IT2020 – Software Engineering
Year 2, Semester I, 2022
Group Assignment

Online Help Desk

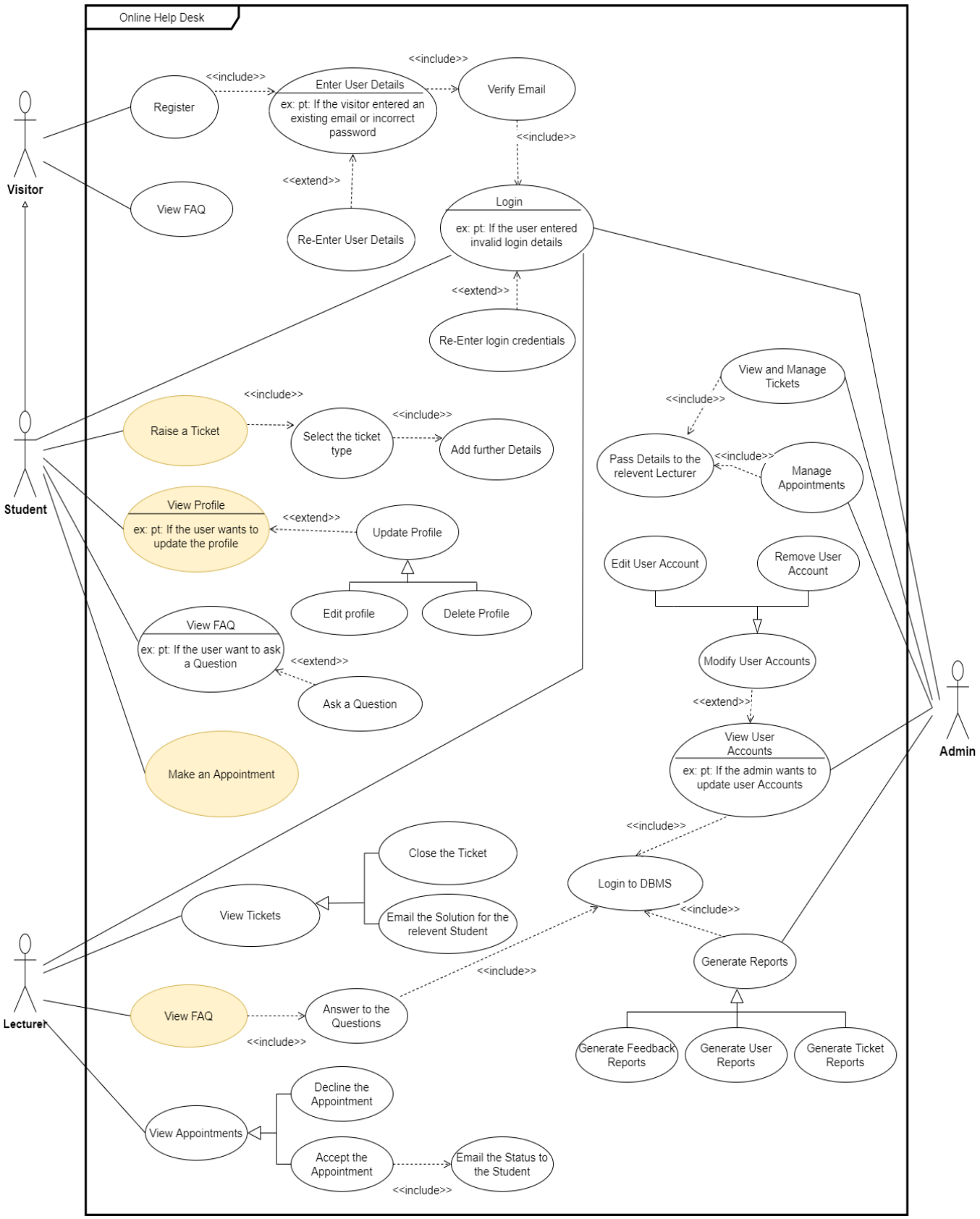
Group Details

Batch: Y2S1

SE/OOP Group Number: SE/OOP-MLB-WD-44

	Student Registration Number	Student Name
1	IT21041402	Wickramanayake V.P.P
2	IT21052606	Ranaweera G.R.D
3	IT21040276	Sewwandi P.K.A.D
4	IT21510380	Kularathna D.G.J.C

Use Case Diagram

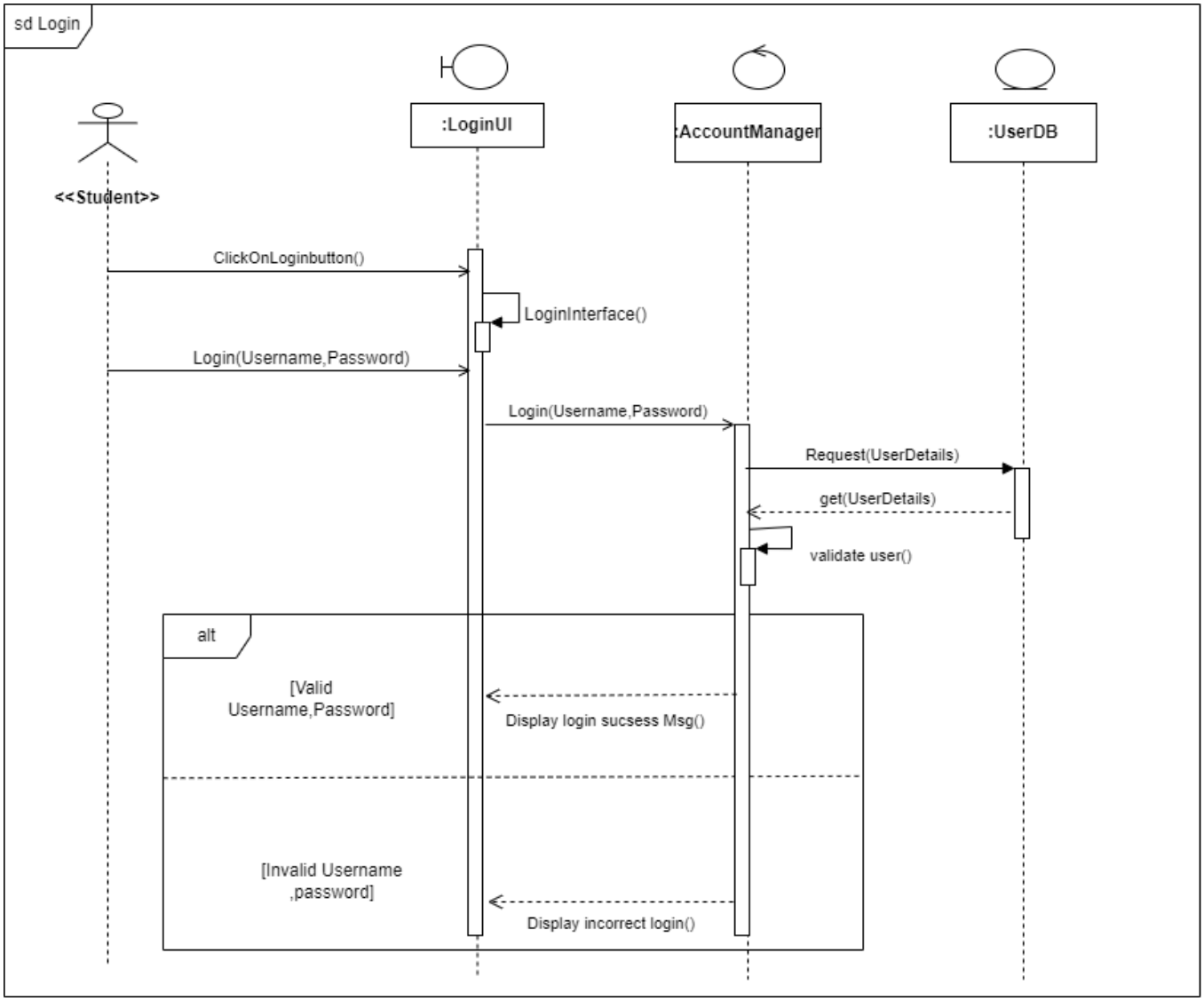


Login

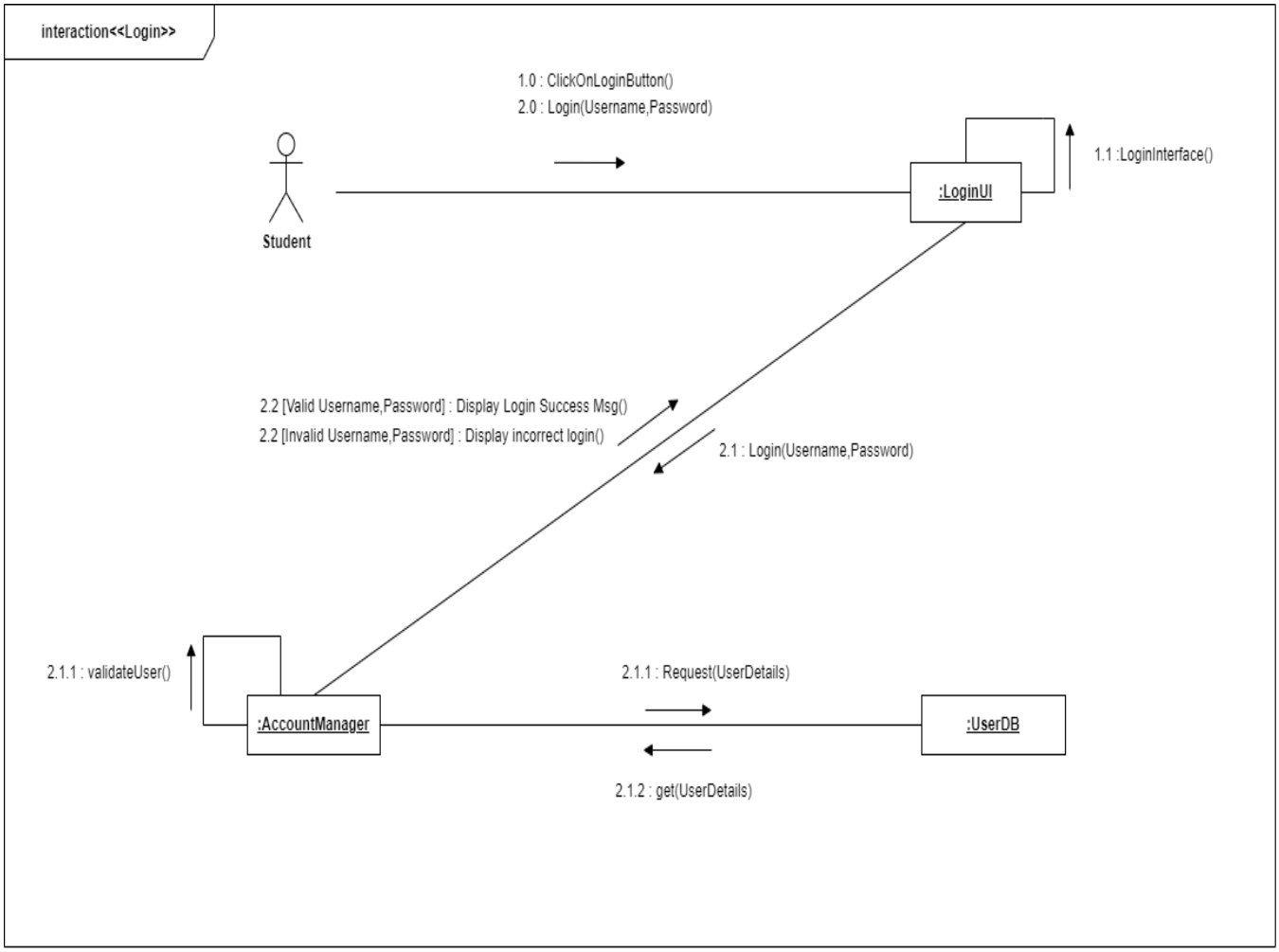
Use Case Scenario

Number	001	
Name	Login	
Summary	User logs into the system by providing username and password.	
Priority	1	
Pre-condition	User must be registered to the system	
Post-condition	User successfully logs in to the system	
Actor	Student/Admin/Lecturer	
Main Scenario	**Step**	**Action**
	1	User clicks the login option.
	2	System provides the interface to log in.
	3	User provides username and password.
	4	System validates the login credentials.
	5	System prompts ‘Login Successful’ message.
Extension	**Step**	**Branching Action**
	4a	System displays ‘Username or password is incorrect’.
	4b	System redirects the user to the login page.

Sequence Diagram



Communication Diagram



IT21041402 – Wickramanayake V.P.P

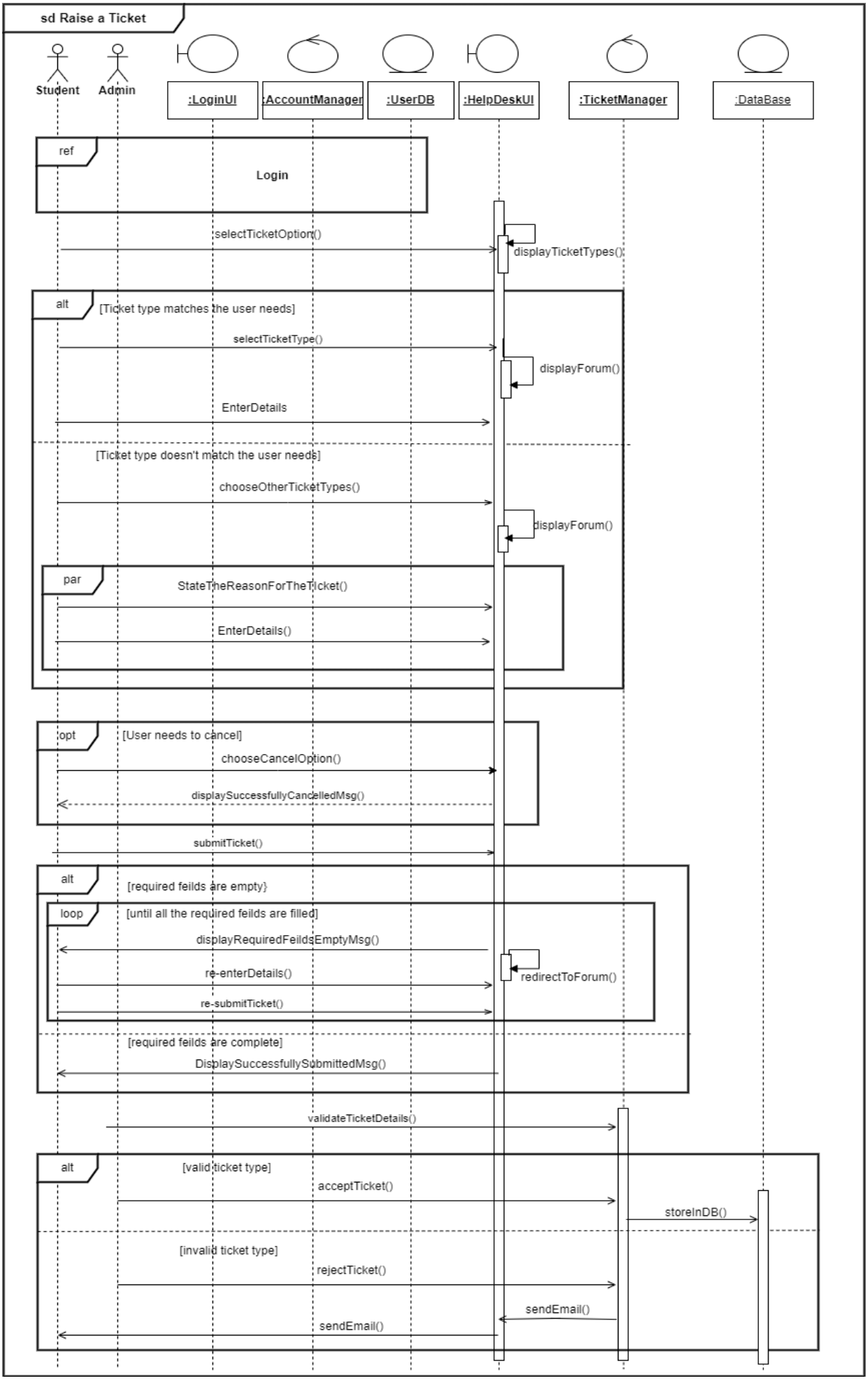
Raise a ticket

Use Case Scenario

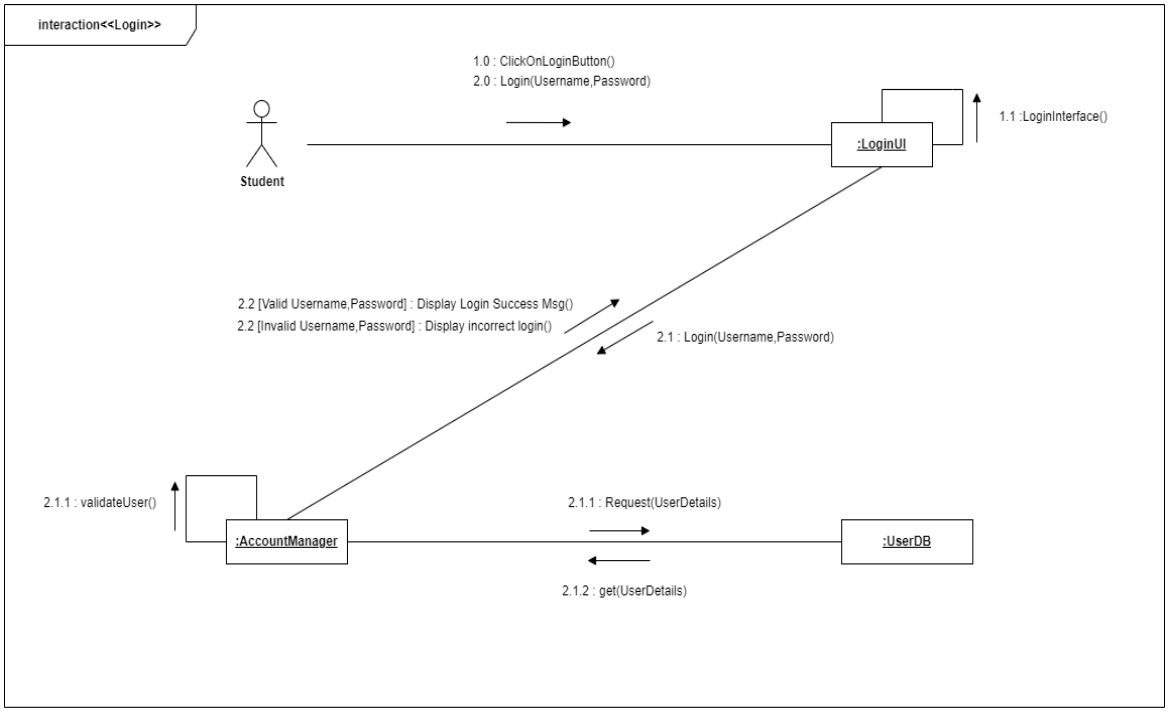
Number	045	
Name	Raise a ticket	
Summary	Registered Student raise a ticket in order to solve an issue using online help desk	
Priority	1	
Pre-condition	Login to the system	
Post-condition	System inform admin about the ticket	
Actor	Student	
Main Scenario	**Step**	**Action**
	1	Include: :(login)
	2	View online help desk
	3	Student chooses ‘Raise a ticket’ option.
	4	System displays ticket types.
	5	Student selects a type.
	6	System displays a forum.
	7	Student enters student’s details.
	8	Student gives a description about the issue.
	9	Submit the ticket.
	10	Admin validates the ticket details.
	11	System displays the status.
	12	System stores the ticket details in the database.
Extensions	**Step**	**Branching Action**

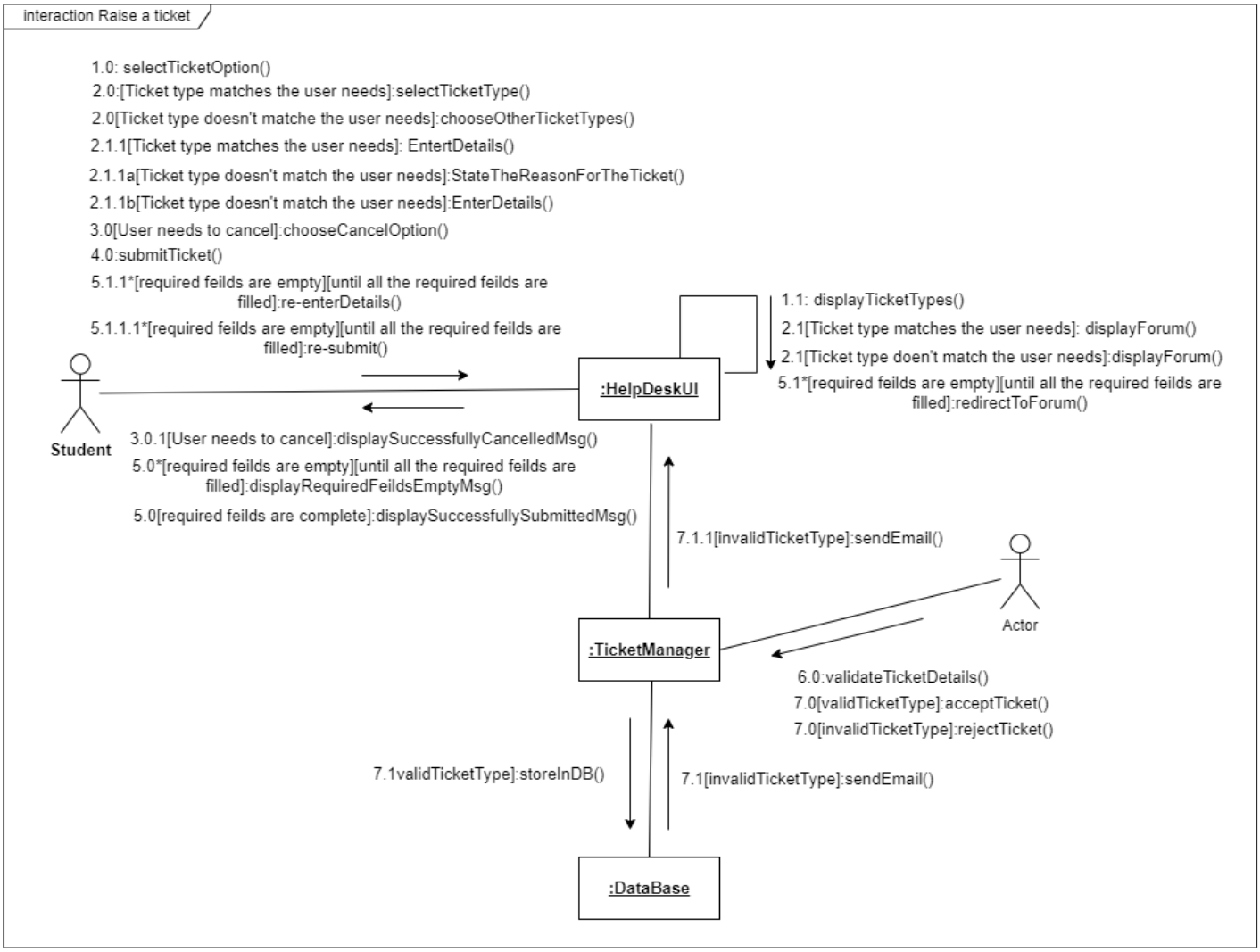
	5a	Only if the given ticket types match the user issue, the user can select the ticket type.
	8a	If the Student needs to cancel the ticket, the student can click the ‘Cancel ticket’ option.
	9a	If the student has skipped to fill the compulsory details, system will show a message saying, “Required field cannot be empty”.
	9b	System will redirect the student to the ticket forum again.
	9c	Student has to re-enter details and re-submit the forum until the required fields are completed.
	11a	If the user details provided by the user are invalid or the issue is not clear, Admin can reject the ticket.
	11b	If the ticket got rejected, system sends an email to the Student saying that the ticket got rejected.

Sequence Diagram


sd Raise a Ticket
Student
Admin
:LoginUI
:AccountManager
:UserDB
:HelpDeskUI
:TicketManager
:DataBase
ref
Login
selectTicketOption()
displayTicketTypes()
alt
[Ticket type matches the user needs]
selectTicketType()
displayForum()
EnterDetails
[Ticket type doesn't match the user needs]
chooseOtherTicketTypes()
displayForum()
par
StateTheReasonForTheTicket()
EnterDetails()
opt
[User needs to cancel]
chooseCancelOption()
displaySuccessfullyCancelledMsg()
submitTicket()
alt
[required feilds are empty}
loop
[until all the required feilds are filled]
displayRequiredFeildsEmptyMsg()
re-enterDetails()
redirectToForum()
re-submitTicket()
[required feilds are complete]
DisplaySuccessfullySubmittedMsg()
validateTicketDetails()
alt
[valid ticket type]
acceptTicket()
storeInDB()
[invalid ticket type]
rejectTicket()
sendEmail()
sendEmail()

Communication Diagram





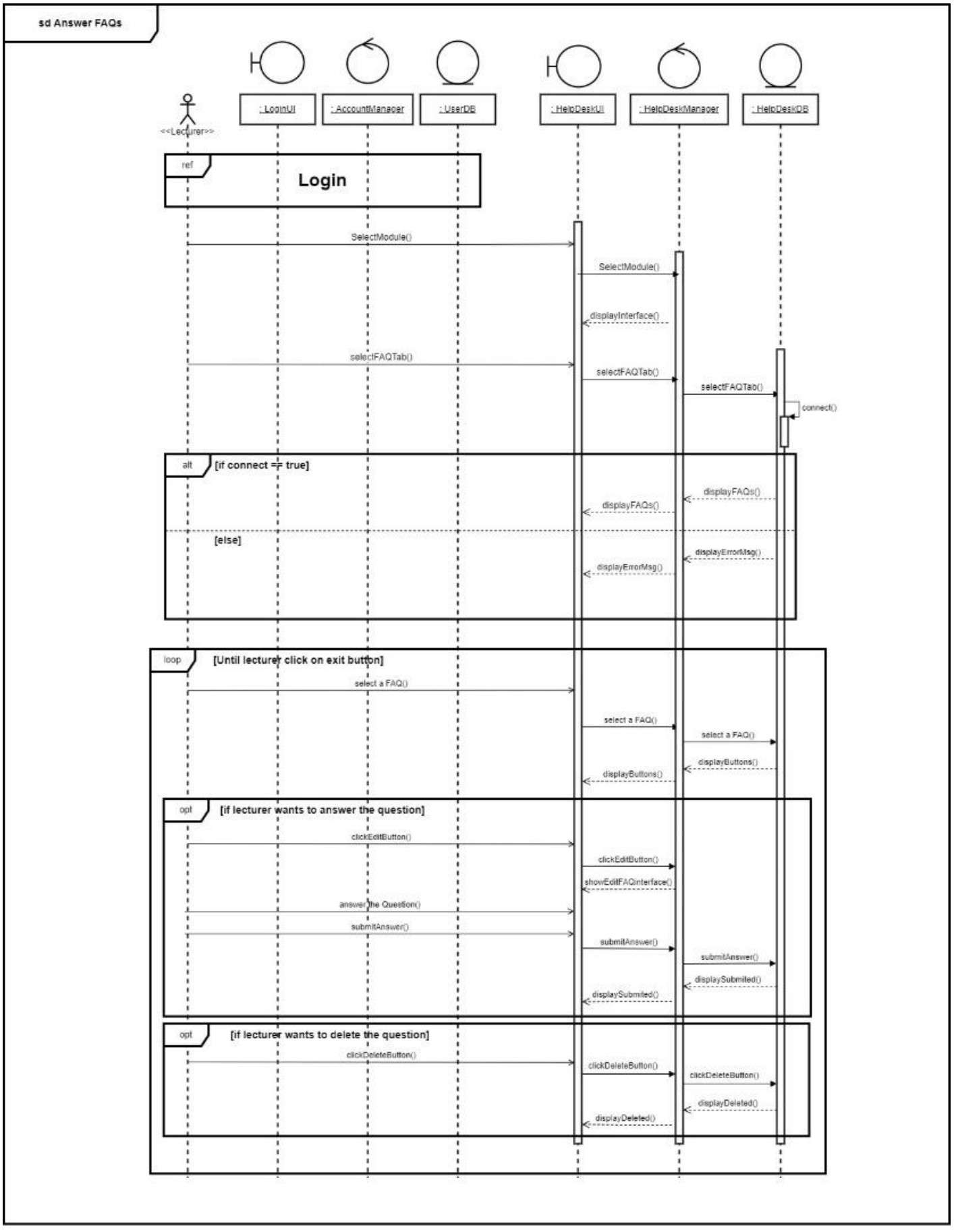
IT21052606 – Ranaweera G.R.D

View FAQs

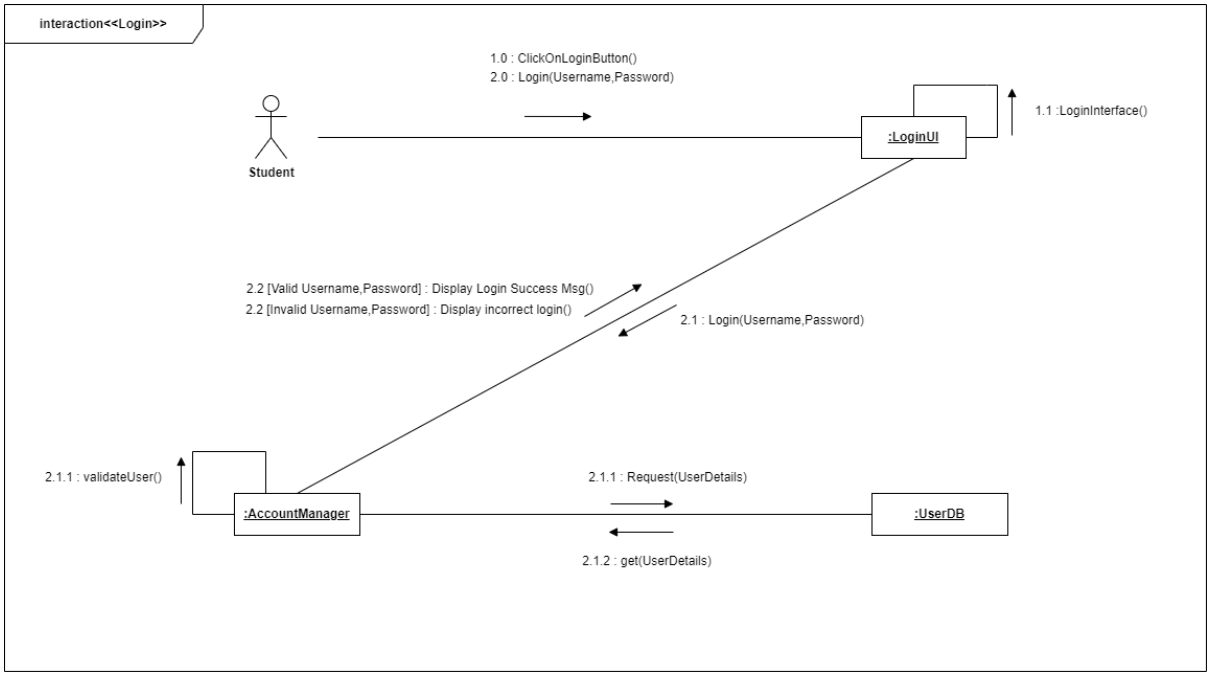
Use Case Scenario

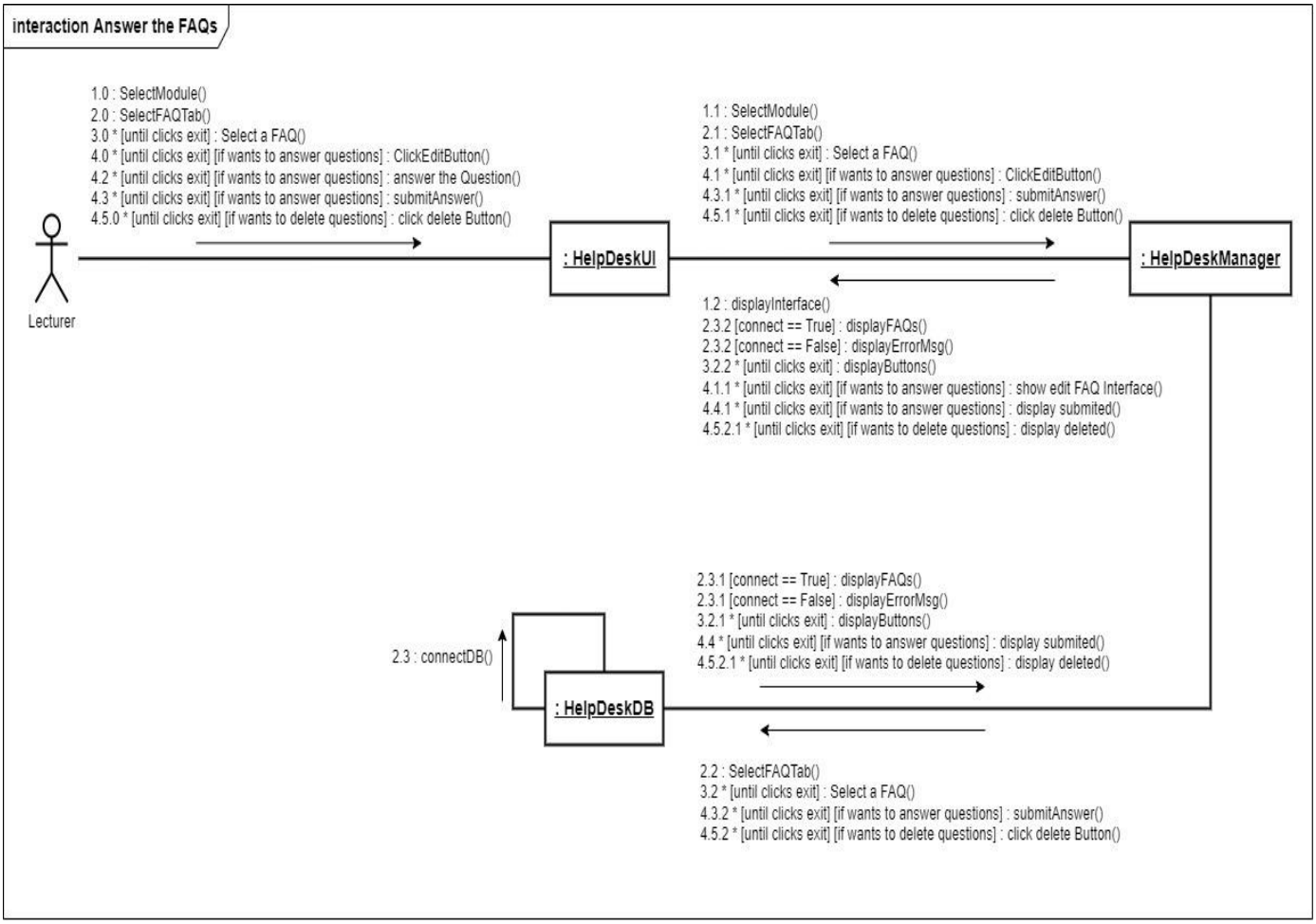
Number	069	
Name	View FAQs	
Summary	Lecturer answers to the questions in FAQ	
Preconditions	Lecturer should be pre - registered. Lecturer should be login to the system.	
Actors	Lecturer	
Trigger	Lecturer has decided to answer the questions	
Main Scenario	**Step**	**Action**
	1	Lecturer logs into the system
	2	Lecturer selects the relevant module
	3	System displays the helpdesk system interface for the module selected
	4	Lecturer selects the FAQ section
	5	System displays the FAQs, edit, and delete buttons
	6	Lecturer selects edit FAQ button
	7	System connects to the Database of the system
	8	System displays the FAQ edit field and submit changes button
	9	Lecturer answers to the questions
	10	Lecturer clicks the submit changes button
	11	System stores data to the database
	12	System displays the successful massage
Extensions	**Step**	**Branching Action**
	1a	System displays the login failed
	5a	Lecturer selects delete button and delete the FAQ from the database
	7a	System displays unable to login to the database massage
	11a	System notify Error massage

Sequence Diagram



Communication Diagram





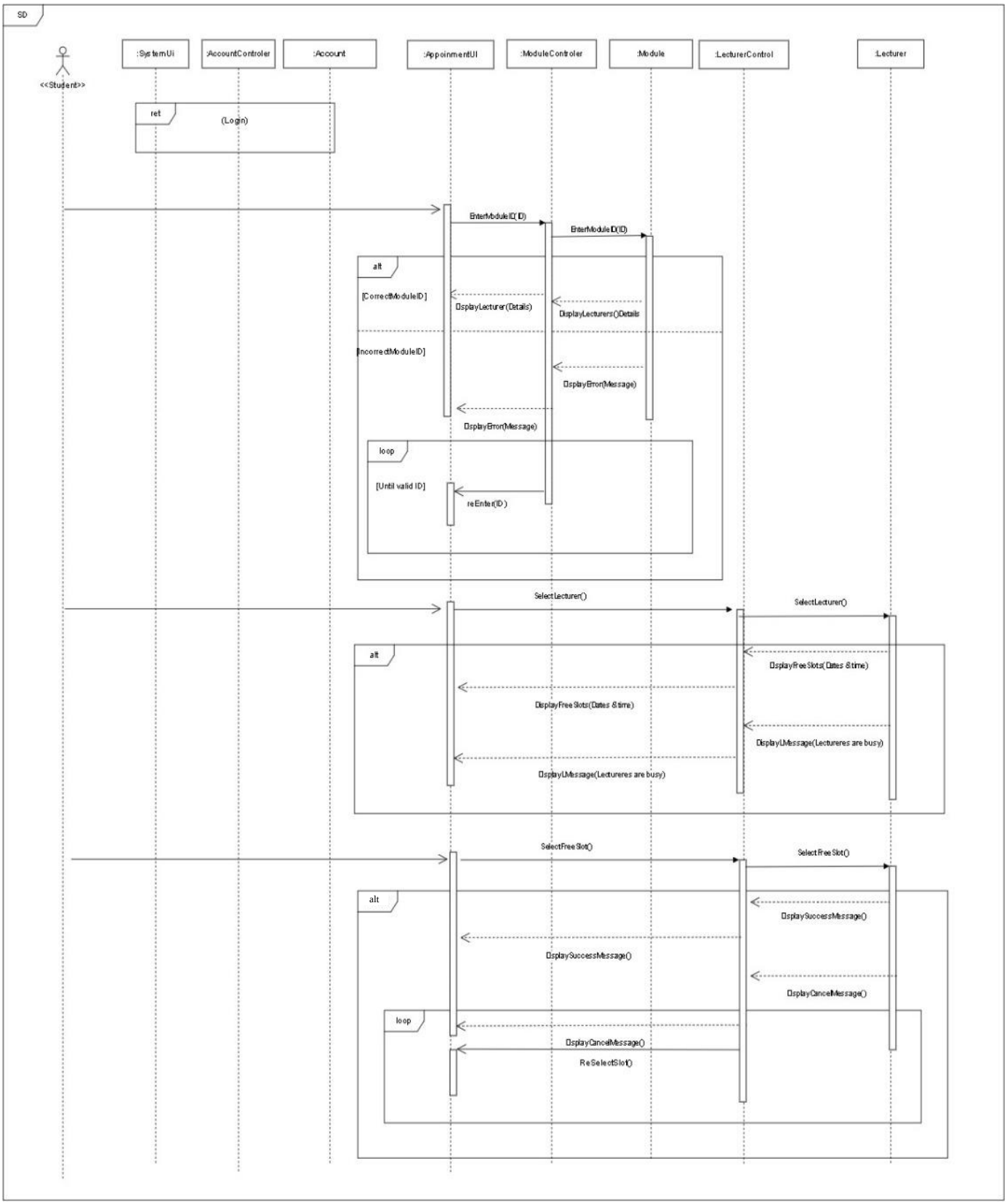
IT21040276 - Sewwandi P.K.A.D

Make an appointment

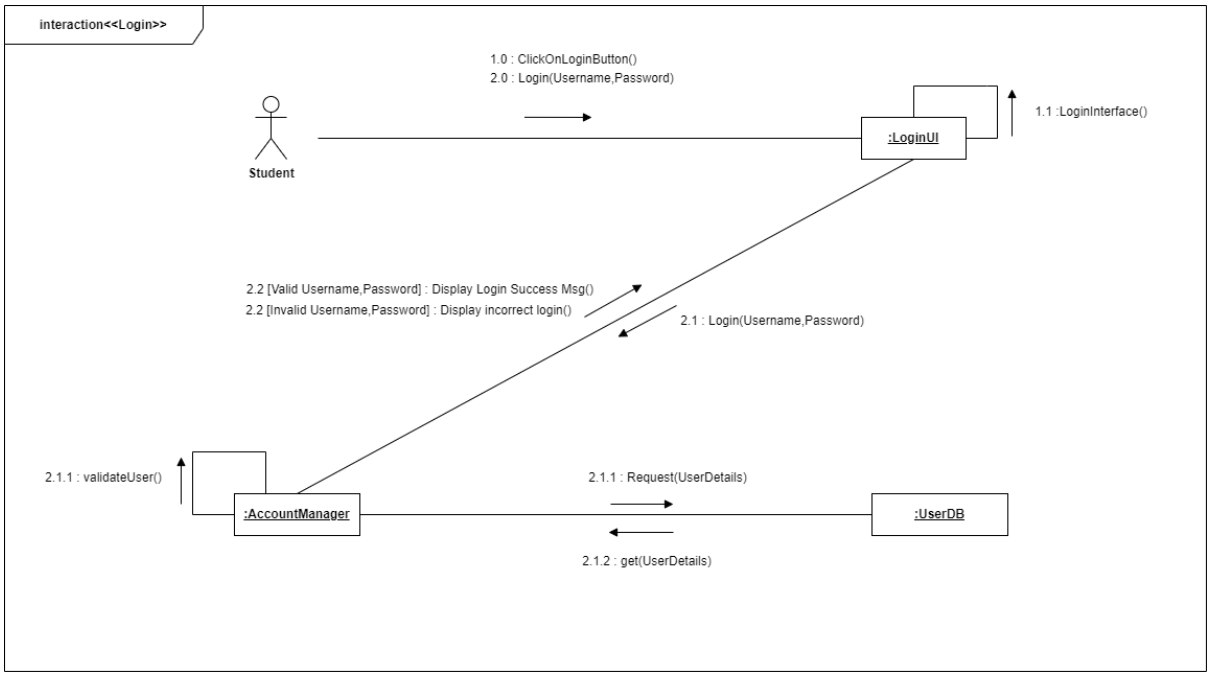
Use case Scenario

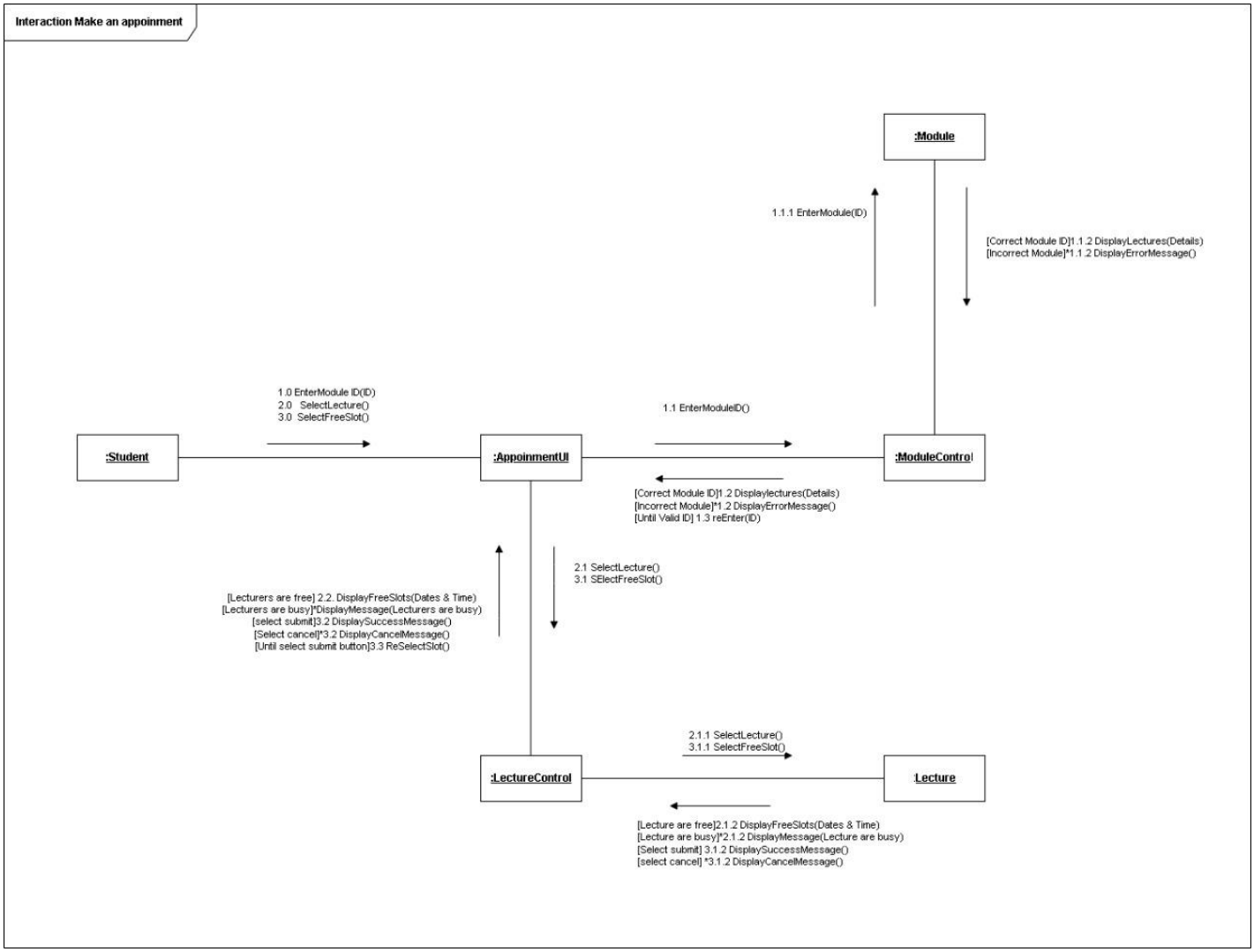
Number	004
Name	Make an appointment
Summary	Student wants to request appointment for meet the lecturer
Priority	2
Pre-condition	Login to the system
Post-condition	System send appointment request lecturer
Actor	Student
Main Scenario	Action
	1. Select the “Academic” tab. 2. Select the “appointment” tab. 3. Enter the module ID. 4. System display the lecturers name according to given module ID. 5. Select the lecturer for given list. 6. System display selected lecturer free dates and times. 7. Select free slots. 8. Select submit button. 9. System ask to for a confirmation. 10. Select yes button. 11. System display “appointment successfully send”.
Extension	**Branching Action**
	4. If student enter invalid module ID and system display “invalid ID”.
	6. a. If lecturer temporary block the appointment requests.
	6. b. System display message “Lecturer is busy”.
	8. a . If student want to cancel the appointment, click the cancel button.
	8. b. System display “Successfully cancel appointment”.

Sequence Diagram



Communication Diagram





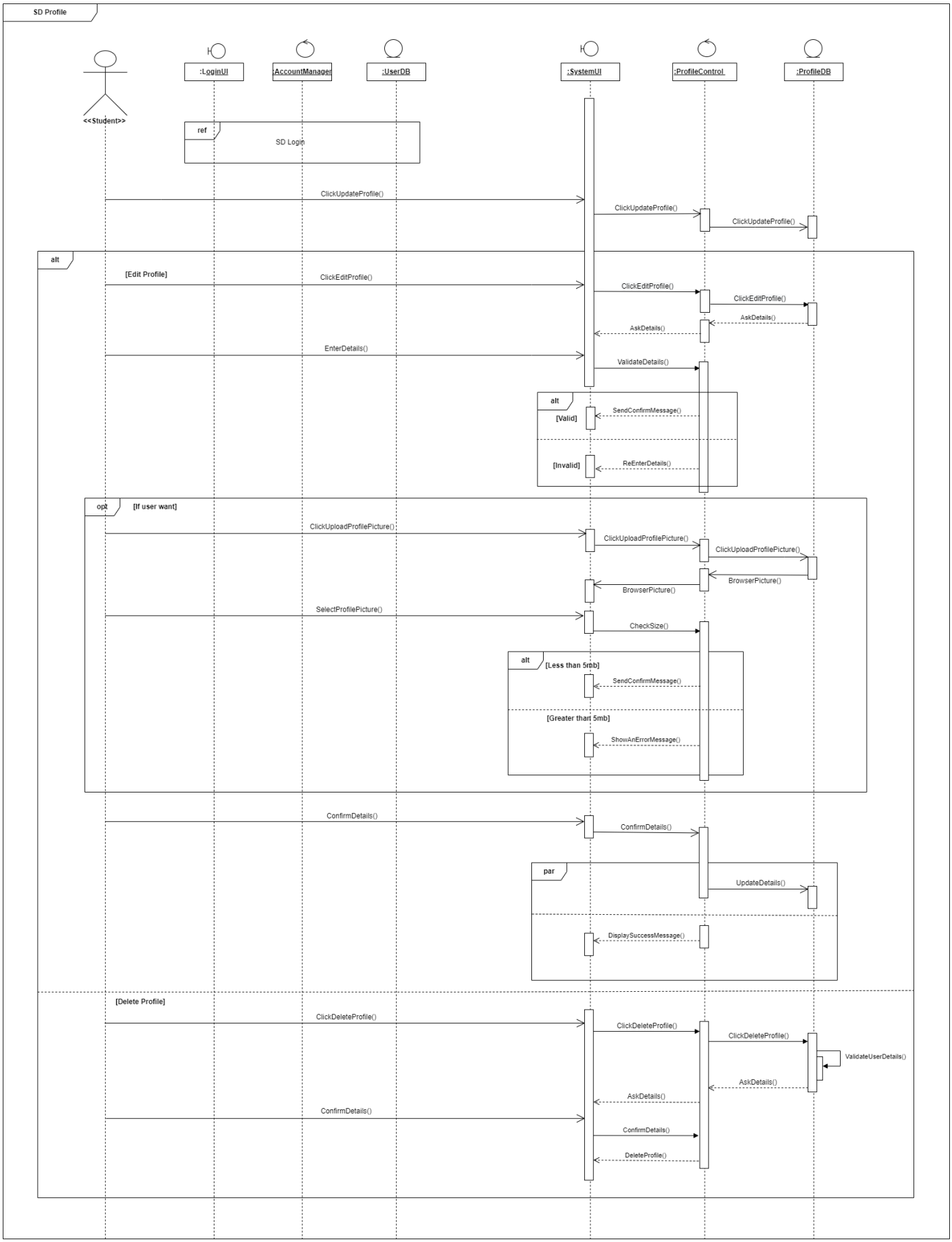
IT21510380 – Kularathna D.G.J.C

View Profile

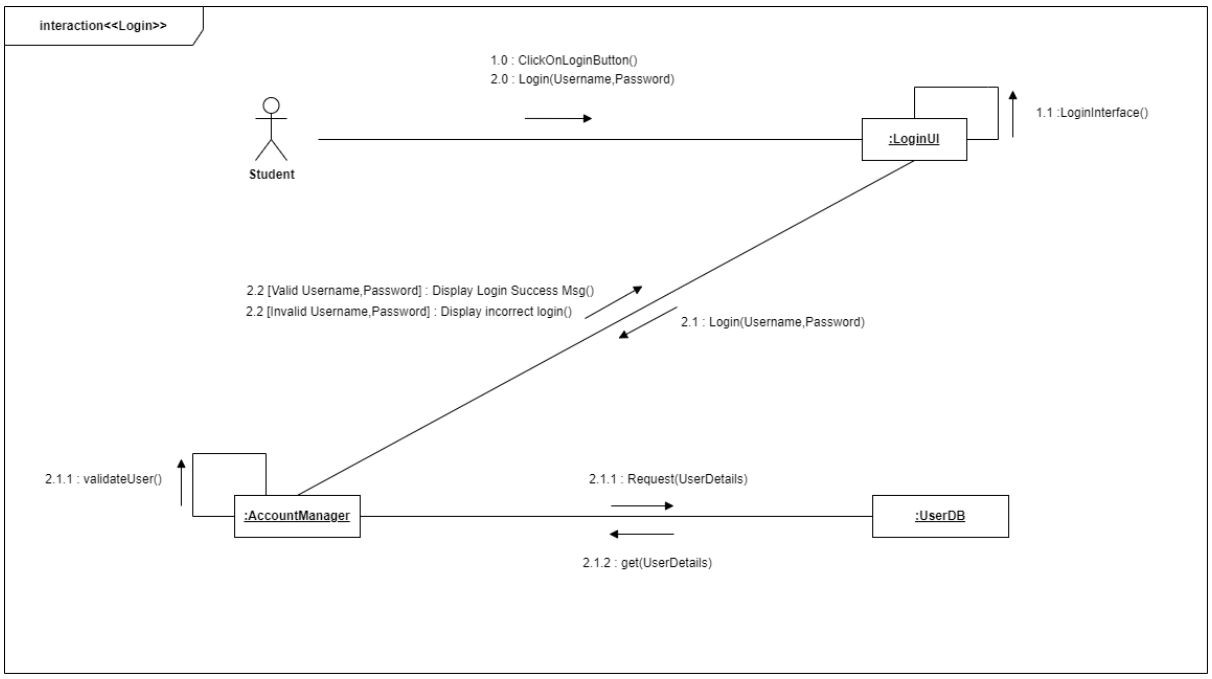
Use Case Scenario

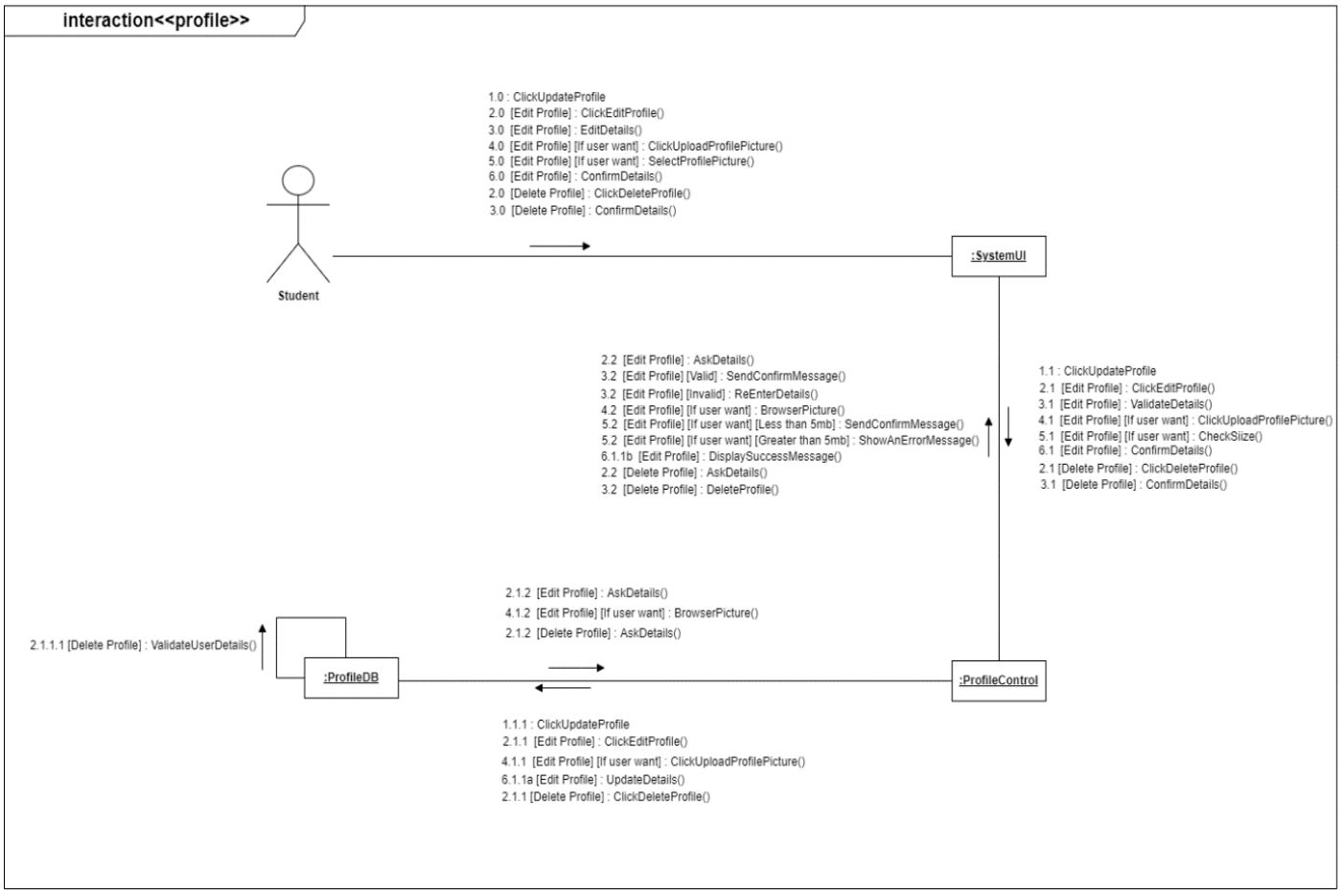
Number	IT21510380	
Name	View Profile	
Summary	User update profile details	
Priority	1	
Pre-condition	User has successfully logged in	
Post-condition	Update system with edited details	
Actor	Student	
Main scenario	**Step**	**Action**
	1	Include:: (login)
	2	User selects my profile tab
	3	User selects the profile details
	4	User selects the edit profile details
	5	User enter new profile details
	6	User upload new profile picture
	7	System checks validity of details
	8	User confirm new profile details
	9	System displays successful updated message
	10	User select the delete profile
	11	System validate user details
	12	User enter profile details
	13	User confirm profile details
	14	System delete the profile
Extension	**Step**	**Branching action**
	1a	If valid system redirects to the homepage
	1b	If invalid display incorrect user credentials
	4a	System display invalid character
	5a	System display “File size too large” if size is greater than 5MB
	8a	System redirect user profile page

Sequence Diagram



Communication Diagram





Individual Contribution

Registration No	Name	Contribution
IT21041402	Wickramanayake V.P.P	• Draw the Use Case scenario for the Raise a ticket function for student • Draw the sequence diagram for the Raise a ticket function • Draw the communication diagram for the Raise a ticket function. • Draw the Use case scenario for the login function.
IT21052606	Ranaweera G.R.D	• Draw the Use Case scenario for the View FAQs function for Lecturer • Draw the sequence diagram for the View FAQs function • Draw the communication diagram for the View FAQs function. • Draw the Use case diagram
IT21040276	Sewwandi P.K.A.D	• Draw the Use Case scenario for the Make an appointment function for student • Draw the sequence diagram for the Make an appointment function • Draw the communication diagram for the Make an appointment function. • Draw the sequence diagram for the login function.
IT21510380	Kularathna D.G.J.C	• Draw the Use Case scenario for the view profile function for student • Draw the sequence diagram for the view profile function • Draw the communication diagram for the view profile function. • Draw the communication diagram for the login function.