left is a profile picture of Waleed Alasad. To its right is the name "Waleed Alasad". Next to the name is a green circular icon with a white key symbol. To the right of the icon is the title "Grant Access". In the top right corner is a small logo for "Ingenieria's Project Systems".

**Admin**

- (+) HQ Report
- (X) Technical Complaints
- (key) Grant Access

Select file

Browse Cloud

Employee ID	Employee name
<input type="text"/>	<input type="text"/>
Employee email	
<input type="text"/>	
Reason for access	
<input type="text"/>	
From	To
6/22/2019 <input type="button" value="X"/> <input type="button" value="Calendar"/>	Pick a date <input type="button" value="Calendar"/>

I take responsibility for misuse of the shared information

Grant access

**Employee info**

name: Waleed Alasad  
Age: 22  
Position: CTO  
Years of service: 3 years

*In the main flow, if the admin chooses grant access, they will get a page to fill the information of the employee that they want to grant access to, after they submit, a message will appear telling them that the access has been granted.*

### Alternative flow 1: high confidentiality

**Admin**

- HQ Report
- Technical Complaints
- Grant Access**

Employee info

name: Waleed Alasad  
Age: 22  
Position: CTO  
Years of service: 3 years

*In this alternative flow, if the admin chooses to grant access, they will get a page to fill the information of the employee that they want to grant access to, after they submit, a message will appear telling them that the access denied because if the employee rank is inadequate to grant them the access of this level of information.*

#### Alternative flow 2: if the employee does not exist

**Admin**

- HQ Report
- Technical Complaints
- Grant Access**

Employee info

Employee does not exist

*In this alternative flow, if the admin chooses grant access, they will get a page to fill the information of the employee that they want to grant access to, after they submit, a message will appear telling them that the access is denied because the employee does not exist.*

## General Manager

## Assign Tasks (UC#AMWYAM-0007)

Main flow only

Assign Tasks #1:

The screenshot shows a mobile application interface for managing pothole reports. At the top, there's a header with a user profile picture and the name "adulsalam Ali". Below the header, the title "Assign Tasks" is displayed. A sidebar on the left is labeled "General Manager" and contains buttons for "Reported pothole", "Assign Tasks", and "Repair Reports". The main content area is a timeline of complaints. For November 2021, four complaints are listed, each with a photo of a pothole and a brief description. For October 2021, four more complaints are shown with their respective photos.

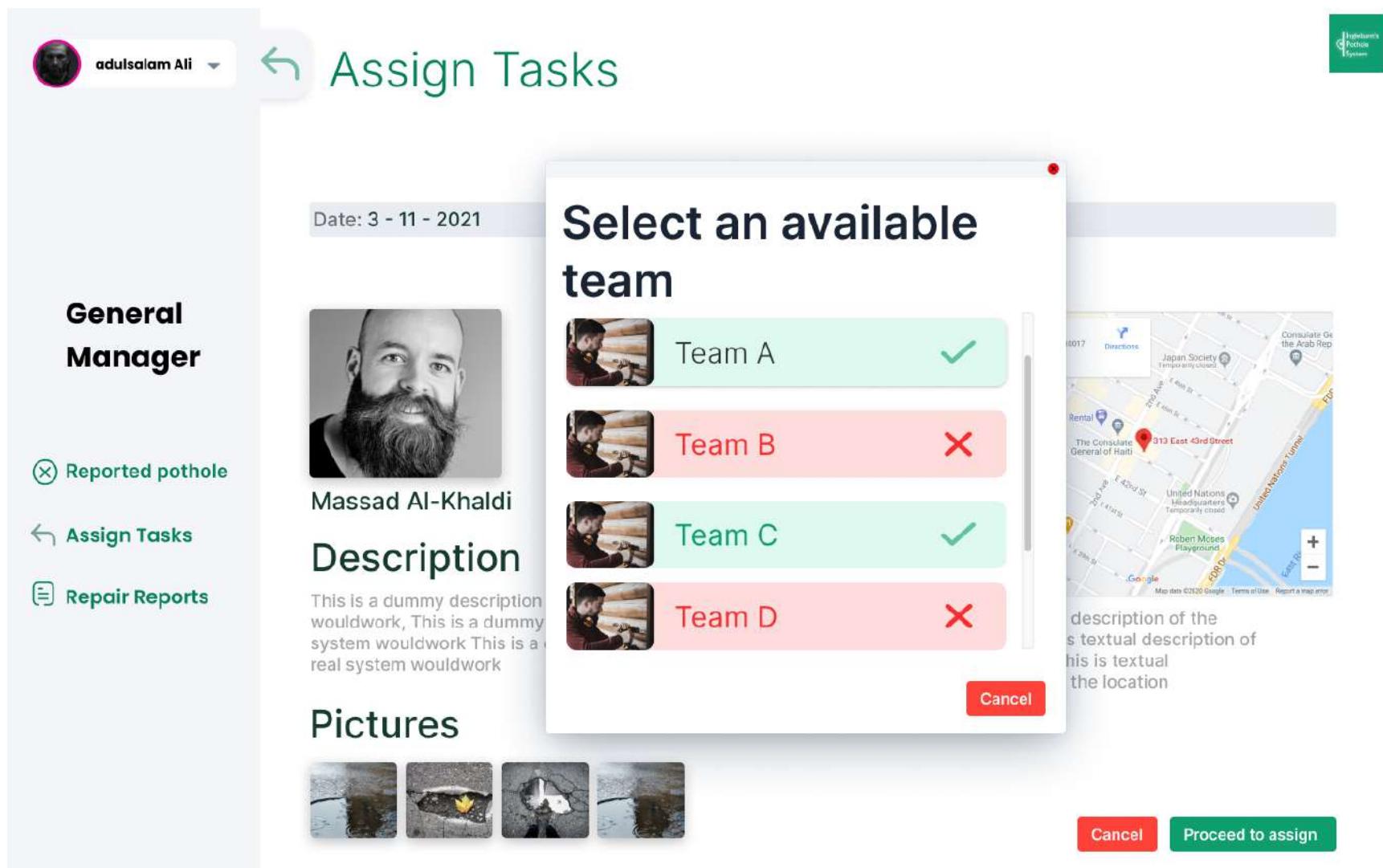
In the main flow, the General Manager can view all of the valid complaints and pick any to assign to a team of experts to fix the pothole.

Assign Tasks #2:

This screenshot shows a detailed view of a pothole report. At the top, it displays the date (3 - 11 - 2021), location (KFUPM), and ID (123342). On the left, there's a sidebar with the "General Manager" role and buttons for "Reported pothole", "Assign Tasks", and "Repair Reports". The main content area features a large photo of a man with a beard (Massad Al-Khaldi) and a "Description" section with a dummy text placeholder. To the right, a map shows the location at 313 East 43rd Street, New York, NY 10017, with a red marker indicating the exact spot. Below the map, there's a "Pictures" section with four small thumbnail images of the pothole. At the bottom right, there are "Cancel" and "Proceed to assign" buttons.

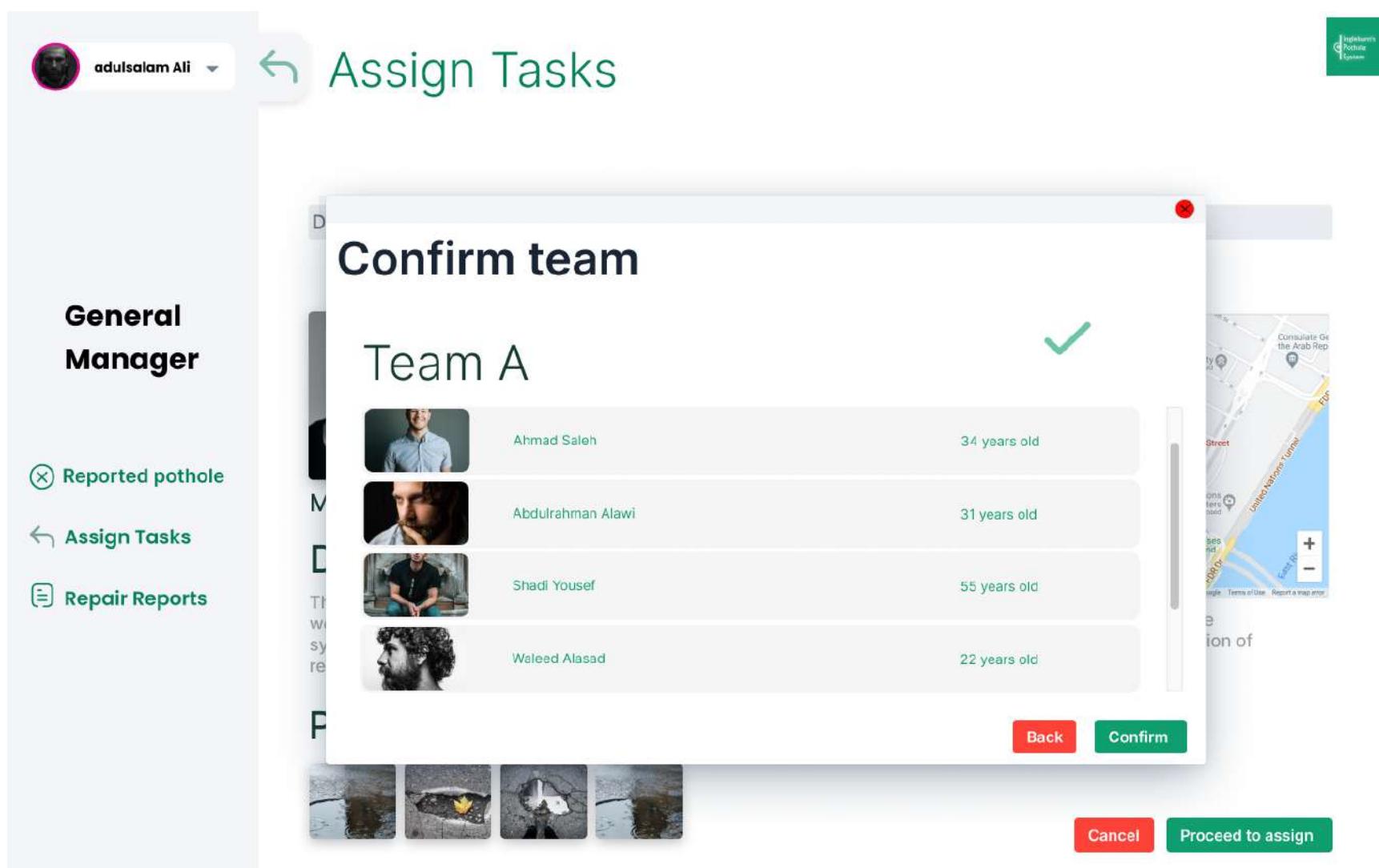
The General Manager needs to check the complaint one more time before confirming in order to avoid picking the wrong one.

Assign Tasks #3:



The General Manager is then taken to a page with all of the available and unavailable teams and can pick from the available teams to fix the pothole.

#### Assign Tasks #4:



The General Manager is then shown a description of the Team and can confirm.

#### View Repair Reports (UC#AMWYAM-0008)

##### Main flow only

##### Review Repair Report #1:

**General Manager**

- Reported pothole**
- Assign Tasks**
- Repair Reports**

Sort by: Date

November, 2021

- Team A:** Location: KFUPM, Date: 23 - 11 - 2021, Report ID: 123342, Status: Successful ✓
- Team B:** Location: KFUPM, Date: 23 - 11 - 2021, Report ID: 123342, Status: Not successful !
- Team C:** Location: KFUPM, Date: 23 - 11 - 2021, Report ID: 123342, Status: Not successful !

October, 2021

- Team C:** Location: KFUPM, Date: 23 - 11 - 2021, Report ID: 123342, Status: Successful ✓
- Team B:** Location: KFUPM, Date: 23 - 11 - 2021, Report ID: 123342, Status: Successful ✓
- Team B:** Location: KFUPM, Date: 23 - 11 - 2021, Report ID: 123342, Status: Successful ✓

**The General Manager can check all of the reports, successful or not, and view them and click on any of them.**

**Review Repair Report #2:**

**General Manager**

- Reported pothole**
- Assign Tasks**
- Repair Reports**

Sort by: Date

Report Details

Location: KFUPM | Report ID: 123342 | Date: 23 - 11 - 2021

**Repair for complaint #3** | **Successful ✓**

**Repair notes**

This is a dummy description just to show how the real system would work. This is a dummy description just to show how the real system would work. This is a dummy description just to show how the real system would work. This is a dummy description just to show how the real system would work. This is a dummy description just to show how the real system would work. This is a dummy description just to show how the real system would work.

Location: Aqrabiya | Date: 8 - 11 - 2021 | Reporter: Ahmad Khaled | ID: 123342

This is a dummy description just to show how the real system would work.

**Back**

**After clicking on a report, the General Manager is taken to a page with all of the report's details.**

## **View Reported Potholes(UC#AMWYAM-0006)**

**Main flow only**

**Validate Citizen's Complaints #1:**

adulsalam Ali

# Reported Pothole

Sort by:

Date

Search

General Manager

Reported Pothole

Assign Tasks

Repair Reports

November, 2021

Location: KFUPM  
Date: 11 - 11 - 2021  
Reporter: Waleed Alasad  
ID: 123342

This is a dummy description just to show how the real system would work.

Location: Aqrabiya  
Date: 8 - 11 - 2021  
Reporter: Ahmad Khaled  
ID: 123342

This is a dummy description just to show how the real system would work.

Location: Doha  
Date: 6 - 11 - 2021  
Reporter: Ahmad Saleh  
ID: 123342

This is a dummy description just to show how the real system would work.

Location: KFUPM  
Date: 3 - 11 - 2021  
Reporter: Massad Al-Khalidi  
ID: 123342

This is a dummy description just to show how the real system would work.

October, 2021

Ingenieria Pothole System

*In the main flow, the General Manager can look at all the reported potholes sent by the citizens and choose one to validate.*

#### **Validate Citizen's Complaints #2:**

adulsalam Ali

# Reported Pothole

Sort by: Date

Search

Report Details

## report #3

Location: Aqrabiya  
Date: 8 - 11 - 2021  
Reporter: Ahmad Khaled  
ID: 123342

This is a dummy description just to show how the real system wouldwork, This is a dummy description just to show how the real system wouldwork This is a dummy description just to show how the real system wouldwork This is a dummy description just to show how the real system wouldwork This is a dummy description just to show how the real system wouldwork This is a dummy description just to show how the real system wouldwork

complaints description

This is a dummy description just to show how the real system wouldwork, This is a dummy description just to show how the real system wouldwork This is a dummy description just to show how the real system wouldwork This is a dummy description just to show how the real system wouldwork This is a dummy description just to show how the real system wouldwork This is a dummy description just to show how the real system wouldwork

discard Validate

**After clicking on a report, the General Manager can then check the pictures of the pothole and description and even location. Furthermore, the General Manager can validate the complaint after checking for authenticity.**

# Customer Service

**Receive calls from citizens (UC#AMWYAM-0016) & Forward complaints to the concerned party (UC#AMWYAM-0017)**

### Main flow only

The screenshot shows the Customer Service application interface. At the top left is the user profile of 'yazeed alhosain'. In the center, the name 'Chad Wick' is displayed with a phone icon. On the right is the 'Nasional Petrol System' logo. Below the name, the phone number '+61480053923' and the status 'on call' are shown. A green button labeled 'on call' with a play/pause icon is present. Below the phone number are two tabs: 'call processing' and 'client info', with 'client info' being active. Under 'client info', there is a section for 'Select call reason:' with a dropdown menu set to 'ask for compensation'. Another section for 'complaint details:' contains placeholder text about complaints. To the right, there is a large rectangular area showing a video thumbnail of Chad Wick, his name 'Chad Wick', the time '10:15', and three circular control buttons for volume, mute, and end call. At the bottom, there is a text input field for 'choose the concerned party to send the report to:' with a dropdown menu set to 'department staff'. At the very bottom are 'Cancel' and 'Send report' buttons.

*In the main flow, as shown in the screen the name of the customer service employee on the top left corner and the options they can choose from below that. and we can see the name of the customer that is calling and their info and the phone call itself. Also, we can see the text box for the employee to register the complaint and forward it to the concerned party.*

## Department Staff

### View Compensation Complaints (UC#AMWYAM-0010)

#### Main flow only

#### View compensation complaints #1



Abdullah Kafini

# Compensation Complaints



Sort by:
Date
x
v
Search

November, 2021
October, 2021



Location: KFUPM  
Date: 11 - 11 - 2021  
Reporter: Waleed Alasad  
ID: 123342

This is a dummy description just to show how the real system would work



Location: Aqrabiya  
Date: 8 - 11 - 2021  
Reporter: Ahmad Khaled  
ID: 123342

This is a dummy description just to show how the real system would work



Location: Doha  
Date: 6 - 11 - 2021  
Reporter: Ahmad Saleh  
ID: 123342

This is a dummy description just to show how the real system would work



Location: KFUPM  
Date: 3 - 11 - 2021  
Reporter: Massad Al-Khalidi  
ID: 123342

This is a dummy description just to show how the real system would work









Department staff can see all of the complaints sent by citizens after they are done and can choose one to write a cheque for.

[View compensation complaints #1](#)



Abdullah Kafini

# Compensation Complaints



Date: 3 - 11 - 2021
Location: KFUPM

Department Staff
Complaint sent by: Chad Wick

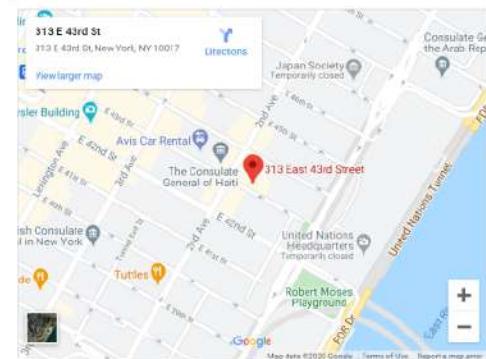
Write Cheque
Compensation Complaints

Description
Pictures of the damage

This is a dummy description just to show how the real system would work, This is a dummy description just to show how the real system would work This is a dummy description just to show how the real system would work



pothole location



Cancel
Write Cheque

The Department Staff, after clicking on a complaint, can review the report and can write a cheque.

**Write Cheque (UC#AMWYAM-0009)**

Main flow

**Department Staff**

**Write Cheque**

Company Name

Bank Name

Price

From 6/22/2019

Attach Signature:

Signature.pdf  
19.7 MB: 69% (remaining time: 00:12:34)

I take responsibility for misuse of the shared information \*

**Cancel** **Send Cheque**

**After the Department Staff are done reviewing a report and clicking on “write cheque”, they can enter the information needed and write a cheque to the requested bank.**

**Alternative flow: incorrect data entry**

**Department Staff**

**Write Cheque**

Company Name

Bank Name

**Error**

The Information you have entered is Wrong,  
Please re-enter the correct Information.

**Close**

Upload files... Drop files here

Signature.pdf  
19.7 MB: 69% (remaining time: 00:12:34)

I take responsibility for misuse of the shared information \*

**Cancel** **Send Cheque**

**If the department staff enters any incorrect information, the system will show a dialog box telling the department staff that the entered data is incorrect.**

## Citizen

### Sign up (UC#AMWYAM-0004)

**Main flow**

Screen1: user clicks the register button



Screen2: They enter their details



## Register

Full Name

Jimmy Grammy

Email Address

jimmygrammy@gmail.com

Phone Number

▼ AU +61 Enter Phone Number

Password

Enter Password



Confirm Password

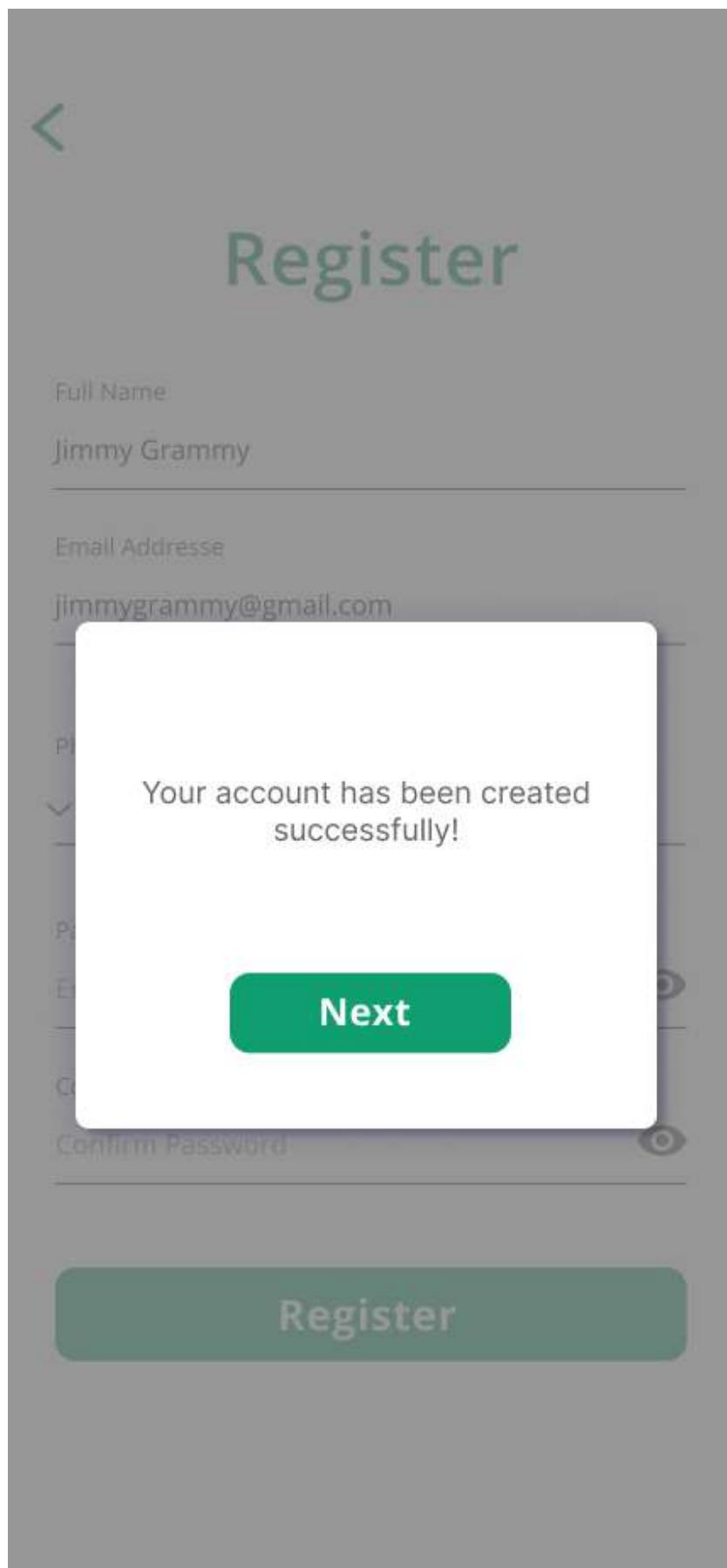
Confirm Password



Register

Screen3: A message pop up notifying the user of successful account creation

Screen4: The user is redirected to the system's home menu after they click "Next"



Alternative flow: already existing account

Screen1: user clicks the register button

Screen2: They enter their details



## Register

Full Name

Jimmy Grammy

Email Address

jimmygrammy@gmail.com

Phone Number

▼ AU +61

Enter Phone Number

Password

Enter Password



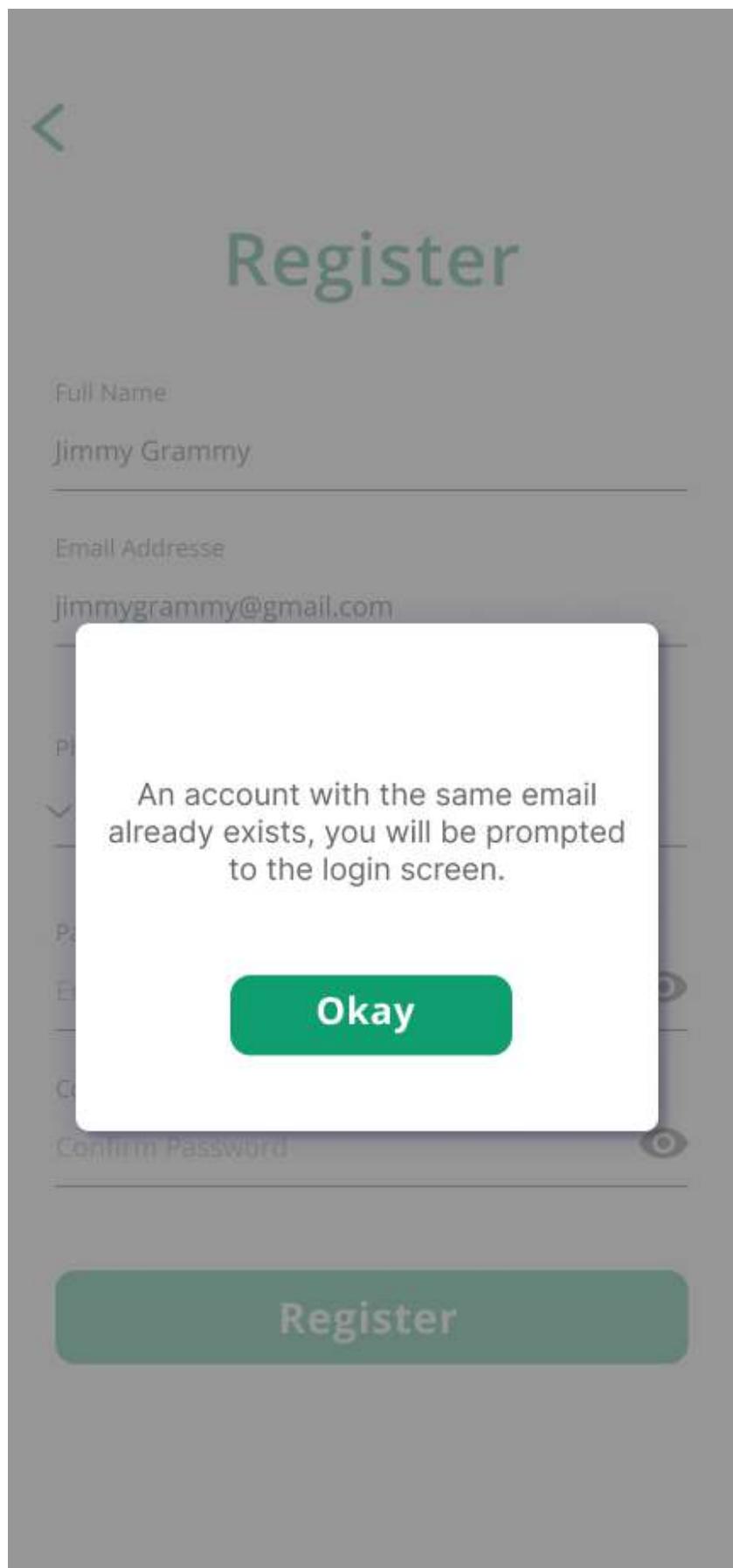
Confirm Password

Confirm Password



Register

Screen3: a pop-up message tells the user that the account already exists



## Login (UC#AMWYAM-0005)

### Main flow

Screen1: user clicks the login button

Screen2: They enter their details



<

## Login

Email Address

jimmygrammy@gmail.com

Password

Enter Password



[Forgot password?](#)

**Login**

**Screen3: The user is redirected to the system's home menu**

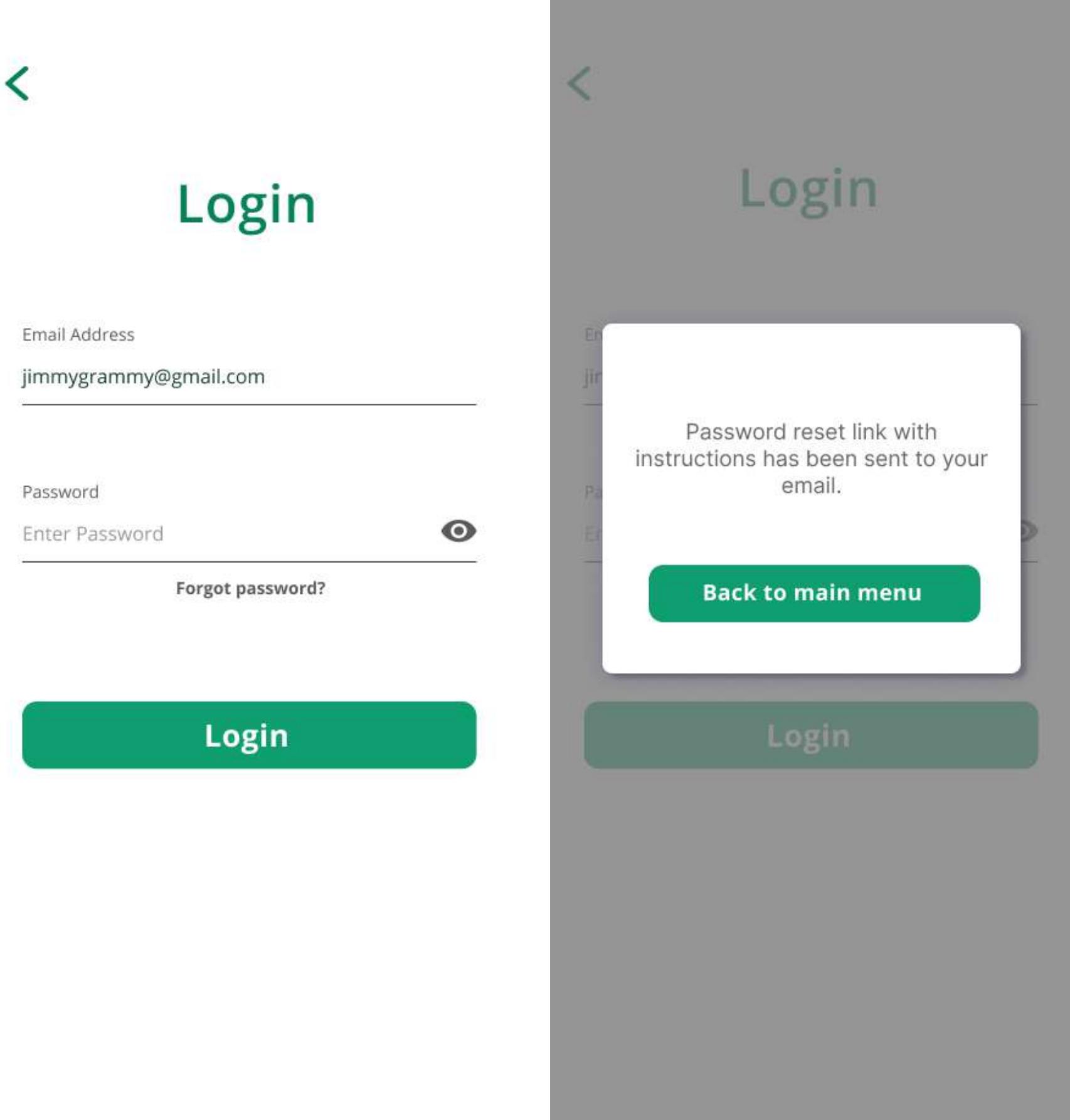


-  Report pothole
-  View report progress
-  Send a complaint
-  View profile

Alternative flow: forgot password

Screen1: User clicks on "Forgot password"

Screen2: A pop-up message to notify the user



**Screen3: after the user clicks on the link that was sent to them via email they are now prompted to the password reset screen**



## Password Reset

Enter new password

Enter Password



Re-enter new password

Enter Password



**Reset Password**

### Report a pothole – (UC#AMWYAM-0013)

Main flow only

Screen1: User selected "Report pothole"

Screen2: The user enters the pothole details



## < Report Pothole

Street Address

Street Address

---

Pothole Location

Enter Location

---

Pothole Size

Enter Size

---



Report pothole



View report progress



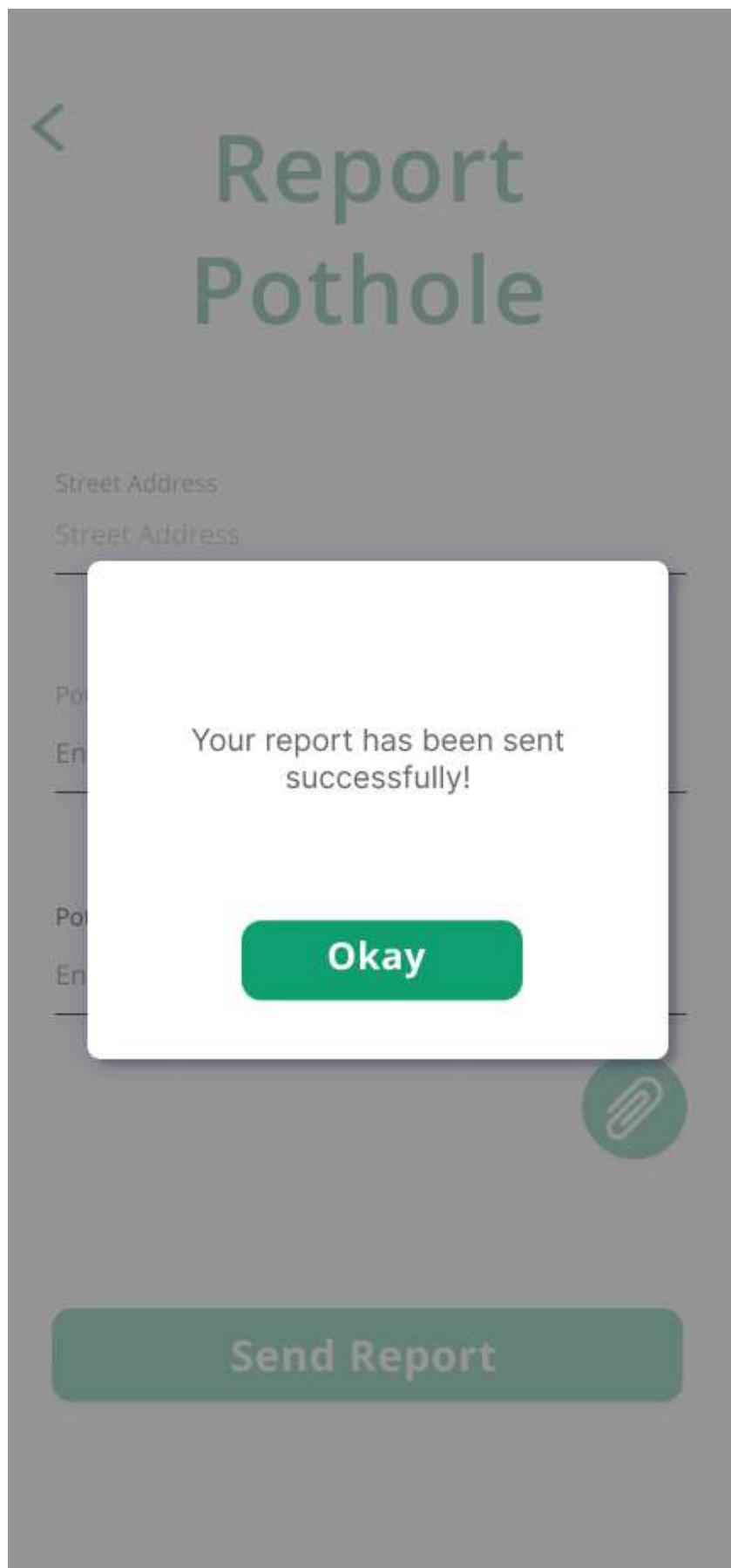
Send a complaint



View profile

Send Report

Screen3: User submits the report



## Send a complaint (UC#AMWYAM-0014)

Main flow only

**Screen1: User selects "Send a complaint"**

**Screen2: User enters the complaint details**



<

## Send a Complaint

Complaint Type

Enter Type

Complaint Details

Type your complaint here...



Report pothole



View report progress



Send a complaint

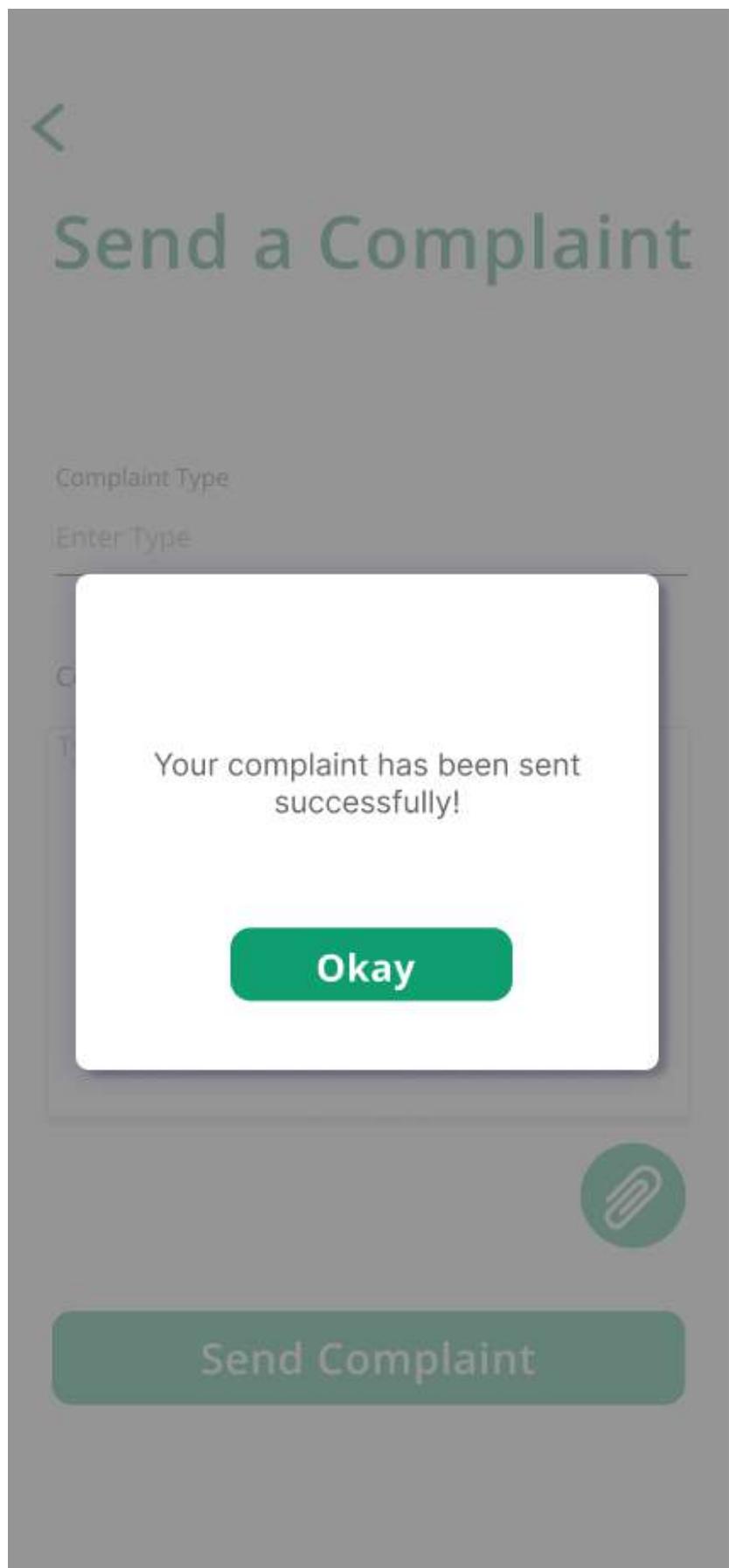


View profile



Send Complaint

Screen1: A pop-up message notifying the user that their complaint has been sent after they click "Send Complaint"



## View report progress (UC#AMWYAM-0015)

Main flow only

Screen1: User selects "View report progress"

Screen2: The user is transferred to the reports menu to view the progress of the report, and from here they can click the back button on the top left corner to go back to the home menu.



&lt;

## View Report Progress

Pending Reports

Report #15746

Concluded Reports

Report #15822

Report #14254



Report pothole



View report progress



Send a complaint



View profile

## Repair team

### Report the status progress – (UC#AMWYAM-0012)

#### Main flow

Note: since this is the repair team build of the system, there is no "Register" option, instead all repair team employees will be provided accounts from the developers.

Screen1: User selects "Login" option

Screen2: User enters their account details



**Screen3: Upon a successful login attempt, the user is transferred to the home menu screen and click on "Repair orders"**

<

# Login

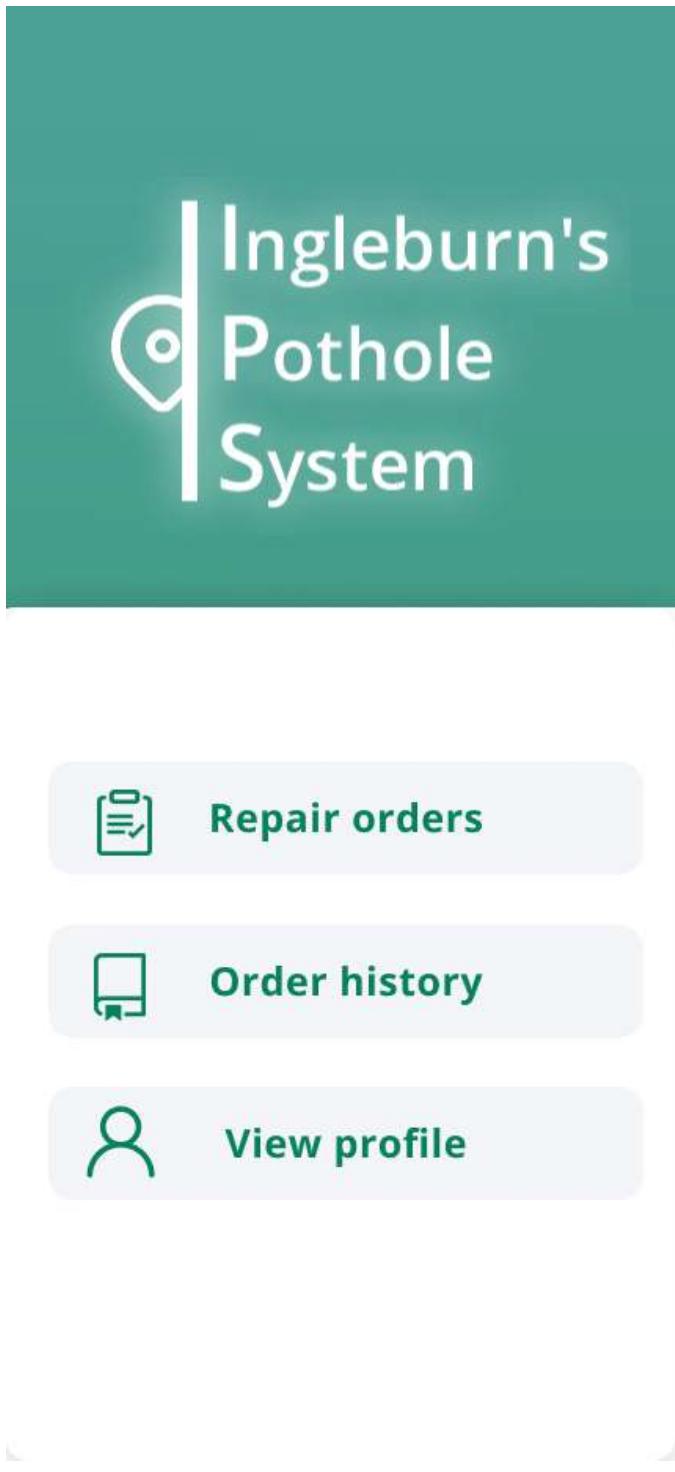
Email Address  
jimmygrammy@gmail.com

Password  
Enter Password

[Forgot password?](#)

**Login**

**Screen4: The user clicks on the Double-checked button to report the status progress**



Screen5: The user enters the report details and may attach a photo or video to the report.

## < Repair orders

Current orders

Order#15744, road side, small



Pending orders

Order#15352, left lane, medium

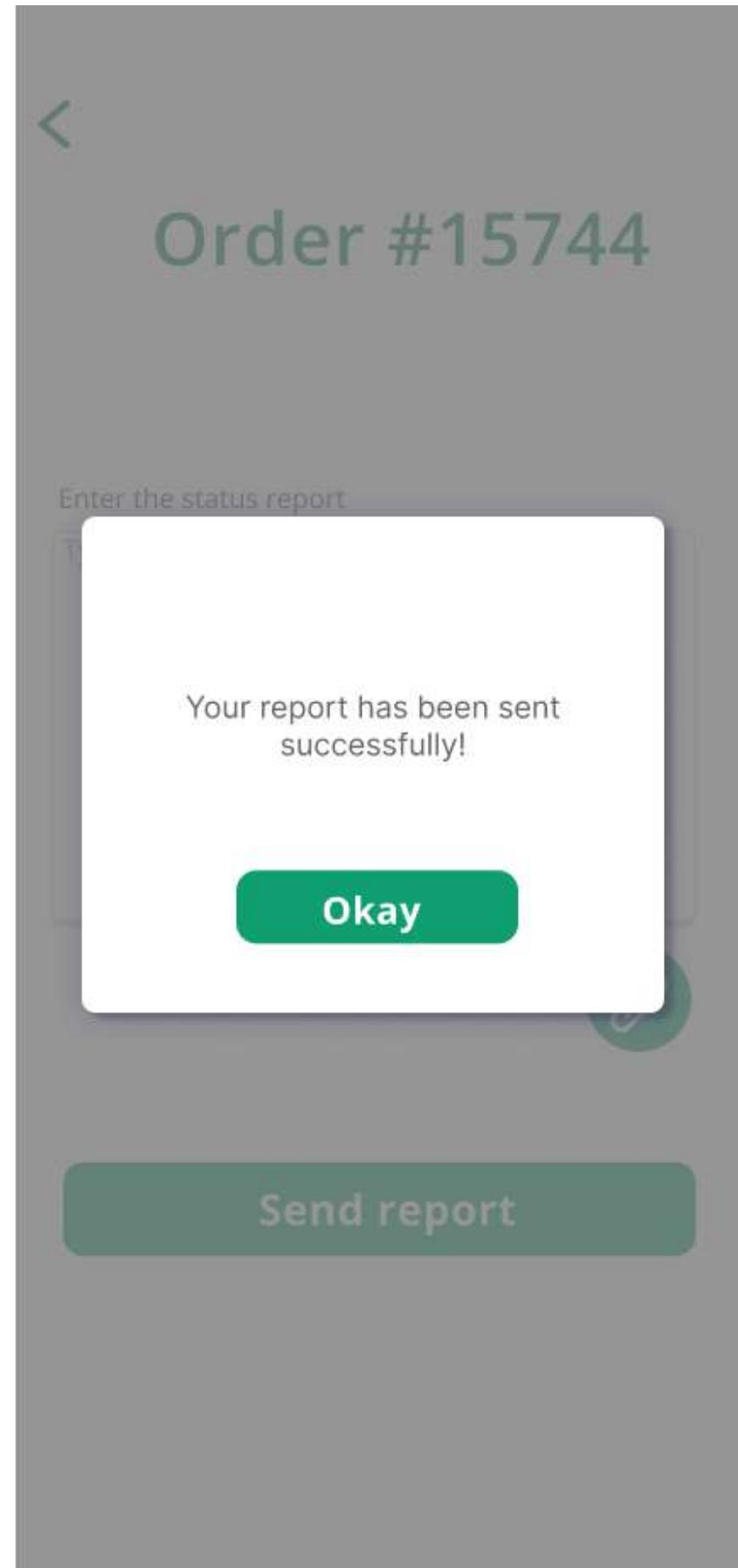
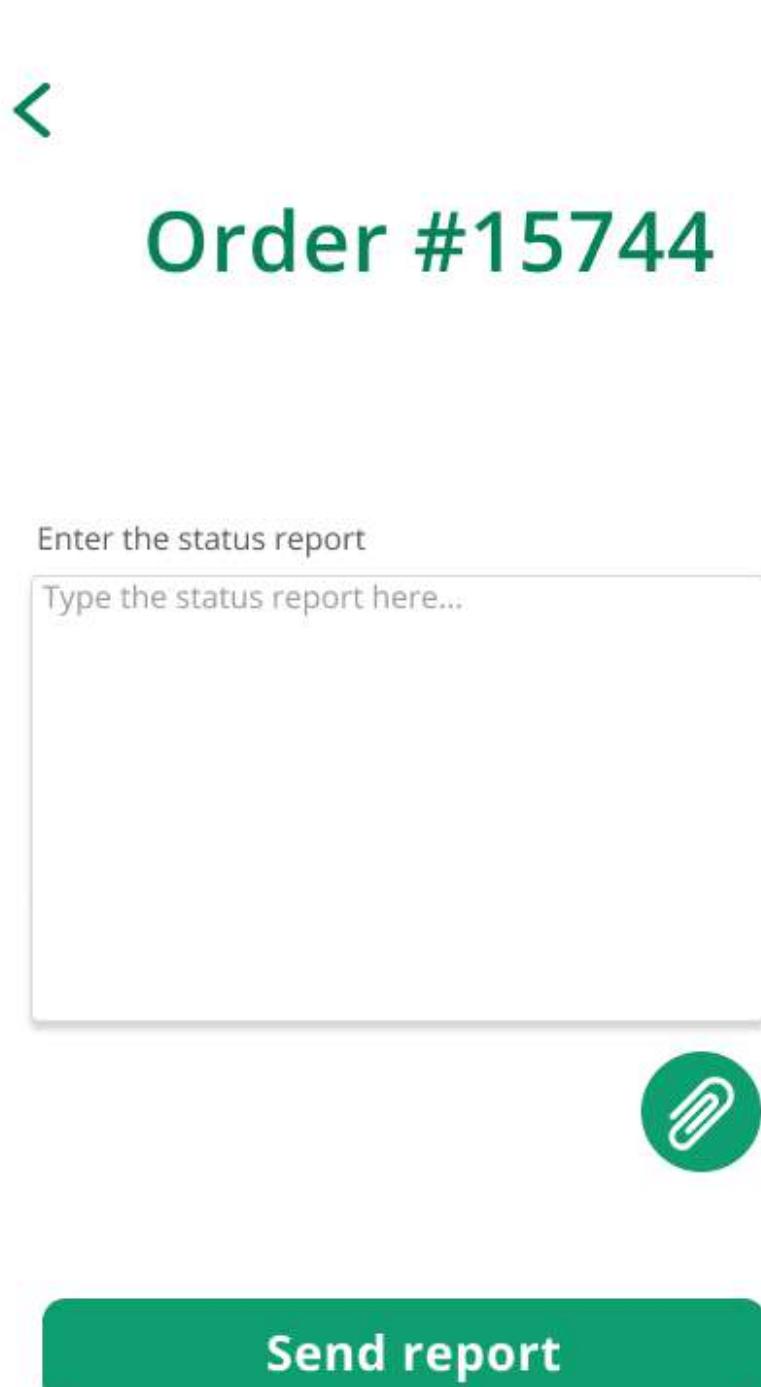


Order#15867, right lane, large



Note: The single checked button is just to accept "Pending orders" not to report the status progress

Screen6: a pop-up notification to tell the user that their report has been sent successfully, after the user clicks "okay" they are transferred to the orders screen



Alternative flow: forgot password

Screen1: User selects "Login" option

Screen2: User enters their account details



<

# Login

Username

jimmygrammy1

---

Password

\*\*\*\*\*

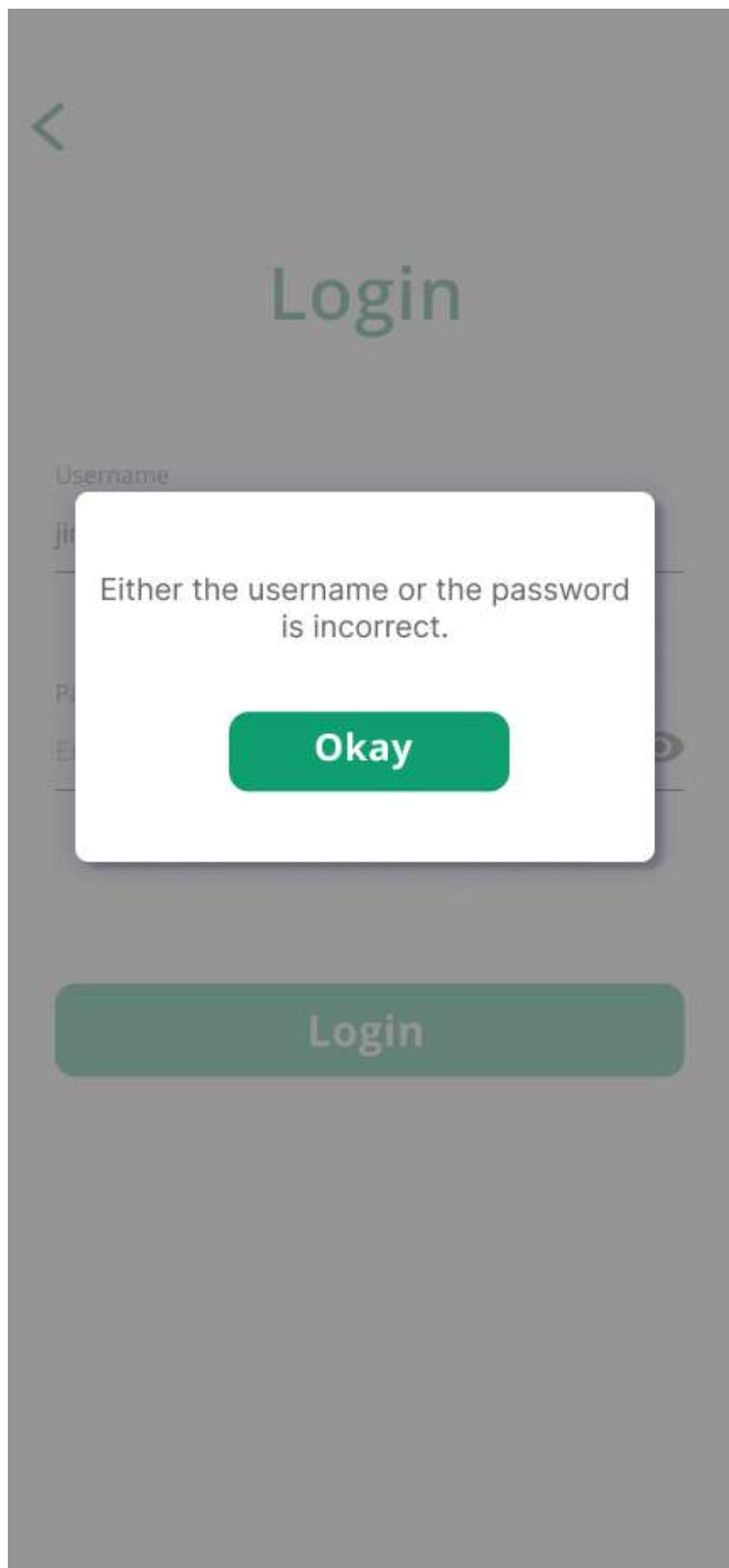
---

[Forgot password?](#)

[Login](#)

A login form on a white background. It includes a back arrow, a title "Login", a "Username" field containing "jimmygrammy1", a "Password" field showing five asterisks, a "Forgot password?" link, and a prominent green "Login" button.

**Screen3: A pop-up screen appears if the user enters incorrect parameters**

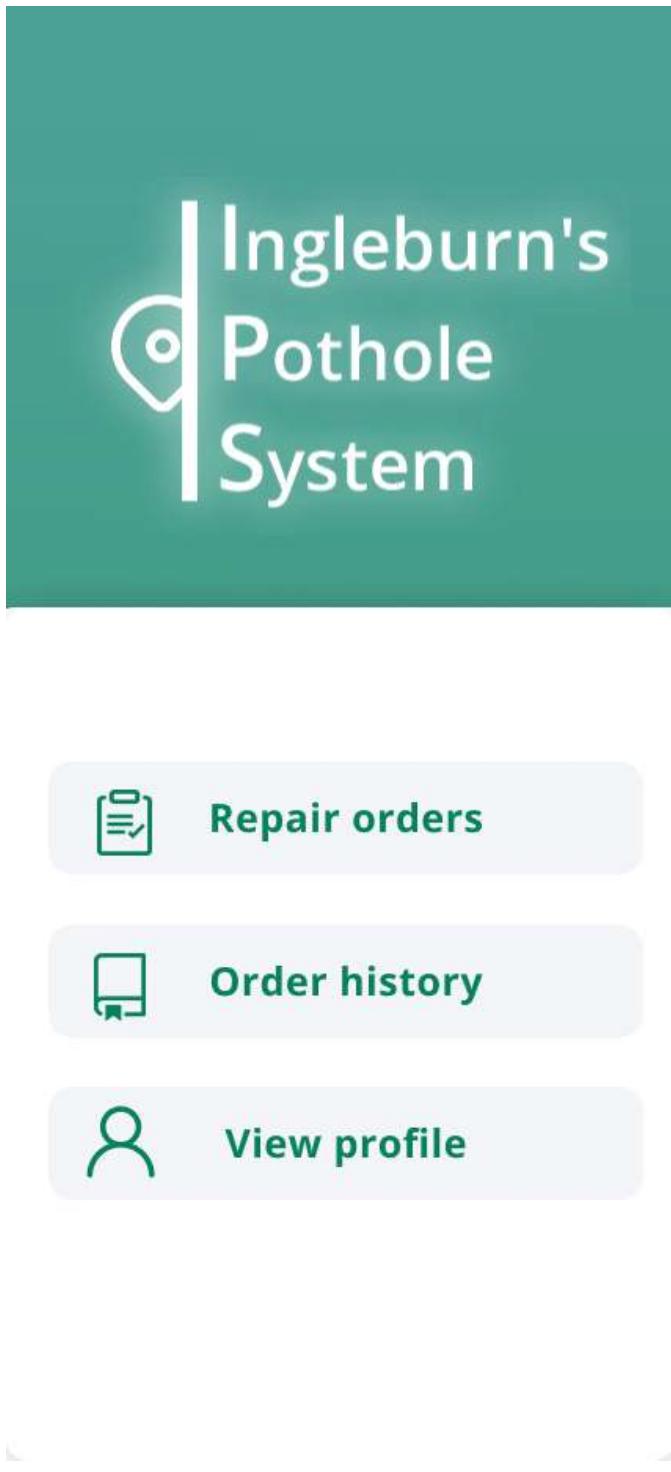


## Confirm the repair request and issue a date – (UC#AMWYAM-0011)

### Main flow

**Screen1: User selects "Repair orders"**

**Screen2: The user selects the singly checked button on one of the orders that they wish to confirm and issue date for**



<

## Repair orders

Current orders

Order#15744, road side, small



Pending orders

Order#15352, left lane, medium

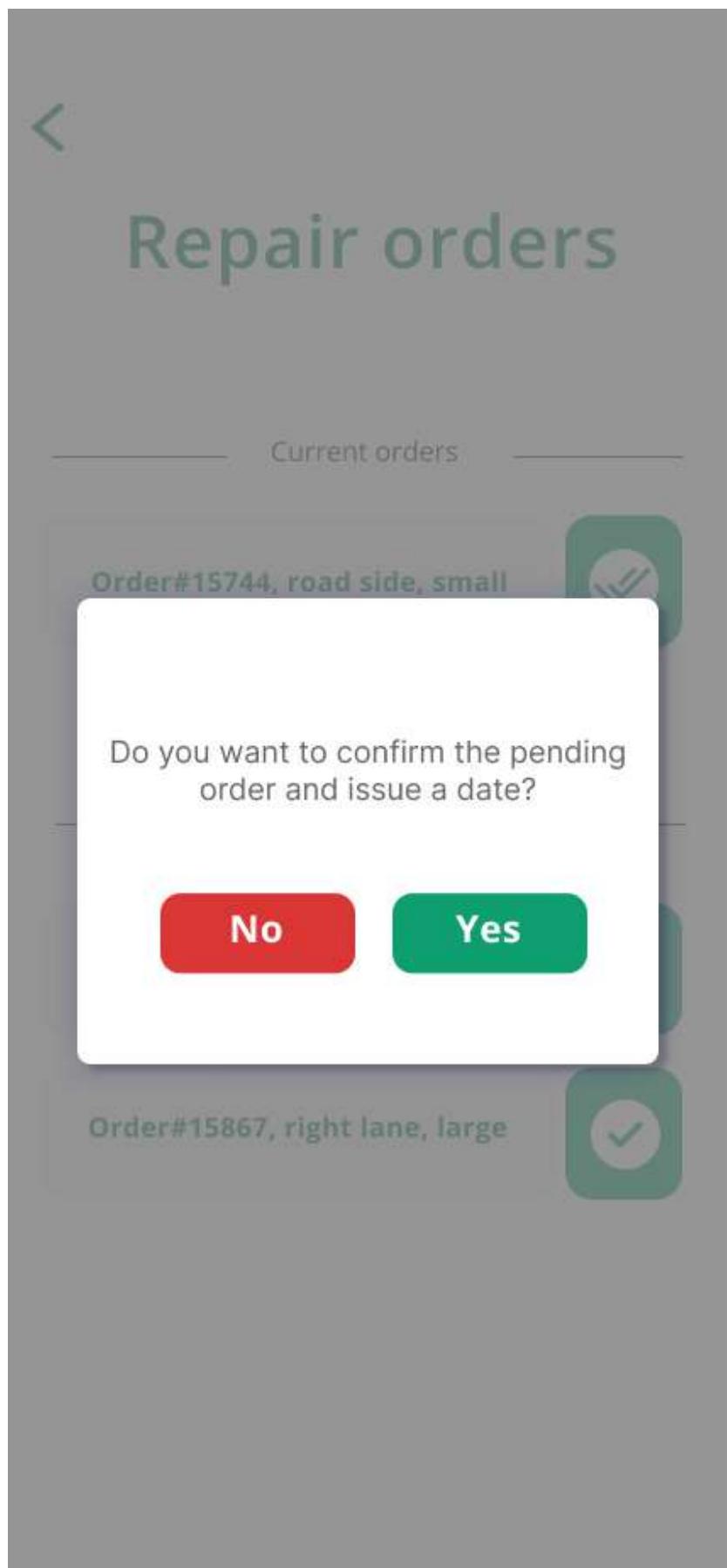


Order#15867, right lane, large

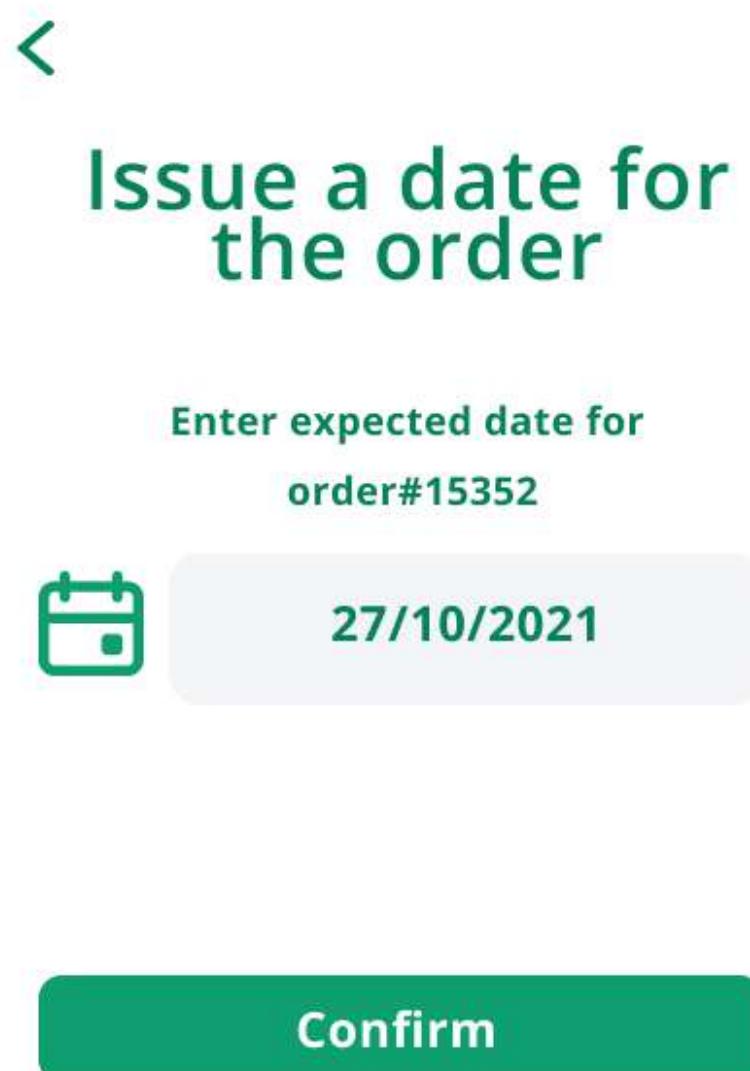


Screen3: A pop-up message appears for the users to confirm their choice

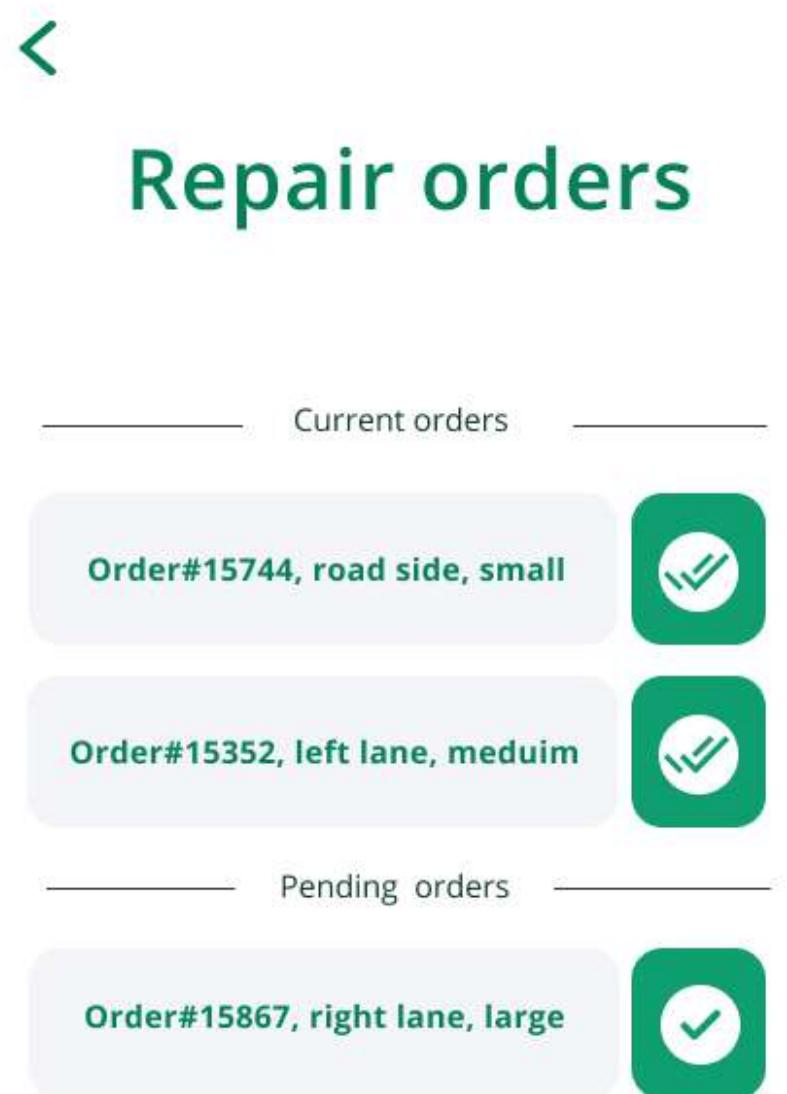
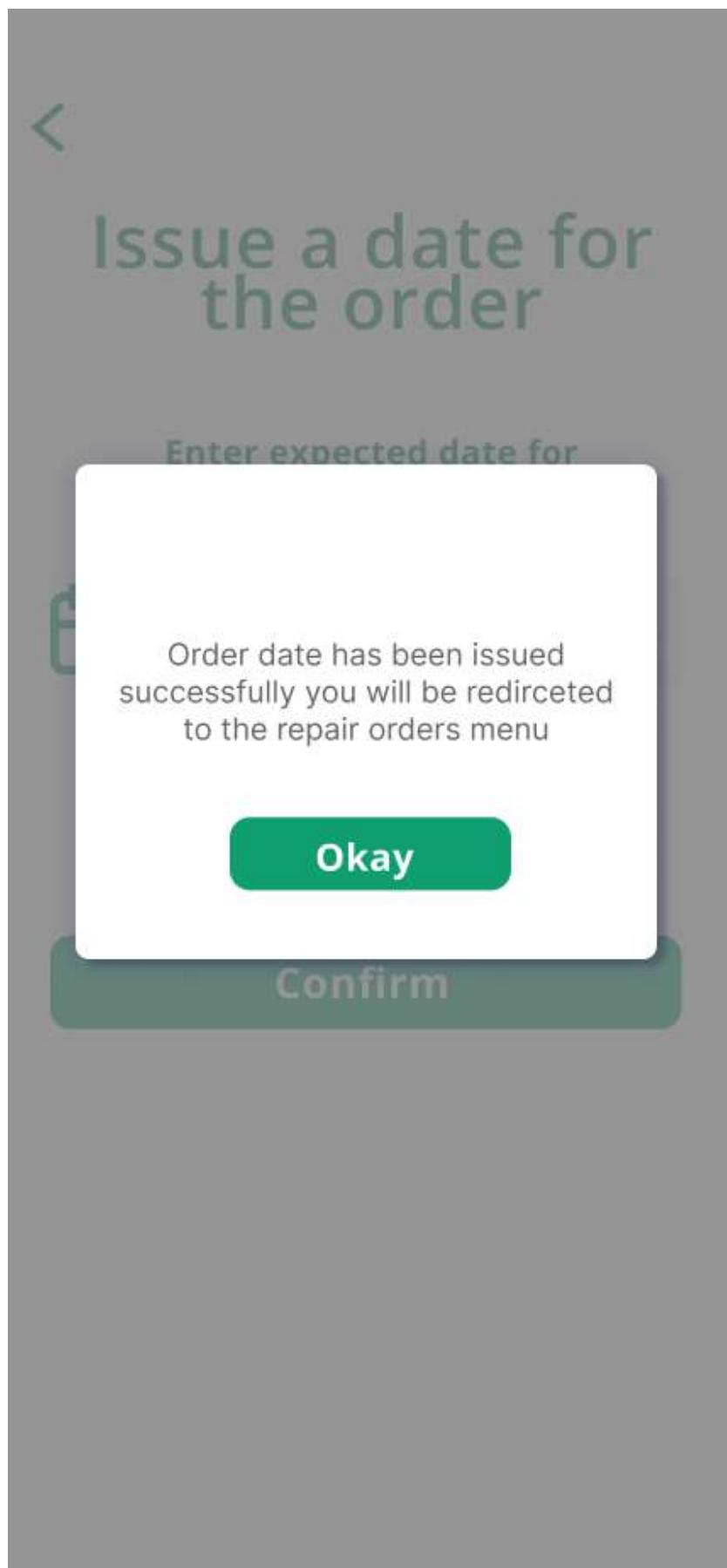
Screen4: The user is transferred to the issue a date screen after they click "Yes", from here the user can select their required date and click confirm



Screen5: After clicking confirm, a pop-up screen will appear notifying the user that the date has been issued and that they will be redirected to the repair orders menu



Screen6: After clicking confirm, the user clicks "Okay" they will be redirected to the repair orders, and note here that the repair orders screen has been updated after the user issued a date for order #15352



#### Alternative flow

**Screen1: User selects "Repair orders"**

**Screen2: If there are no repair orders, the system will display an embedded message to the screen and from here the user may go back to the home menu**



&lt;

## Repair orders

—There are no repair orders active currently



**Repair orders**



**Order history**



**View profile**

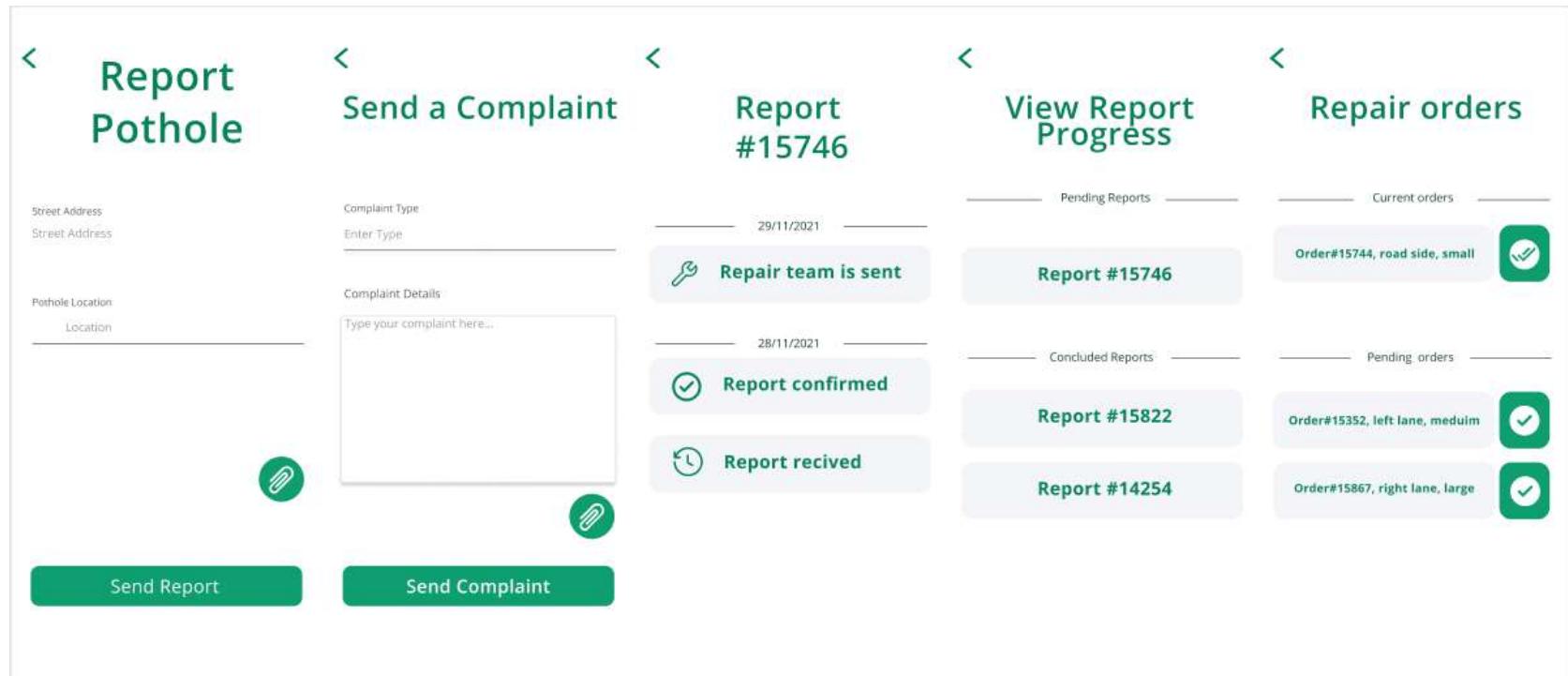
**Back to home menu**

## Our evaluation of our system

### Evaluation strategy:

In this evaluation, we will be evaluating the usability of the user interface of (Ingleburn pothole reporting system) by measuring to what extent the system's user interface adheres to the 5Es of usability (Effective, Efficient, Engaging, Error tolerant, and Easy to learn). The high-fidelity prototypes of the user interface will be the subject of this evaluation. However, measuring some of the real-world capabilities of the system will be obstructed due to the unavailability of a whole functioning system, therefore, obtaining the exact measurements of some of the criteria such as efficiency will not be feasible.

- Effective



- As illustrated in the screens above, by using the mobile App:

- Citizens will be able to report a pothole successfully, also, they will be able to track the progress of fixing the pothole.
- The repair team will be able to view their repair orders besides the detailed information's of the pothole.

- The general manager of the public works UI contains all what they need to view all the reports by details, and sort them based on specific criteria such as date, and they also will be able to assign tasks of repairing the potholes to different repair teams.

- The customer service UI will allow the agent to be able to receive calls and complaints from the citizens then referring their concerns and complaints to the concerned authorities.

Abdullah Kafini

## Compensation Complaints

Sort by: Date

November, 2021

- 

Location: KFUPM  
Date: 11 - 11 - 2021  
Reporter: Waleed Alasad  
ID: 123342
- 

Location: Aqrabiya  
Date: 11 - 11 - 2021  
Reporter: Ahmad Khalid  
ID: 123342
- 

Location: Doha  
Date: 8 - 11 - 2021  
Reporter: Ahmed Salah  
ID: 123342
- 

Location: KFUPM  
Date: 3 - 11 - 2021  
Reporter: Massef Al-Khalidi  
ID: 123342

October, 2021

- 
- 
- 
- 

Department Staff

[Write Cheque](#)

[Compensation Complaints](#)

Search

Date: 3 - 11 - 2021 Location: KFUPM

Complaint sent by: Chad Wick

### Description

This is a dummy description just to show how the real system would work. This is a dummy description just to show how the real system would work. This is a dummy description just to show how the real system would work.

### Pictures of the damage



Cancel Write Cheque

## Write Cheque

Abdullah Kafini

### Department Staff

[Write Cheque](#)

[Compensation Complaints](#)

Company Name

Bank Name

Price

From

6/22/2019

Attach Signature:

Upload files... Drop files here

Signature.pdf  
19.7 MB 69% (remaining time: 00:12:34)

I take responsibility for misuse of the shared information \*

Cancel Send Cheque

- The department staff UI will allow them all compensation complaints, also they will be able to view each complaint's details. furthermore, they will be able to write a compensatory cheque for citizens whom complaints were accepted.

**Admin**

HQ Report

Complaints

Access Control

Monthly Report Regular Report

Select report type: Technical

Attach files: Upload files... Drop files here

Filename.pdf 19.7 MB: 30% (remaining time: 00:12:34)

Additional comments: Here is the some additional description of the report

38 / 160

Cancel Send report

**Admin**

HQ Report

Complaints

Access Control

Sort by: Date

Search

November, 2021

**Complaint #1**  
The changes you've made have not been saved. Would you like to save or discard the changes, or cancel and go back to editing?  
 Reviewed Discard Send

**Complaint #2**  
The changes you've made have not been saved. Would you like to save or discard the changes, or cancel and go back to editing?  
 Reviewed Discard Send

October, 2021

**Complaint #3**  
The changes you've made have not been saved. Would you like to save or discard the changes, or cancel and go back to editing?  
 Reviewed Discard Send

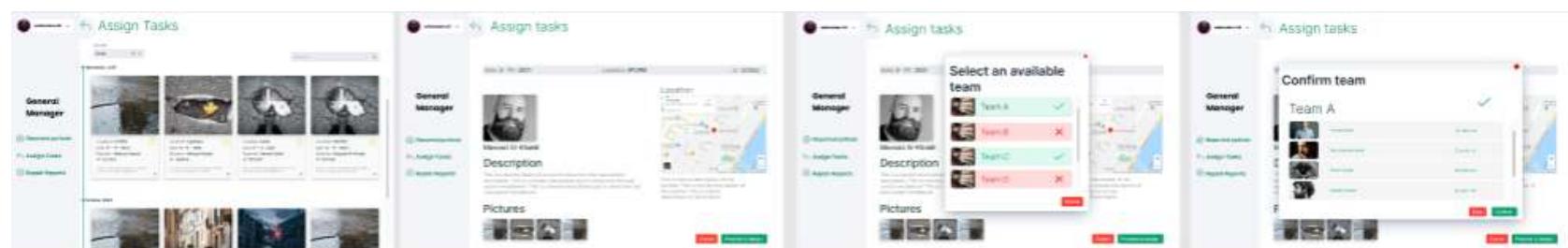
- The admin page will allow the admin to send daily and monthly reports to the department of public works, and they will also be able to view all the technical complaints submitted by the users.

#### Efficient

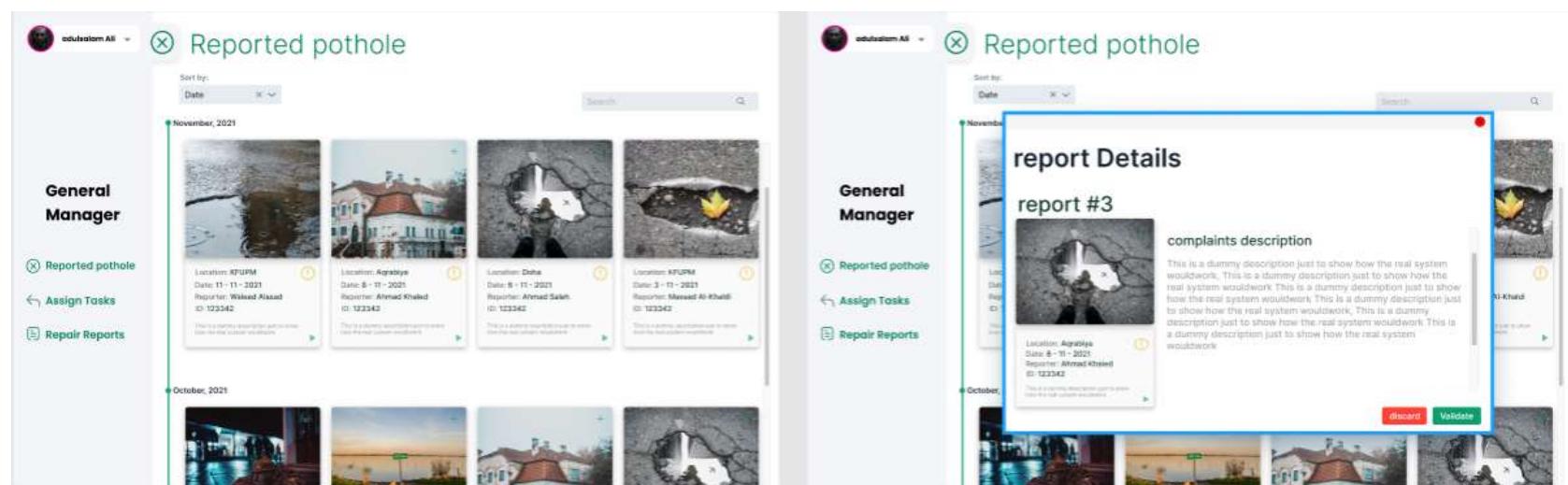
In terms of Efficient, the website allows users to complete their tasks pretty quickly and without wasting time on useless interfaces.

- For example, the Write cheque interface. Once the Department Staff enters their page, they can quickly write up a cheque and finish it up in matter of minutes. The Staff enters the required information with an attachment of the company's signature and the website sends it with just a click.

- Assigning a team for fixing a pothole is also made very simple with this website. The General Manager can pick a pothole from a list and pick a team and can view the members and other information on the team and assign the said team to fix the pothole in just four steps.



- The General Manager can also view citizen's complaints and the information that comes with it and also validate the complaint in only one screen.



Our App for the Pothole System is also extremely Efficient. The App is very handy and can save users time by being able to report or send complaints through the mobile.

- For starts, reporting a pothole is done in just two screens.

< Report Pothole

Street Address  
Street Address

Pothole Location  
Enter Location

Pothole Size  
Enter Size



**Send Report**

< Send a Complaint

Complaint Type  
Enter Type

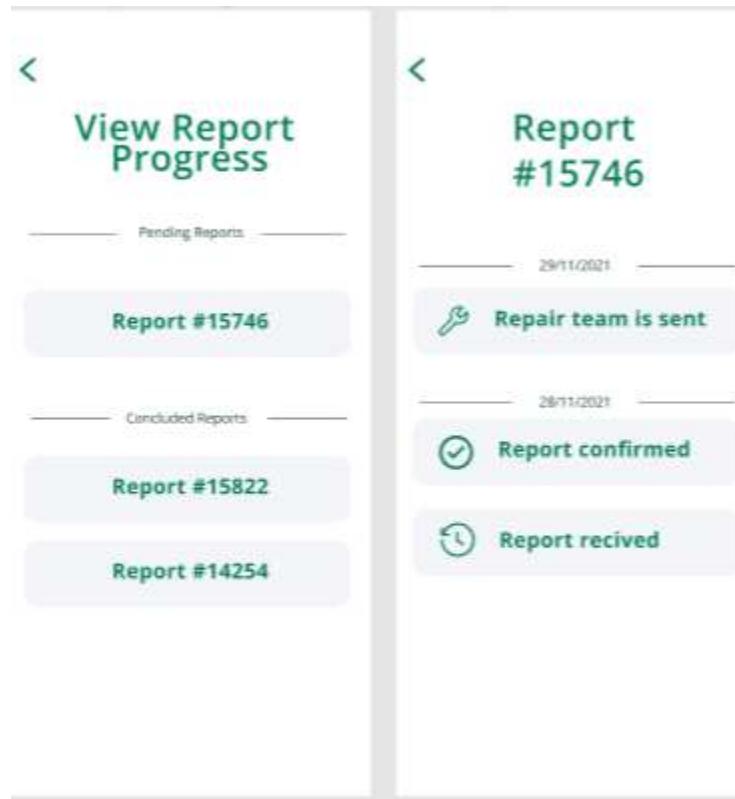
Complaint Details  
Type your complaint here...



**Send Complaint**

- Writing a Complaint is done, similar to reporting the pothole, in just two screens.

- Viewing the progress of a report similarly has a very simple main interface where the General Manager can view all of the reports **that are sorted in a very relevant way** and click on any of the reports and view information about it.



- The Repair Team has a simple interface when entering the App. The Team can view all of their functionalities from one very simple interface.



- Engaging

**Admin**

**HQ Report**

**Technical Complaints**

**Grant Access**

Monthly Report   Regular Report

Select report type: **Technical**

Attach files:

Upload files... Drop files here

Filenname.pdf  
19.7 MB: 30% (remaining time: 00:12:34)

Additional comments:  
Here is the some additional description of the report

38 / 160

**Cancel** **Send report**

**Admin**

**HQ Report**

**Technical Complaints**

**Grant Access**

Sort by: Date

Search

November, 2021

**Complaint #1**  
The changes you've made have not been saved. Would you like to save or discard the changes, or cancel and go back to editing?  
 Reviewed **Discard** **Send**

**Complaint #2**  
The changes you've made have not been saved. Would you like to save or discard the changes, or cancel and go back to editing?  
 Reviewed **Discard** **Send**

October, 2021

**Complaint #3**  
The changes you've made have not been saved. Would you like to save or discard the changes, or cancel and go back to editing?  
 Reviewed **Discard** **Send**

the pattern for the pages although it is simple it contains everything the user needs which increase the engagement of the user with the system

the menu options on the left bar are engaging and they help the users find what they want very easily

the icons on the left bar give an extra way for the user to get and understand what each option do

the profile picture and the name on the top left corner help the users to make sure that they use their account and they are not making decisions via other employee accounts which increases the engagement with the system and reduces the time of worrying that you are using others accounts.

 Waleed Alasad

## Grant Access

**Admin**

-  HQ Report
-  Technical Complaints
-  Grant Access

Select file

Browse Cloud

Employee ID	Employee name

Employee email

Reason for access

From	To
6/22/2019 <input type="button" value="X"/> <input type="button" value="Calendar"/>	Pick a date <input type="button" value="Calendar"/>

I take responsibility for misuse of the shared information

**Employee info**



name: Waleed Alasad  
 Age: 22  
 Position: CTO  
 Years of service: 3 years

**Grant access**

 adultsalam Ali

## Assign Tasks

**General Manager**

-  Reported pothole
-  Assign Tasks
-  Repair Reports

Sort by:

Date

Search

**November, 2021**

			
Location: KFUPM Date: 11 - 11 - 2021 Reporter: Waleed Alasad ID: 123342	Location: Aqrabiya Date: 8 - 11 - 2021 Reporter: Ahmad Khaled ID: 123342	Location: Doha Date: 6 - 11 - 2021 Reporter: Ahmad Saleh ID: 123342	Location: KFUPM Date: 3 - 11 - 2021 Reporter: Massad Al-Khalidi ID: 123342
This is a dummy description just to show how the real system would work <input type="button" value="▶"/>			

**October, 2021**

			
---	--	---	---

 **adulsalam Ali** 

## Assign Tasks

**General Manager**

-  Reported pothole
-  Assign Tasks
-  Repair Reports

Date: 3 - 11 - 2021

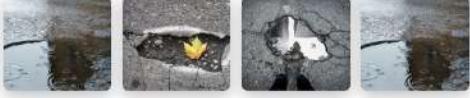


**Massad Al-Khaldi**

Description

This is a dummy description wouldwork, This is a dummy system wouldwork This is a real system wouldwork

Pictures



Select an available team

	Team A	
	Team B	
	Team C	
	Team D	

 Cancel

 Proceed to assign

 **yazeed alhosain** 

## Chad Wick

+61480053923 

call processing

client info

Select call reason:

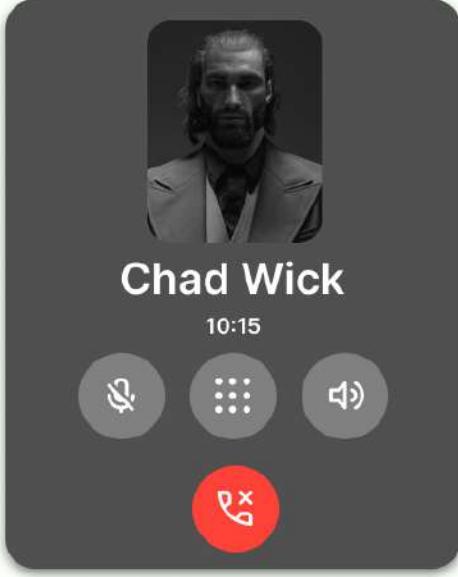
ask for compensation

complaint details:

here goes the details for the complaint here goes the details for the complaint

choose the concerned party to send the report to:

department staff



**Chad Wick**  
10:15

**Department Staff**

**Compensation Complaints**

Sort by: Date

Search

November, 2021

- Location: KFUPM Date: 11 - 11 - 2021 Reporter: Waleed Alasad ID: 123342 This is a dummy description just to show how the real system would work
- Location: Aqrabiya Date: 8 - 11 - 2021 Reporter: Ahmad Khaled ID: 123342 This is a dummy description just to show how the real system would work
- Location: Doha Date: 6 - 11 - 2021 Reporter: Ahmad Saleh ID: 123342 This is a dummy description just to show how the real system would work
- Location: KFUPM Date: 3 - 11 - 2021 Reporter: Massad Al-Khalidi ID: 123342 This is a dummy description just to show how the real system would work

October, 2021

- This is a dummy description just to show how the real system would work
- This is a dummy description just to show how the real system would work
- This is a dummy description just to show how the real system would work
- This is a dummy description just to show how the real system would work

in the above pictures, we notice that the system uses pictures to verify the accidents and to know how the caller or the employees looks like and this makes the system more pleasant and satisfying to use

The colors that have been used are consistent and easy to the eye notice without hurting the users

The fonts sizes on the website are readable.



# Ingleburn's Pothole System

[Login](#)

[Register](#)



**Report pothole**



**View report progress**



**Send a complaint**



**View profile**

the mobile app for the users is simple but very engaging at the same time based on how obvious and straightforward the options are and the colors and pictures are smooth and easy on the eyes and by just a quick look the users will know what they want to do

- Error tolerant

**Admin**

Monthly Report   Regular Report

Select report type: **Technical**

Attach files:

Upload files... Drop files here  
filename.pdf 19.7 MB 30% (remaining time: 00:12:34)

Additional comments:  
Here is the some additional description of the report

38 / 160

**Cancel** **Send report**

- When the user attach files the system will show the percentage and the remaining time to complete, that will prevent users misleading.
- In the text area there is word count to force users to be under the maximum words, that will help to make the more clearer.

**Admin**

**Grant Access**

Select file

Browse Cloud Select the file from the system's cloud

Employee ID

Employee email

Reason for access

From To  
6/22/2019 Pick a date

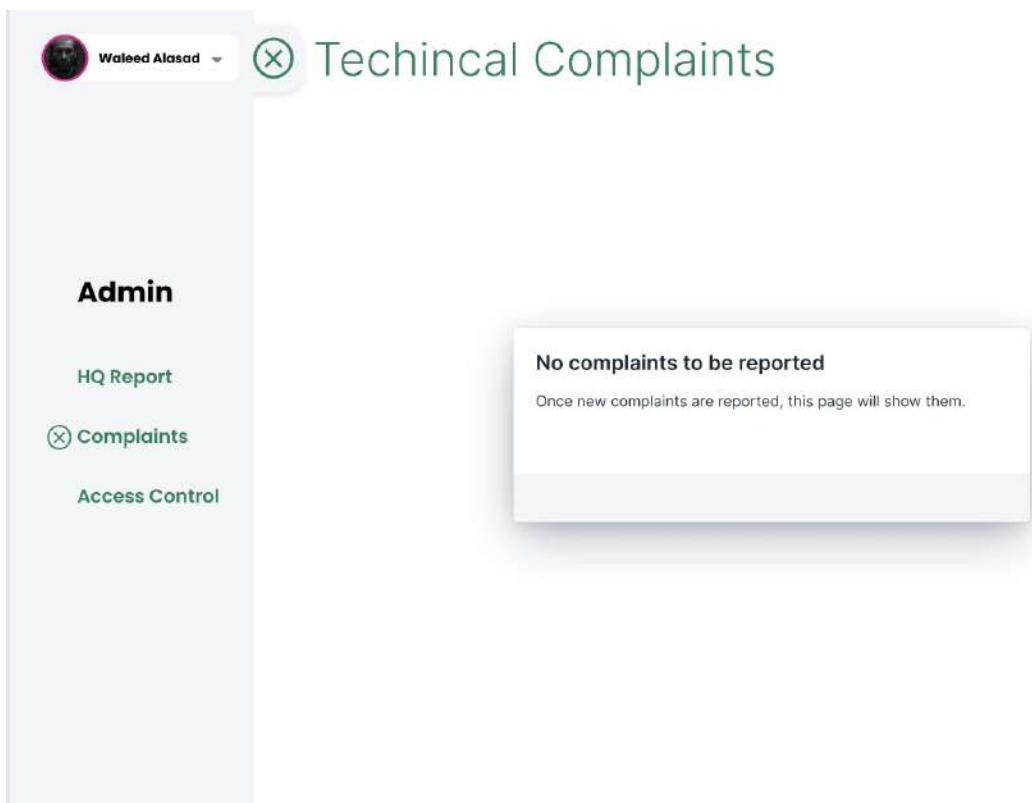
I take responsibility for misuse of the shared information

**Grant access**

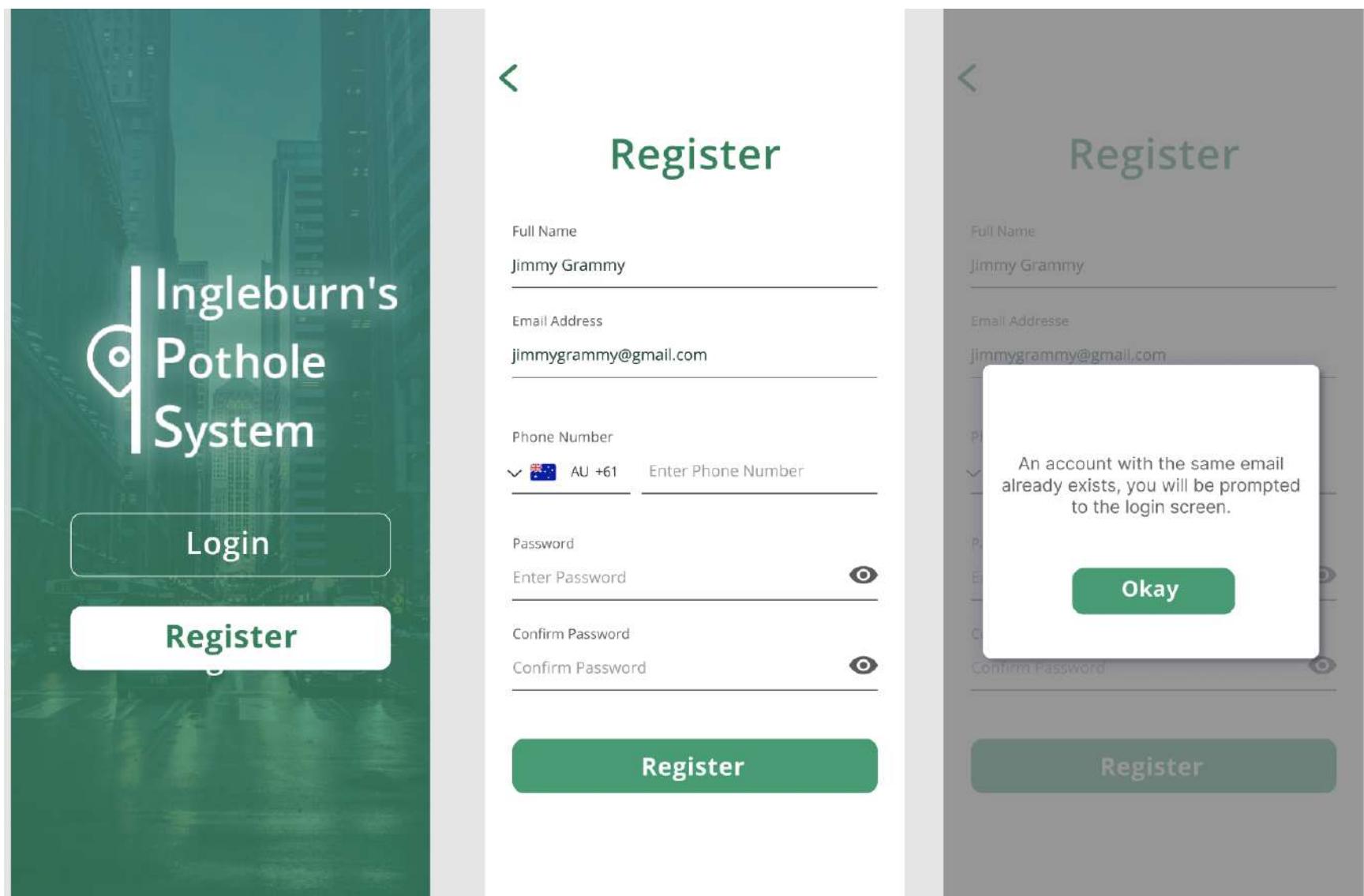
**Employee info**

name: Waleed Alasad  
Age: 22  
Position: CTO  
Years of service: 3 years

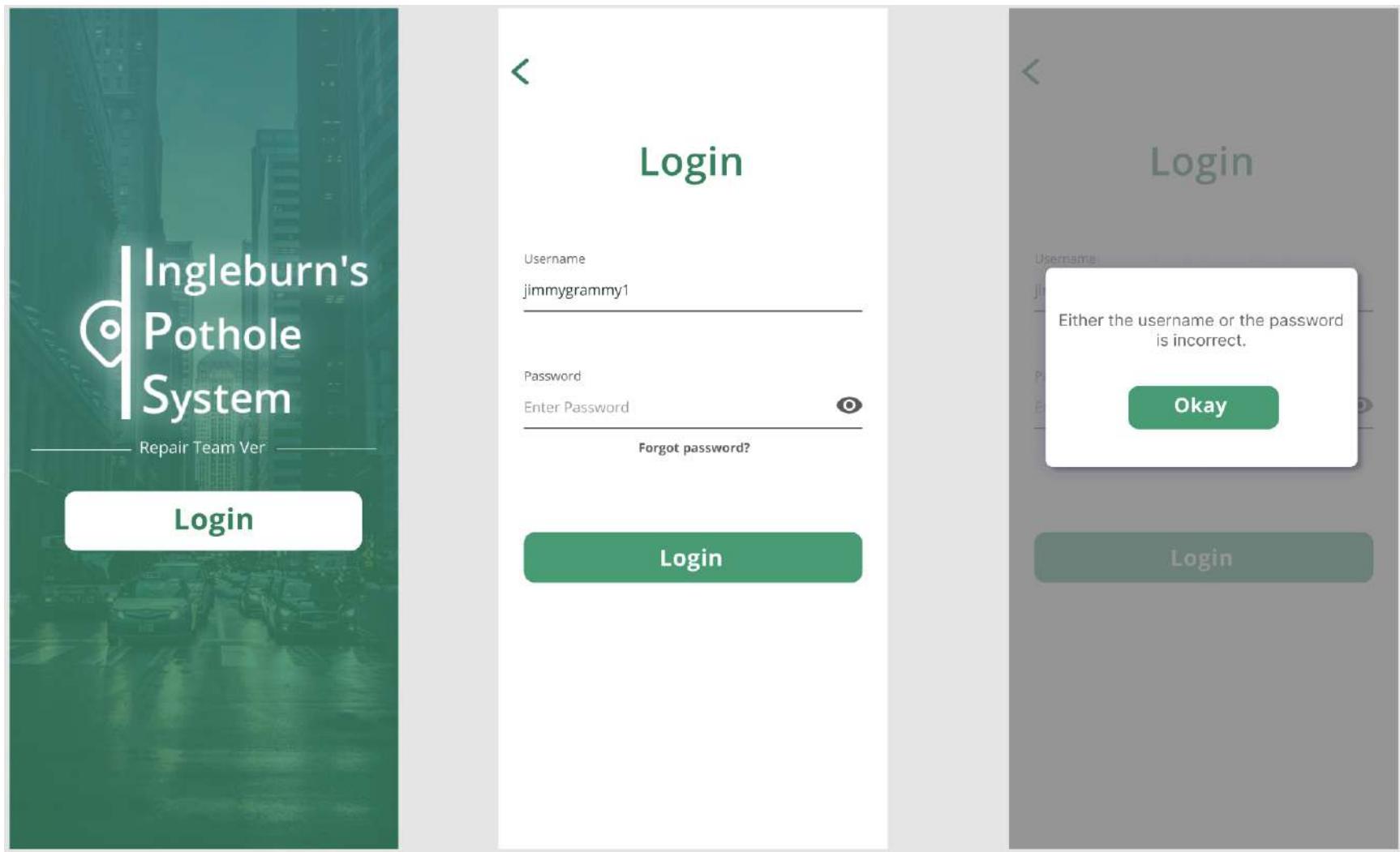
- The system will prevent unsuitable users to access certain level of information.



- When there are no complaints the system will provide a popup message to clarify that when a new complaint is reported it will show up.



- In the register page there is option provided to the users to see the password that they have entered, so they can confirm what they have entered.
- Also in register page the phone number is provided for each country, to make sure that the number that the user have entered is match with its country number.
- If the email that have been used to register is already exist the system will provide a message the tell the user to try with different email.

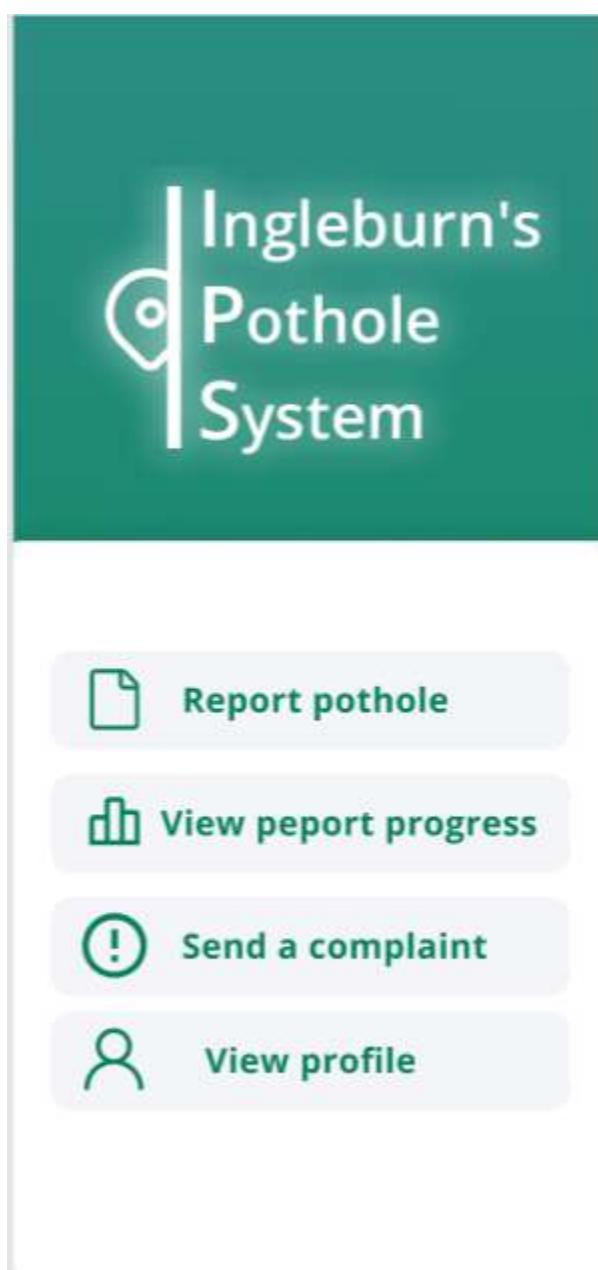


- In login page if the user entered wrong username or password the system provide a message to inform him that there is a mistake.
- Easy to learn

The Pothole System App and Website are easy to learn and do not require much prior training in order to use.

- For example, The Repair Team's main interface is very simple and self-explanatory.

Additionally, The citizen's main interface allows the citizen to make a report of the pothole with no prior knowledge of how the system even works.



- The Department Staff's Write Cheque functionality requires the staff to knowledge of cheques in general. However, the functionality itself is very simple and quick.

Abdullah Kafini - Write Cheque

**Department Staff**

**Write Cheque**

**Compensation Complaints**

Company Name  
Bank Name  
Date: 8/22/2019

Attach Signature  
Signature.pdf (10.2 MB, 204 pages)

I take responsibility for misuse of the shared information.

**Cancel** **Send Cheque**

- The Customer Service can manage citizen issues and resolve them without breaking a sweat. The functionalities make the Customer Service's life very easy.

yazeed alhosain - Chad Wick

+61480053923 **on call**

**Customer Service**

**Clients List**

**Calls History**

**Voicemail Box**

call processing **client info**

Select call reason:  
ask for compensation

complaint details:  
here goes the details for the complaint here goes the details for the complaint

**Chad Wick**  
10:15

choose the concerned party to send the report to:  
**department staff**

**Cancel** **Send report**

- The General Manager can view repair reports done by the Repair Team from an interface that has all of the reports sorted in appropriate manner.

**General Manager**

- Reported pothole
- Assign Tasks
- Repair Reports

**Report Details**

Location: KFUPM | Report ID: 123342 | Date: 23 - 11 - 2021

**Repair for complaint #3** | Successful ✓

**Repair notes**

This is a dummy description just to show how the real system would work. This is a dummy description just to show how the real system would work. This is a dummy description just to show how the real system would work. This is a dummy description just to show how the real system would work. This is a dummy description just to show how the real system would work. This is a dummy description just to show how the real system would work.

Location: Aqrabiya | Date: 8 - 11 - 2021 | Reporter: Ahmad Khaled | ID: 123342

This is a dummy description just to show how the real system would work.

**Back**

## Team Contribution:

Name	Contribution
Abdullah Kafini	16%
Waleed Al-Asad	16%
Yazeed alhosain	20%
Mohanned Alyahya	16%
Abdulsalam Ali	16%
Massad AlKhaldi	16%

# Phase 4 - Improvements

## Spacing inconsistencies

Confirm team - Before

Confirm team - After

Complaint detail - Before

Complaint detail - After

## Design enhancement

Map indicator - Before

Map indicator - After

Not-existent employee - Before

Not-existent employee - After

## Color-pallet inconsistency

Customer call - Before

Customer call - After

## Adding a dialogue upon confirmation.

## Missing dropdown menu issues

Report pothole (Before)

Send A Complaint (Before)

Report pothole (After)

Send a Complaint (After)

## Added features

**For this phase, we did not change much from the previous phase since the other team's evaluation was quite positive. However, some inconsistencies were spotted and fixed and some features were implemented or changed.**

**Visiting the following link for better file organization is highly recommended:** <https://waleed.notion.site/Phase-4-Improvements-0b2823dbe4854723a2734e06ba13906c>

## Spacing inconsistencies

### Confirm team - Before

The screenshot shows a mobile application interface titled "Confirm team". At the top, there is a header "Confirm team" with a red circular icon containing a white question mark. Below the header, the text "Team A" is displayed. Under "Team A", there is a list of four team members, each with a small profile picture, their name, and age. To the right of the list is a vertical scroll bar. At the bottom of the screen are two buttons: a red "Back" button and a green "Confirm" button. The names and ages listed are Ahmad Saleh (34 years old), Abdulrahman Alawi (31 years old), Shadi Yousef (55 years old), and Waleed Alasad (22 years old).

Member	Name	Age
1	Ahmad Saleh	34 years old
2	Abdulrahman Alawi	31 years old
3	Shadi Yousef	55 years old
4	Waleed Alasad	22 years old

### Confirm team - After

## Confirm team

### Team A



	Ahmad Saleh	34 years old
	Abdulrahman Alawi	31 years old
	Shadi Yousef	55 years old
	Waleed Alasad	22 years old

Back

Confirm

### Complaint detail - Before

Abdullah Kafini Compensation Complaints

Date: 3 - 11 - 2021 Location: KFUPM

**Department Staff**

Write Cheque Compensation Complaints

Complaint sent by: Chad Wick

**Description**  
This is a dummy description just to show how the real system would work. This is a dummy description just to show how the real system would work. This is a dummy description just to show how the real system would work.

**Pictures of the damage**

pothole location

Cancel Write Cheque

### Complaint detail - After



Abdullah Kafini



# Compensation Complaints



## Department Staff

- Write Cheque
- Compensation Complaints

Date: 3 - 11 - 2021

Location: KFUPM

Complaint sent by: Chad Wick

## Description

This is a dummy description just to show how the real system would work. This is a dummy description just to show how the real system would work. This is a dummy description just to show how the real system would work.

## Pictures of the damage

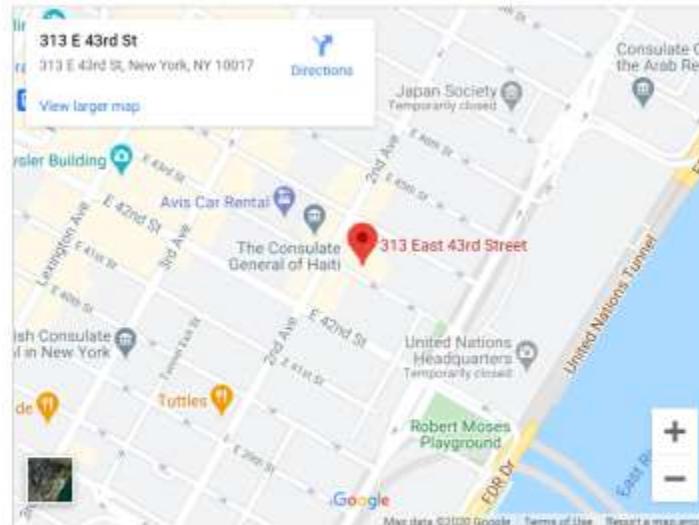


pothole location

[Cancel](#)[Write Cheque](#)

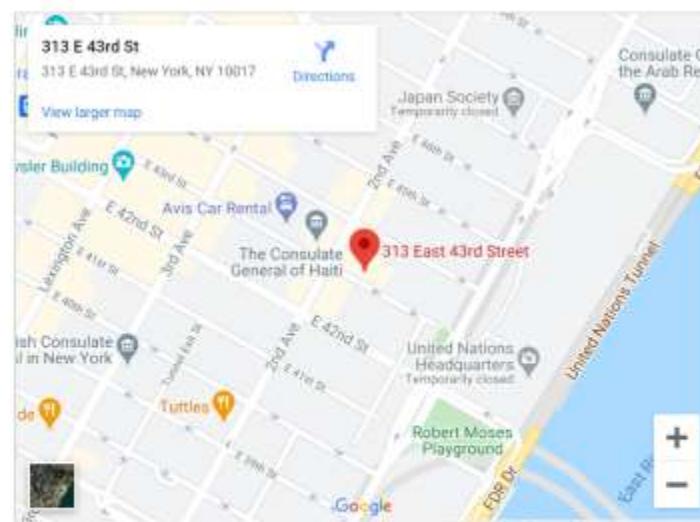
## Design enhancement

### Map indicator - Before



This is textual description of the location This is textual description of the location This is textual description of the location

### Map indicator - After



This is textual description of the location This is textual description of the location This is textual description of the location

## Not-existent employee - Before

Employee info

**Employee  
does not  
exist**

## Not-existent employee - After

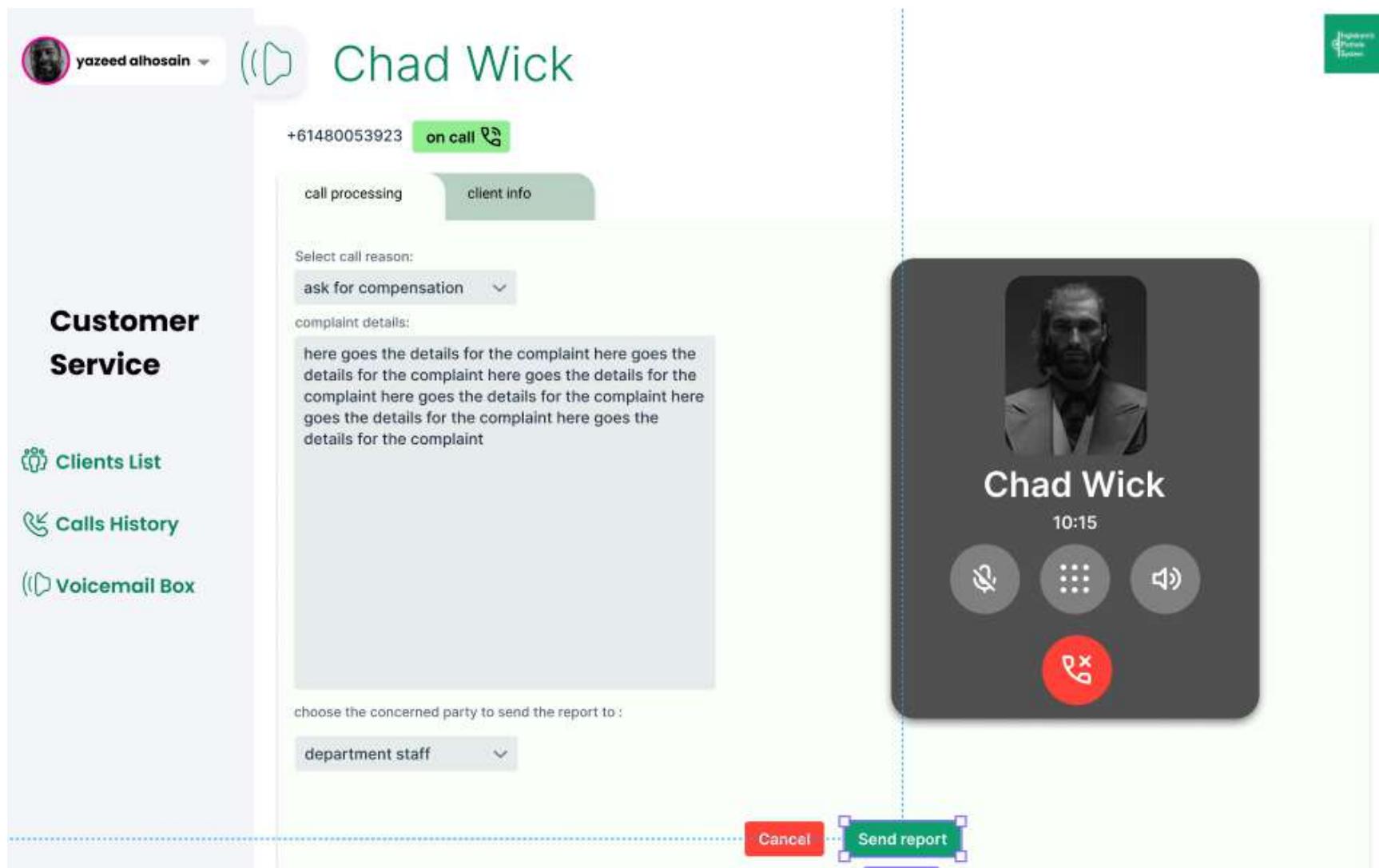
Employee info



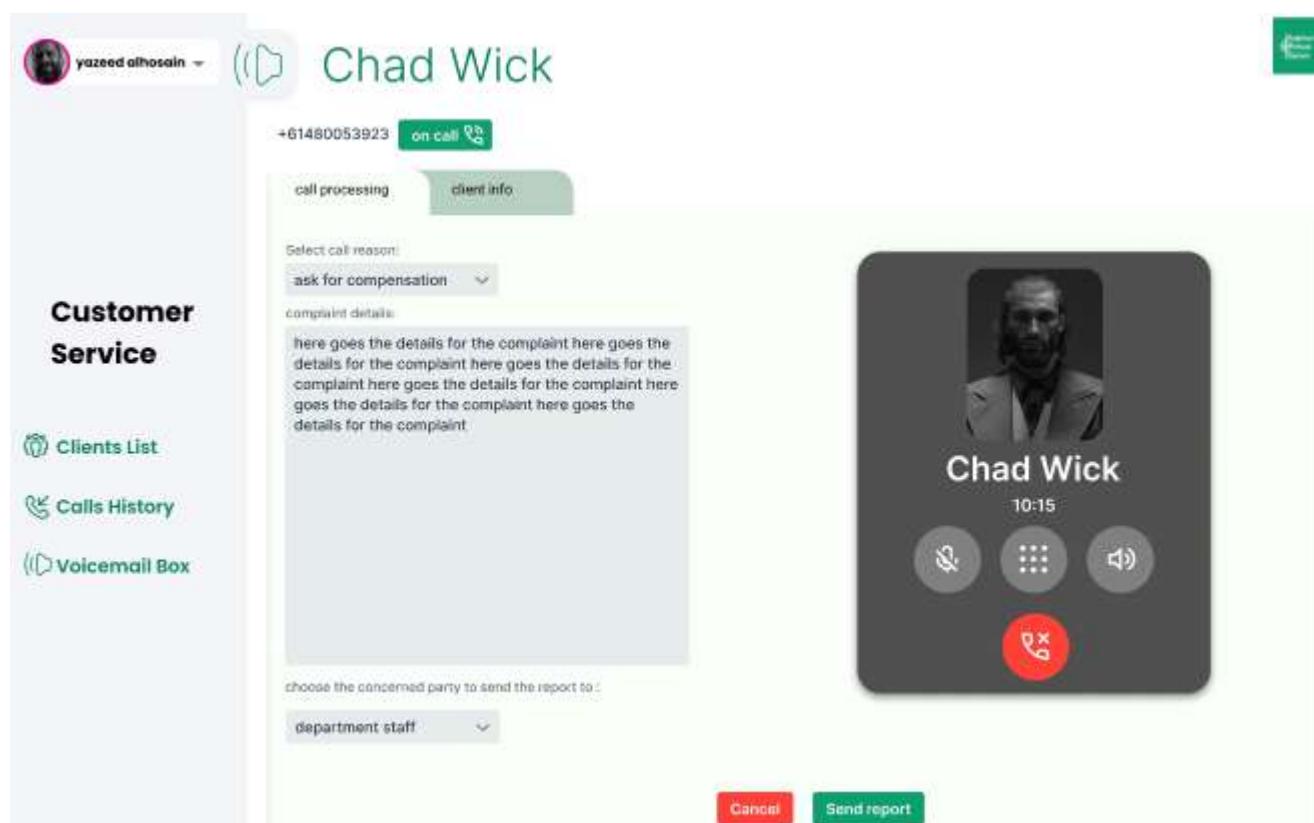
**Employee does not  
exist**

## Color-pallet inconsistency

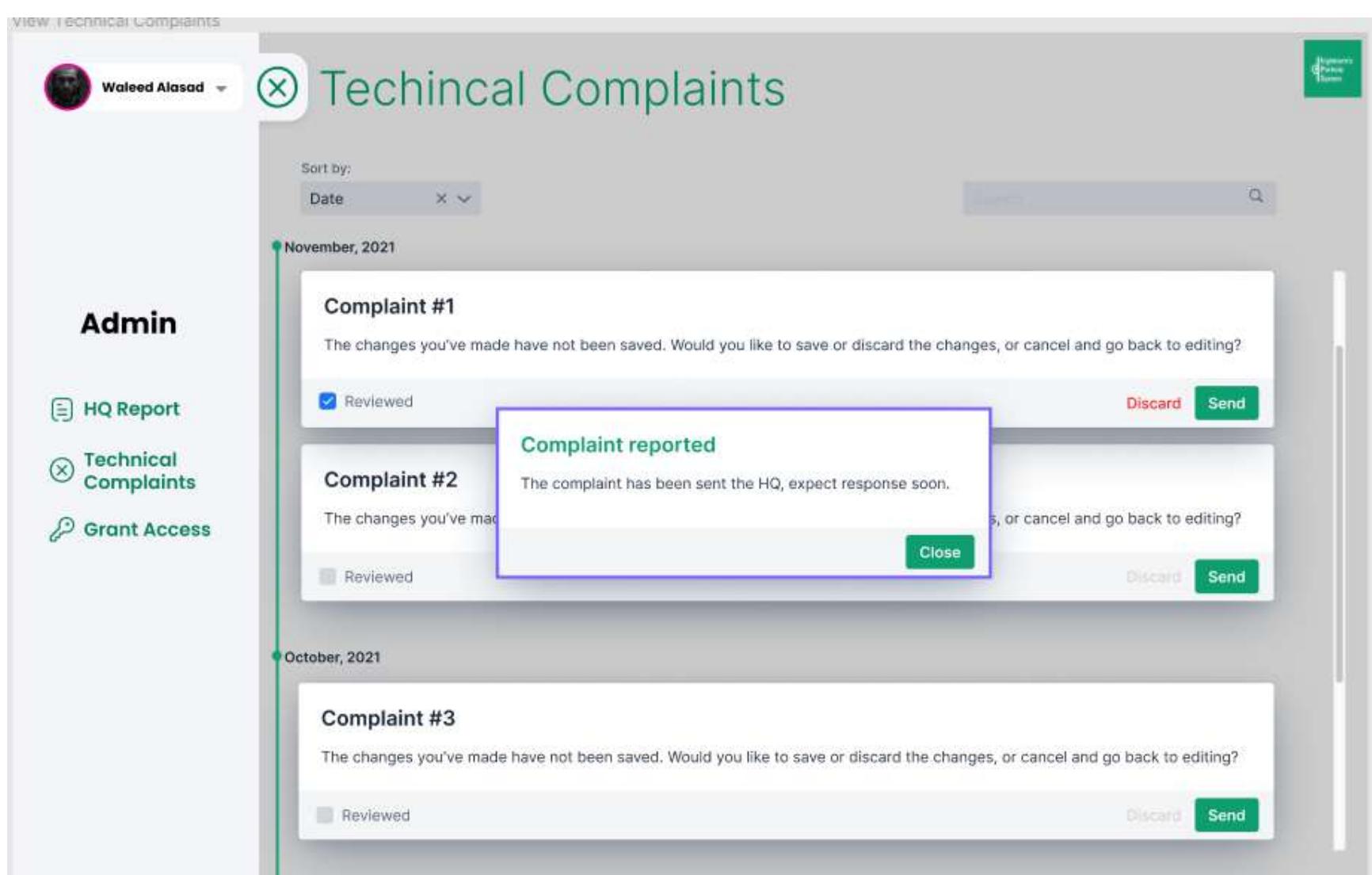
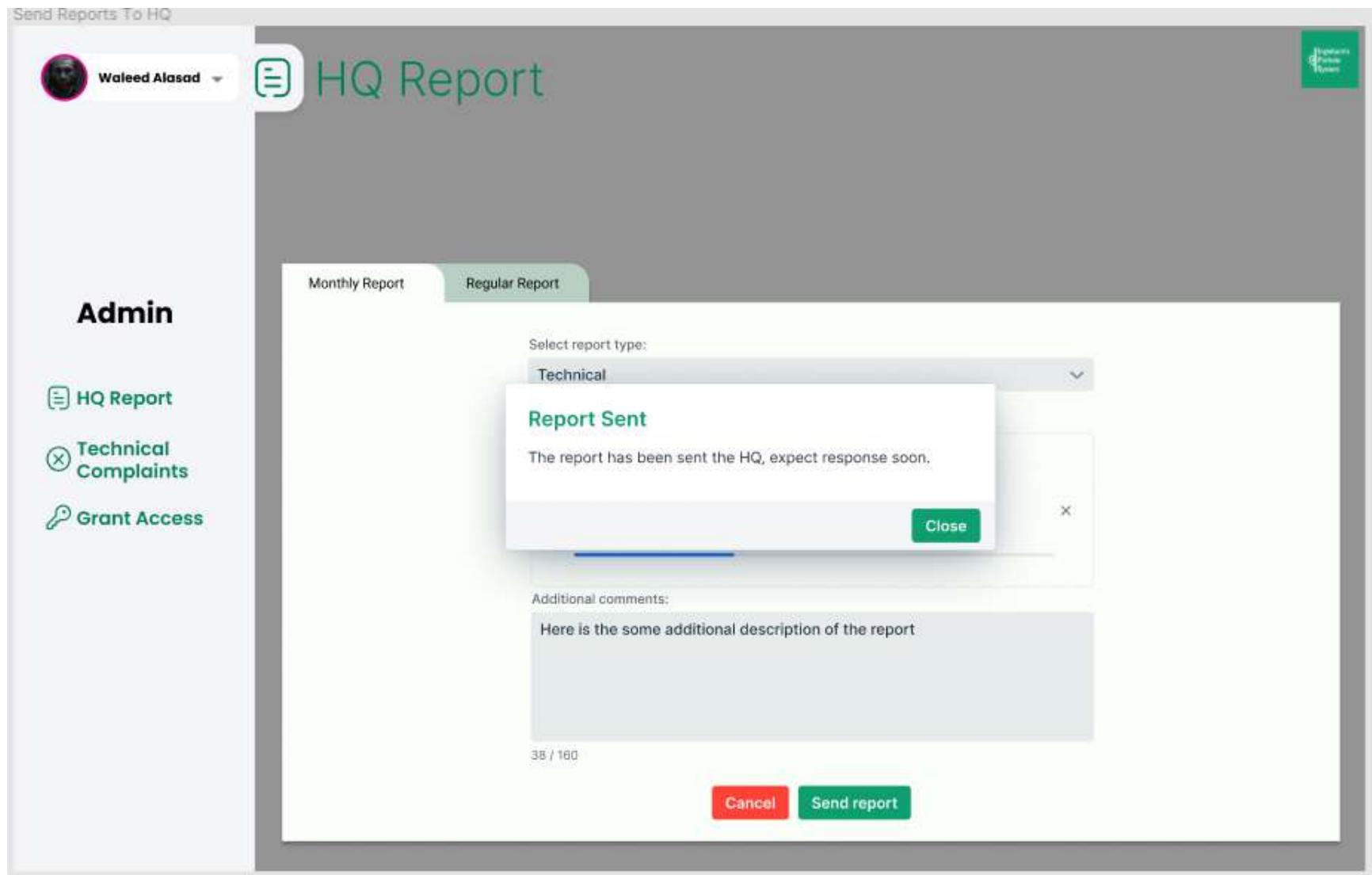
### Customer call - Before



### Customer call - After



### Adding a dialogue upon confirmation.



## Missing dropdown menu issues

- Transformed some text fields into a dropdown menu to mitigate errors

## Report pothole (Before)

< Report Pothole

Street Address

Street Address

---

Pothole Location

Enter Location

---

Pothole Size

Select the size

---



Send Report

**Send A Complaint (Before)**

<

Send a Complaint

Complaint Type

Enter Type

---

Complaint Details

Type your complaint here...



Send Complaint

**Report pothole (After)**

## < Report Pothole

Street Address

Street Address

Pothole Location

Enter Location

Pothole Size

Select the size



Send Report

## Send a Complaint (After)

## <

## Send a Complaint

Complaint Type

Enter Type



Complaint Details

Type your complaint here...



Send Complaint

## Added features

- Added an extra option for a quick registration via google as per the evaluation of team 3



- Added an option for a GPS auto-fill in as per the evaluation of team 3

< **Report  
Pothole**

Street Address

Street Address

---

Pothole Location

Enter Location

---

Pothole Size

Select the size



**Send Report**