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| **Use Case Name:** | Fill-up Blank Survey | |
| **Scenario:** | Customer will fill-up the blank survey form | |
| **Triggering Event:** | Fill-up blank survey | |
| **Brief Description:** | Customer needs to fill up the survey right after they check-out | |
| **Actor:** | Customer | |
| **Related Use Case:** | Employee will provide blank survey | |
| **Stakeholders:** | Customer | |
| **Pre-Condition:** | Customer should receive a blank survey | |
| **Post Condition:** | Customer should fill-up the survey | |
| **Flow of Activities:** | Actors:   1. Customer fill-up the survey form. | System:  1.1 customer will give the answer survey form right after he/she answers it. |
| **Exception(s):** | - | |

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| **Use Case Name:** | Provide blank survey | |
| **Scenario:** | Employee provides customer blank survey form | |
| **Triggering Event:** | Blank survey form | |
| **Brief Description:** | Employee gives customer a blank survey form, for customer to answer. | |
| **Actor:** | Employee, Customer | |
| **Related Use Case:** | Customer will fill-up blank survey | |
| **Stakeholders:** | Employee, Customer | |
| **Pre-Condition:** | Employee will give the survey form to the customer right after he/she checks out | |
| **Post Condition:** | Employee will take the answered survey form from the customer. | |
| **Flow of Activities:** | Actors:   1. Employee will ask the customer if he/she will check out 2. Customer will receive a survey form after checking out. | System:  1.1 Employee will gather and store the filled-up survey form to the opera. |
| **Exception(s):** | If the customer leaves without answering the survey, then there’s no survey forms to be gathered. | |

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| **Use Case Name:** | Collect Filled up survey | |
| **Scenario:** | Employee will collect the answered survey forms and gather it. | |
| **Triggering Event:** | Filled up survey form | |
| **Brief Description:** | Employee will gather the collected answered survey form. | |
| **Actor:** | Employee | |
| **Related Use Case:** | Fill-up blank Survey | |
| **Stakeholders:** | Employee | |
| **Pre-Condition:** | Employee will gather the answered survey form. | |
| **Post Condition:** | Employee will store the answered survey and record it to the excel. | |
| **Flow of Activities:** | Actors:   1. Employee will input the answered survey form to the excel to generate a report of the answered survey form. | System:    - |
| **Exception(s):** | If the customer did not answer the survey form, then there’s no results to be generated. | |

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| **Use Case Name:** | Send Recorded Survey to Opera | |
| **Scenario:** | Employee will send the result of the survey | |
| **Triggering Event:** | Send the report to Opera | |
| **Brief Description:** | Employee will send the report of the result to the opera | |
| **Actor:** | Employee, Opera | |
| **Related Use Case:** | Employee collects the filled-up survey | |
| **Stakeholders:** | Employee | |
| **Pre-Condition:** | Employee will send the results of the recorded result to the Opera | |
| **Post Condition:** | Opera will receive the recorded survey | |
| **Flow of Activities:** | Actors:   1. The created report of the recorded results by the employee will be send to the opera. 2. Opera will receive the results and store it. | System: |
| **Exception(s):** | if the employee cannot send the report to the opera then there is no analyzation will be done. | |

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| **Use Case Name:** | Import data | |
| **Scenario:** | System admin import data | |
| **Triggering Event:** | Import data | |
| **Brief Description:** | System Admin needs to import data to the system | |
| **Actor:** | System Admin | |
| **Related Use Case:** | None | |
| **Stakeholder:** | System admins | |
| **Pre-Condition:** | System admin should be able to import data to the system | |
| **Post Condition:** | The data is import to the system | |
| **Flow of Activities:** | Actors:  1. System Admin will import the data to the system. | System: |
| **Exception Condition:** | - | |

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| **Use Case Name:** | Analyze Collected Data | |
| **Scenario:** | Once has a copy, system admin analyzes collected data | |
| **Triggering Event:** | Analyze Collected Data | |
| **Brief Description:** | System admin will analyze collected data | |
| **Actor:** | System Admin | |
| **Related Use Case:** | Request Data from Opera | |
| **Stakeholder:** | System admins checks if the data acquired is the data needed | |
| **Pre-Condition:** | Should have data collected for this to go on | |
| **Post Condition:** | Employee collects surveys | |
| **Flow of Activities:** | Actors:   1. Customers fill-up survey forms 2. Customer gives it to the front desk after filling up | * 1. Employee collects all survey forms.   2. Record surveys |
| **Exception Condition:** | If survey forms are blank, then don’t include it when collecting | |

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| **Use Case Name:** | Create Prediction Report | |
| **Scenario:** | System Admin will get the recorded results of the survey from the Opera | |
| **Triggering Event:** | Create Prediction Report | |
| **Brief Description:** | System Admin will create a predictive report of the survey result | |
| **Actor:** | System Admin, Opera | |
| **Related Use Case:** | Request Data from Opera; Analyze collected Data | |
| **Stakeholder:** | System Admin | |
| **Pre-Condition:** | System admin will request data from Opera. | |
| **Post Condition:** | System Admin will analyze. | |
| **Flow of Activities:** | Actors:   1. The System Admin will request the data from the Opera and analyze the data to be able to create a prediction report by the system that we made. | System:  1.1 The Predictive Analytics system will generate the results of the survey. |
| **Exception Condition:** |  | |

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| **Use Case Name:** | Set/Update Parameters | |
| **Scenario:** | System admin will set or update the parameters | |
| **Triggering Event:** | Set/Update Parameters | |
| **Brief Description:** | System Admin will set or update the parameters of the data. | |
| **Actor:** | System Admin | |
| **Related Use Case:** | Send Recorded Survey to Opera | |
| **Stakeholder:** | System Admin | |
| **Pre-Condition:** | System Admin will set or update the parameters of the data. | |
| **Post Condition:** | System Admin had set or updated the parameters. | |
| **Flow of Activities:** | Actors:   1. System Admin set or update the parameters of the data. | System:  1.1 |
| **Exception Condition:** | - | |

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| **Use Case Name:** | Manage Users | |
| **Scenario:** | System Admin has the authority to give a permission on whoever wants to access the system within the company. | |
| **Triggering Event:** | Manage Users | |
| **Brief Description:** | System Admin will give permission to have access to the system | |
| **Actor:** | System Admin, Manager, Employee | |
| **Related Use Case:** | None | |
| **Stakeholder:** | System Admin | |
| **Pre-Condition:** | Employee or Manager will ask a permission to have access to the system | |
| **Post Condition:** | System Admin will accept or deny the permission for accessing the system. | |
| **Flow of Activities:** | Actors:   1. System Admin has the authority to give permissions 2. Manager/Employee that wants to access the system will request a permission. | System:   * 1. System admin will grant the access request.   2.1 Manager/Employee will wait for the permission from the System Admin. |
| **Exception(s):** | If the one who wants to access the system is not part of the company, then the System Admin will deny their permission. | |

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| **Use Case Name:** | Manage Prediction Report | |
| **Scenario:** | Manager will manage the prediction report. | |
| **Triggering Event:** | Manage Prediction Report | |
| **Brief Description:** | Manager will send an access permission to the System Admin to access the system. | |
| **Actor:** | Manager, System Admin | |
| **Related Use Case:** | Manage User | |
| **Stakeholder:** | Manager, System Admin | |
| **Pre-Condition:** | Manager will send an access permission to the System Admin so that they can manage the prediction report. | |
| **Post Condition:** | System Admin will grant the access permission. | |
| **Flow of Activities:** | Actors:   1. Manager and System Admin will generate a predictive report regrading to the results of the filled-up survey form. 2. Manager and System can both check the reports. | System: |
| **Exception(s):** |  | |

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| **Use Case Name:** | Get Reports | |
| **Scenario:** | Manager will get the report on prediction report | |
| **Triggering Event:** | Get Reports | |
| **Brief Description:** | Once the manager has the permission to have access to the system, he will get the report on prediction report | |
| **Actor:** | Manager | |
| **Related Use Case:** | Manage Users | |
| **Stakeholder:** | Manager | |
| **Pre-Condition:** | Manager will ask for permission to access the system to get the report. | |
| **Post Condition:** | System Admin will grant the permission of the manager to the system. | |
| **Flow of Activities:** | Actors:   1. Manager will have the access to the system to get the summary report on predictive report. | System:  1.1 manager will get the reports from the system. |
| **Exception(s):** | - | |