Sequential Diagrams:

Agent

Request Add Complaint → Display Complaints Form

Fill Complaint Form →

Cond. [Check Citizen]

Check in Social Solidarity DB

Citizen Valid

Check in Civil Registry DB

Citizen Valid

Error Message Invalid Citizen

Save Complaint with Weight → Search for nearest Complaint

Cond.

Solution Found

Display Solution

Get available Staff

Staff Found

Follow Up to Staff

Add Solution

Display Solution

Staff

Get Waiting Complaint → Search for Waiting Complaint

Get List of Complaints

Display Complaints

Select High Priority

Alt.

Add Solution

Solution Saved

Display Message Saved

Alt.

Reject Complaints,
Add Reason

Solution Saved

Display Message Saved

Alt.

Add Complaint to Waiting List

Saved

Display Message Saved