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| --- | --- | --- | --- | --- | --- |
| Event | Trigger | Source | Use Case | Response | Destination |
| Customer gets survey form | Blank survey form | Customer | Fill-up blank survey | Survey Filled up | Opera |
| System admin Request data from Opera | User Specification | System admin | Request data from Opera | Trend reports, survey data, historical records are received | System |
| System admin checks if the data received were the requested data | User Specification | System admin | Analyze gathered data | Wrong data are deleted and want data are requested again | System |
| System admin sets or modifies parameters | User change parameters | System admin | Set or update parameters | Parameters for the predictive analytics is changed or set | System |
| System admin generate prediction report | User select kinds of report to be produce | System admin | Create prediction report | System creates report | System |
| System admin or manager manage reports created by the system | User validates report | System admin & manager | Manager prediction reports | Apply changes if there is | System |
| Manager gets reports | System checks role of user | Manager | Get reports | Give report if manager is allowed to get report, if not deny request, prompts to system admin | Manager |