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| Use Case # | **1** | |
| 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** |
| 1.1 Dispatcher fills in login credentials and presses submit | 1.2 System Validates login information  1.3a Login information is correct, system directs to dashboard  1.3b Login information is incorrect, dispatcher is presented an error message and must try again. |
| Exception  Conditions | 1. | 2. |

Use Case Description

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

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| Use Case # | **2** | |
| 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** |
| 1.1 Dispatcher presses add work order  1.3 Dispatcher fills out form | 1.2 Displays form for Dispatcher  1.4a Work order information is all valid, work order is added and success message is displayed  1.4b Work order information is not all valid, Dispatcher is presented an error message and must try again |
| Exception  Conditions | 1. | 2. |

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| Use Case # | **3** | |
| 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 | Disptacher selects a work order to view more details | |
| Actors | Disptacher | |
| Related Use Cases |  | |
| Stakeholders | Dispatcher | |
| Pre-conditions | Dispatcher is logged in | |
| Post-conditions |  | |
| Flow of Events | **Actor** | **System** |
| 1.1 Dispatcher clicks on work order | 1.2 Populates fields with information on specific work order |
| Exception  Conditions | 1. | 2. |

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| Use Case # | **4** | |
| 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** |
| 1.1 Dispatcher Presses Update Work order  1.3 Dispatcher updates desired fields | 1.2 System populates fields  1.4a Information is valid, System updates work order  1.4b Information is not valid system returns error message and returns to 1.2 |
| Exception  Conditions | 1. | 2. |

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| Use Case # | **5** | |
| Use Case Name | **Cancel a Work Order** | |
| Scenario | Disptacher 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 | 02- Add work order, 04 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** |
| 1.1Dispatcher selects a work order  1.3 Dispatcher presses cancel work order  1.5 Dispatcher presses yes | 1.2 System populates fields with work order information  1.4 System asks for confirmation  1.6 System cancels work order |
| Exception  Conditions | 1. | 2. |

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| Use Case # | **6** | |
| 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 | 03- view work order, 07-search for a work order | |
| Stakeholders | Dispatcher | |
| Pre-conditions | Dispatcher is logged in | |
| Post-conditions |  | |
| Flow of Events | **Actor** | **System** |
| 1.1 Dispatcher clicks filter icon  1.3 Dispatcher submits filter criteria | 1.2 System displays filter form/panel  1.4 system displays results |
| Exception  Conditions | 1. | 2. |

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| Use Case # | **7** | |
| Use Case Name | **Search for a Work Order** | |
| Scenario | Dispatcher searches for a specific work order | |
| Triggering Event | Dispatcher presses submit on search work order | |
| Brief Description |  | |
| Actors | Dispatcher | |
| Related Use Cases | 06-filter work order list | |
| Stakeholders |  | |
| Pre-conditions | Dispatcher is logged in | |
| Post-conditions |  | |
| Flow of Events | **Actor** | **System** |
| 1.1 Dispatcher fills in work order search form  1.2  1.4 | 1.3a work order exists and system displays results  1.3b work order does not exist and system displays error message |
| Exception  Conditions | 1. | 2. |

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| Use Case # | **20** | |
| Use Case Name | **View Recommended Technicians/Resources** | |
| Scenario |  | |
| Triggering Event | Dispatcher clicks work order from list | |
| Brief Description |  | |
| 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** |
| 1.1 Dispatcher clicks on work order  1.2  1.4 | 1.2 System Displays work order and suggested resources and technicians for work order  1.5 |
| Exception  Conditions | 1. | 2. |

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| Use Case # | **21** | |
| 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** |
| 1.1 Dispatcher selects a work order  1.2  1.4 Dispatcher | 1.3 System displays work orders and recommended technicians/resources  1.5 |
| 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 # | **22** | |
| 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** |
| 1.1 Dispatcher selects a work order  1.2  1.4 Dispatcher | 1.3 System displays work orders and recommended resources  1.5 |
| Exception  Conditions | 1. | 2. |