1. Create an Order Quote

|  |  |  |
| --- | --- | --- |
| **Use Case Name** | Create a quote for an order | |
| **Scenario** | Sales Representative creates a new quote for an order | |
| **Triggering Event** | Customer requests a quote for an order. | |
| **Brief Description** | Customer requests a quote for an order. Sales Representative creates a quote based on the order. The quote is created by the system based on the base price for the assay plus the average price for similar compounds. If the compound has never been used before, then the price will be given based on the maximum labor cost plus the base price for the assay plus a margin for materials. | |
| **Actors** | Sales Representative | |
| **Related Use Cases** | Created an order | |
| **Stakeholders** | Management, Sales, Customer, Lab | |
| **Preconditions** | None | |
| **Postconditions** | Sales Rep can proceed with creation of order at customers request | |
| **Flow of Events** | **Actor** | **System** |
| 1. Sales Representative starts a new order quote 2. Sales Representative enters assay types and quantity 3. Sales Representative finishes the order quote 4. Sales Representative enters contact info | * 1. prompt user to select assay type   2. calculates the average price of items   3. prompt the user to finish the order quote   4. Prompt user for customer contact info   5. System emails quote to customer   6. System saves quote and contact info to business lead |
| **Exception Conditions** | 3.1 User does not want to give contact info. In this case don’t save the quote | |

4. Create an Order

|  |  |  |
| --- | --- | --- |
| **Use Case Name** | Create an order | |
| **Scenario** | Sales Representative creates a new order | |
| **Triggering Event** | Customer contacts Sales Representative with order information to create an order | |
| **Brief Description** | Sales Representative creates a new order for a customer. | |
| **Actors** | Sales Representative | |
| **Related Use Cases** | Create an order quote | |
| **Stakeholders** | Management, Sales, Customer, Lab | |
| **Preconditions** | Customer needs to have an account | |
| **Postconditions** | Lab workers are able to schedule assay for completion. | |
| **Flow of Events** | **Actor** | **System** |
| 1. Sales Representative starts a new order 2. Sales Representative enters assay types and quantity 3. Sales Representative finishes the order | 1.1 prompt user to select assay type  2.1 prompt the user to finish the order  3.1 System authorizes order and sends to be scheduled |
| **Exception Conditions** | 2.1 Customer wants to cancel order and Sales Representative cancels the order | |

17. Update Hourly Charge Rate

|  |  |  |
| --- | --- | --- |
| **Use Case Name** | Update Hourly Charge Rate | |
| **Scenario** | Management wants to change the hourly charge rate for assays | |
| **Triggering Event** | None | |
| **Brief Description** | Management wants to change the hourly rate that we charge for all assays | |
| **Actors** | Upper Management | |
| **Related Use Cases** |  | |
| **Stakeholders** | Management, Customers | |
| **Preconditions** | None | |
| **Postconditions** | Hourly charge rate is changed to new amount | |
| **Flow of Events** | **Actor** | **System** |
| 1. Management updates hourly charge  2. Management verifies the change | 1.1 Prompt user for verification of change  2.1 System saves new hourly wage |
| **Exception Conditions** | 2.1 Customer does not accept verification. Changes are not saved and hourly charge is not changed. | |

19. Update Assay Work Order Status

20. Read Assay Work Order Status

21. Send Compound Receipt Confirmation

25. Create Test Sample Spreadsheet

26. Update Test Sample Spreadsheet

28. Create Further Test Recommendation

30. View Further Test Recommendation

31. Approve Further Test Recommendation

36. View Completed Reports

66. View Individual Assay Completion Time

75. Create Profitability Reports

83. Create Ad-Hoc Report

91. Create Assay Summary Report

94. Compile All Report Data