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| Use Case # | **UC01** | |
| Use Case Name | **View Dashboard** | |
| Scenario | User wants to view dashboard | |
| Triggering Event | Dispatcher logs in | |
| Brief Description | Dispatcher views dashboard | |
| Actors | Dispatcher | |
| Related Use Cases |  | |
| Stakeholders | Dispatcher | |
| Pre-conditions | Dispatcher has an account | |
| Post-conditions | Dispatcher is logged in | |
| Flow of Events | **Actor** | **System** |
| 1 Dispatcher fills in login credentials and presses submit | 1.1 System Validates login information and redirects to dashboard |
| Exception  Conditions |  | 1.2 Login information is incorrect, dispatcher is presented an error message and returns to 1.1 |

Use Case Description

\*\*\*\*Only do as much of this UC as necessary for testing purposes

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| Use Case # | **UC02** | |
| Use Case Name | **Add a Work Order** | |
| Scenario | Dispatcher wants to add a work order | |
| Triggering Event | Dispatcher presses add work order button | |
| Brief Description | Dispatcher is able to add workorder | |
| Actors | Dispatcher | |
| Related Use Cases |  | |
| Stakeholders | Dispatcher | |
| Pre-conditions | Dispatcher has an account | |
| Post-conditions | Work order is added | |
| Flow of Events | **Actor** | **System** |
| 1 Dispatcher presses add work order button  2 Dispatcher fills out form | 1.1 Displays form for Dispatcher  2.2 Work order information is all valid, work order is added and success message is displayed |
| Exception  Conditions | 2.1 Work order information is not all valid, Dispatcher is presented an error message and returns to 2 |  |

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| Use Case # | **UC03** | |
| Use Case Name | **View a Work Order** | |
| Scenario | Dispatcher selects a work order to view details | |
| Triggering Event | Dispatcher clicks work order from list | |
| Brief Description | Dispatcher selects a work order to view more details | |
| Actors | Dispatcher | |
| Related Use Cases |  | |
| Stakeholders | Dispatcher | |
| Pre-conditions | Dispatcher is logged in | |
| Post-conditions |  | |
| Flow of Events | **Actor** | **System** |
| 1 Dispatcher clicks on work order | 1.1 Populates fields with information on specific work order |
| Exception  Conditions | 1. | 2. |

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| Use Case # | **UC04** | |
| Use Case Name | **Update a Work Order** | |
| Scenario | Dispatcher wants to update work order | |
| Triggering Event | Dispatcher presses updated work order | |
| Brief Description | Dispatcher updates work order | |
| Actors | Dispatcher | |
| Related Use Cases | 02- Add work order, 05 cancel work order | |
| Stakeholders | Dispatcher | |
| Pre-conditions | Dispatcher is logged in, work order exists | |
| Post-conditions | Work order is updated | |
| Flow of Events | **Actor** | **System** |
| 1 Dispatcher Presses Update Work order  2 Dispatcher updates desired fields | 1.1 System populates fields  2.2 Information is valid, System updates work order |
| Exception  Conditions | 2.1 Information is not valid system returns error message and returns to 2 | 2. |

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| Use Case # | **UC05** | |
| Use Case Name | **Cancel a Work Order** | |
| Scenario | Dispatcher wants to cancel a work order | |
| Triggering Event | Dispatcher clicks cancel work order | |
| Brief Description | Dispatcher cancels a work order | |
| Actors | Dispatcher | |
| Related Use Cases | UC02- Add work order, UC04 update work order | |
| Stakeholders | Dispatcher | |
| Pre-conditions | Dispatcher is logged in, work order exists | |
| Post-conditions | Work order is canceled | |
| Flow of Events | **Actor** | **System** |
| 1 Dispatcher clicks Cancel Work order button  2 Dispatcher presses cancel work order | 1.1 System asks for confirmation  2.1 System display work order cancellation successful message |
| Alternate flow | 3 Dispatcher presses no | 3.1 Returns work order cancellation unsuccessful message |
| Exception  Conditions | 1. | 2. |

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| Use Case # | **UC06** | |
| Use Case Name | **Filter work order list** | |
| Scenario | Dispatcher wants to filter the list of work orders | |
| Triggering Event | Dispatcher clicks submit on filter work order form/panel | |
| Brief Description | Dispatcher filters work order | |
| Actors | Dispatcher | |
| Related Use Cases | UC03- view work order, UC07-search for a work order | |
| Stakeholders | Dispatcher | |
| Pre-conditions | Dispatcher is logged in | |
| Post-conditions |  | |
| Flow of Events | **Actor** | **System** |
| 1 Dispatcher clicks filter work order button  2 Dispatcher submits filter criteria | 1.1 System displays filter panel  2.1 system displays results |
| Exception  Conditions | 1. | 2. |

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| Use Case # | **UC07** | |
| Use Case Name | **Search for a Work Order** | |
| Scenario | Dispatcher searches work order based on ID | |
| Triggering Event | Dispatcher presses submit on search work order button | |
| Brief Description | Searches for a specific work order | |
| Actors | Dispatcher | |
| Related Use Cases | 06-filter work order list | |
| Stakeholders |  | |
| Pre-conditions | Dispatcher is logged in | |
| Post-conditions |  | |
| Flow of Events | **Actor** | **System** |
| 1 Dispatcher fills in work order search form | 1.1 Displays filtered work order list |
| Exception  Conditions | 1. | 2. |

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| Use Case # | **15** | |
| Use Case Name | **Dispatch Schedule** | |
| Scenario | Dispatcher Presses Book button | |
| Triggering Event | Dispatcher clicks button or link to dispatch scheduled work | |
| Brief Description | Dispatcher wants to dispatch currently booked work orders | |
| Actors | Dispatcher | |
| Related Use Cases | 21 – Assign Technician to Work Order, 22 – Assign Resource to Work Order | |
| Stakeholders | Dispatcher | |
| Pre-conditions | Technicians and resources exist in database.  Selected work order exists  Dispatcher is logged in  Dispatcher has scheduled work orders but hasn’t dispatched them | |
| Post-conditions |  | |
| Flow of Events | **Actor** | **System** |
| 1 Dispatcher clicks dispatch button or link  2. Confirms Dispatch request | 1.2 Asks for confirmation  2.1 Displays success message |
| Alternate | 3 Cancels Dispatch request | 3.1 Displays Dispatch Unsuccessful message |
| Exception  Conditions | 1.1 Errors in scheduling Message |  |

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| Use Case # | **UC20** | |
| Use Case Name | **View Recommended Technicians/Resources** | |
| Scenario | Dispatcher wants to see the recommended technicians and resources | |
| Triggering Event | Dispatcher clicks work order from list | |
| Brief Description | Dispatcher selects a work order and sees the recommended technicians and resources | |
| Actors | Dispatcher | |
| Related Use Cases | 03-view work order | |
| Stakeholders | Dispatcher | |
| Pre-conditions | Technicians and resources exist in database. Selected work order exists  Dispatcher is logged int | |
| Post-conditions |  | |
| Flow of Events | **Actor** | **System** |
| 1 Dispatcher clicks on work order | 1.1 System Displays work order and suggested resources and technicians for work order |
| Exception  Conditions | 1. | 2. |

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| Use Case # | **UC21** | |
| Use Case Name | **Assign a technician to a work order** | |
| Scenario | A dispatcher wants to assign a technician to a work order | |
| Triggering Event | Dispatcher | |
| Brief Description | Dispatcher assigns technician/resource to a work order | |
| Actors | Dispatcher | |
| Related Use Cases | 22 assign resource to work order, | |
| Stakeholders | Dispatcher | |
| Pre-conditions | Dispatcher is logged in, work order exists | |
| Post-conditions |  | |
| Flow of Events | **Actor** | **System** |
| 1 Assigns a work order to a technician and a time | 1.2 Returns a success message |
| Alternate Flow | Returns Error message |  |
| Exception  Conditions | 1. | 2. |

\*This use case will only be completed enough for testing purposes as discussed with client

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| Use Case # | **UC22** | |
| Use Case Name | **Assign a resource to a work order** | |
| Scenario | A dispatcher wants to assign a resource to a work order | |
| Triggering Event | Dispatcher | |
| Brief Description | Dispatcher assigns resource to a work order | |
| Actors | Dispatcher | |
| Related Use Cases | 21 assign technician to work order, | |
| Stakeholders | Dispatcher | |
| Pre-conditions | Dispatcher is logged in, work order exists | |
| Post-conditions |  | |
| Flow of Events | **Actor** | **System** |
| 1 Assigns a work order to a resource and a time | 1.2 Returns success message |
| Exception  Conditions | 1.1 Returns error message | 2. |