

**AIR UNIVERSITY MULTAN CAMPUS**

**Software Engineering**



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**Problem 6.6 (Assignment # 4)**

**Solution:-**

**Use case:** Web-based Application

**Primary actor:** Citizens (Users)

**Goal:** To online report about the potholes.

**Pre-condition:** The system must be fully functional and accept the complaints from the citizens about the potholes.

**Trigger:** The citizen reports about the pothole i.e. logs on to website and provides information about the location and severity of the pothole by filling the questionnaire.

**Scenario:**

1. Citizen login to website.
2. Citizen provides the information (Name, Phone number, Address).
3. Citizen complaints about the pothole.
4. Citizen fills the information about damage potholes.
5. Citizen verifies by submitting information.
6. Citizen views the complaint.
7. Citizen logs out the website.

**Exceptions:**

1. Invalid information by citizen.
2. System generate inappropriate error messages.
3. Internet service not available.
4. Some important question left unfilled.

**Priority:** Essential

**Channel to Actor:** web-based system

**Secondary Actors:** Administration Team

**Channels to Secondary actors:** website is the major channel.

**Open Issues:**

1. Should the system be able to show working status on pothole?
2. How much time required to access the reports.
3. Any other way to use the system without citizen’s personal information.