1. User

The User is typically an employee or team member who is assigned tasks and is responsible for completing them. Their primary role is to interact with the tasks assigned to them and update their progress.

Responsibilities:

1. Only see the tasks that have been assigned to them. They cannot view tasks assigned to others.
2. See the priority level (e.g., High, Medium, Low) of the tasks assigned to them.
3. Add comments to provide updates, ask questions, or share information related to the task.
4. Upload files (e.g., documents, images, or reports) that are relevant to the task.
5. Check the status of their tasks (e.g., Not Started, In Progress, Completed).
6. Update the progress of a task, typically in percentage increments (e.g., 0% to 100%).
7. Update their login password for security purposes.

Interactions:

The user interacts with the system to manage their workload and communicate with supervisors or team members through comments and file uploads. They are limited to tasks assigned to them and cannot access or modify tasks assigned to others.

2. Supervisor

The Supervisor is a team lead or manager who oversees the tasks and progress of users. They have broader access to the system and can manage tasks, assign them to users, and monitor overall progress.

Responsibilities:

1. See all tasks in the system, regardless of who they are assigned to.
2. View and modify the priority of tasks to ensure critical tasks are addressed first.
3. Add comments to provide guidance, feedback, or instructions to users.
4. Upload files that may be useful for completing tasks.
5. Review the progress and details of tasks to ensure they are on track.
6. Update the status of tasks if needed (e.g., marking a task as completed).
7. Assign tasks to specific users based on their roles and workload.
8. View all details of a task, including assigned users, comments, files, and status.
9. Request the admin to add new tasks or delete existing ones if necessary.
10. Update their login password for security purposes.

Interactions:

The supervisor interacts with the system to manage tasks, assign them to users, and monitor progress. They act as a bridge between users and the admin, ensuring tasks are completed efficiently and communicating any system-level changes to the admin.

3. Admin

The Admin is the highest-level role in the system, with full control over the workflow management software. They manage users, supervisors, tasks, and system settings.

Responsibilities:

1. The admin has all the capabilities of a supervisor, including viewing, assigning, and managing tasks.
2. Directly add new tasks or delete existing ones without needing to request permission.
3. Manage user accounts, including creating new accounts, updating roles, or deleting accounts.
4. Reset or change passwords for any user, supervisor, or other admins in the system.

Interactions:

The admin interacts with the system to manage the overall structure of the workflow, including user roles, tasks, and system settings. They ensure the system runs smoothly and address any issues related to user accounts or tasks.

Summary of Actor Roles:

|  |  |  |
| --- | --- | --- |
| Actor | Role | Key Responsibilities |
| User | Task executor | View assigned tasks, update task progress, add comments/files, change own password. |
| Supervisor | Task manager | View all tasks, assign tasks, review progress, request admin for task changes. |
| Admin | System administrator | Manage users, tasks, and system settings; full control over the workflow management. |

How They Work Together:

1. Admin sets up the system by adding users, supervisors, and tasks.
2. Supervisor assigns tasks to Users and monitors their progress.
3. Users complete tasks, update their progress, and communicate with the supervisor through comments and files.
4. If changes are needed (e.g., adding or deleting tasks), the Supervisor requests the Admin to make those changes.

This hierarchical structure ensures clear roles and responsibilities, making the workflow management system efficient and organized.