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| Use Case # | **UC08** | |
| Use Case Name | **Schedule Resource for Work Order (Gantt Chart)** | |
| Scenario | Dispatcher wants to scheduler a resource for a work order | |
| Triggering Event | Dispatcher drags work order onto resource schedule in the Gantt schedule | |
| Brief Description | Dispatcher schedules resource using Gantt UI | |
| Actors | Dispatcher | |
| Related Use Cases | UC22, UC21, UC09 | |
| Stakeholders | Dispatcher | |
| Pre-conditions | Resource matches work order requirements, work area and availability | |
| Post-conditions | Resource is scheduled and its availability is updated | |
| Flow of Events | **Actor** | **System** |
| 1 Dispatcher drags a work order from work order list into a resource’s schedule onto the gantt chart  2. Dispatcher clicks Save Changes button | * 1. System validates if time slot is valid with work order resource requirements, work order desired date and time range, and resource availability   1.3 System updates gantt chart to add work order to resource  1.4 System refreshes gantt ui to display added work order    2.1 System validates changes to gantt chart matching resource availability and work order requirements  2.2 System updates database with changes  2.3 System displays refreshes gantt ui to reflect updates |
| Exception  Conditions |  | * 1. If 1.1 not valid or System is not available, System will display an error to that resource can’t be booked   2.2 If 2.1 not valid or System is down, System will display an error it is unable to save changes |

Use Case Description

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

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| Use Case # | **UC09** | |
| Use Case Name | **Schedule Technician for Work Order (Gantt Chart)** | |
| Scenario | Dispatcher Wants to Schedule a Technician for a Work Order | |
| Triggering Event | Dispatcher selects Work Order from Work Order list | |
| Brief Description | Dispatcher schedules technician | |
| Actors | Dispatcher | |
| Related Use Cases | UC08 UC21 , UC22 | |
| Stakeholders | Dispatcher | |
| Pre-conditions | Technician matches work order requirements, work area and availability | |
| Post-conditions | Technician scheduled | |
| Flow of Events | **Actor** | **System** |
| 1 Dispatcher drags a work order from work order list into a technicia's schedule in the gantt chart  2. Dispatcher clicks Save Changes | 1.1 System validates if time slot is valid with work order, technician requirements, work order desired date and time range, and technician availability  1.3 System updates gantt chart to add work order to technician  1.4 System refreshes gantt ui to display added work order  2.1 System validates changes to the gantt chart matching resource availability and work order requirements  2.3 System updates database with changes  2.4 System displays refreshed gantt ui to reflect updates |
| Exception  Conditions |  | 1.2 If 1.1 not valid, System displays an error to the user that technician can’t be booked  2.2 If 2.1 not valid or System is down, System will display an error it is unable to save changes |

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| Use Case # | **UC10** | |
| Use Case Name | **Cancel Work Order Assignment of Resource (Gantt Chart)** | |
| Scenario | Dispatcher wants to cancel work order assignment of resource | |
| Triggering Event | Dispatcher clicks Cancel link in Work Order Task Info hover in Gantt Chart on a Resource row | |
| Brief Description | Resource assignment is cancelled | |
| Actors | Dispatcher | |
| Related Use Cases | UC22, UC21, UC09, UC08, UC11 | |
| Stakeholders | Dispatcher | |
| Pre-conditions | Resource must be scheduled to the Work Order | |
| Post-conditions | Resource is no longer assigned to Work Order | |
| Flow of Events | **Actor** | **System** |
| 1 Dispatcher clicks cancel on a work order in a resource's schedule’s on hover task information in the gantt chart   * 1. Dispatcher rejects confirmation   2 Dispatcher accepts confirmation | 1.1 System validates if work can be cancelled  1.3 System prompts Dispatcher to confirm cancellation   * 1. System displays Work Order still in resource's schedule   2.1 System unschedules resource from work order  2.2 System displays schedule with work order no longer scheduled to resource |
| Exception  Conditions |  | * 1. If 1.1 not valid or System is not available System displays an error that work order can’t be cancelled   2.2 If System is not available System displays an error that work order can’t be cancelled |

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| Use Case # | **UC11** | |
| Use Case Name | **Cancel Work Order Assignment of Technician (Gantt Chart)** | |
| Scenario | Dispatcher wants to cancel work order assignment of technician | |
| Triggering Event | Dispatcher clicks Cancel link in Work Order Task Info hover in Gantt Chart on a Technician row | |
| Brief Description | Technician assignment is cancelled | |
| Actors | Dispatcher | |
| Related Use Cases | UC22, UC21, UC09, UC08, UC10 | |
| Stakeholders | Dispatcher | |
| Pre-conditions | Technician must be scheduled to the Work Order | |
| Post-conditions | Technician is no longer assigned to work Order | |
| Flow of Events | **Actor** | **System** |
| 1 Dispatcher clicks cancel on a work order in a resource's schedule’s on hover task information in the gantt chart  1.4 Dispatcher rejects confirmation  2 Dispatcher accepts confirmation | 1.1 System validates if work can be cancelled  1.3 System prompts Dispatcher to confirm cancellation  1.5 System displays Work Order still in resource's schedule  2.1 System unschedules resource from work order  2.3 System displays schedule with work order no longer scheduled to resource |
| Exception  Conditions |  | * 1. If 1.1 not valid or System is not available System displays an error that work order can’t be cancelled   2.2 If System is not available System displays an error that work order can’t be cancelled |

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| Use Case # | **UC12** | |
| Use Case Name | **Work Order Timeslot is Updated (Gantt Chart)** | |
| Scenario | Dispatcher wants to update a work order’s scheduled time | |
| Triggering Event | Dispatcher drags appointment tile in gantt chart to a new time | |
| Brief Description | Work Order Timeslot is updated | |
| Actors | Dispatcher | |
| Related Use Cases |  | |
| Stakeholders | Dispatcher | |
| Pre-conditions | Work order booked | |
| Post-conditions | Work Order updated | |
| Flow of Events | **Actor** | **System** |
| 1 Dispatcher drags and drops a work order on the gantt chart left or right (earlier or later) | 1.1 System validates if time slot is valid with work order techncian/resource requirements, work order desired date and time range, and technician/resource availability  1.3 System updates work scheduled time slot  1.4 System displays schedule with work order in updated time slot |
| Exception  Conditions |  | 1.2 If 1.1 is not valid or System is not available System displays an error to the user that technician/resource can't be updated and doesn't apply change to gantt ui |

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| Use Case # | **UC13** | |
| Use Case Name | **View a single date in Gantt Chart** | |
| Scenario | Dispatcher wants to view a single date’s schedule | |
| Triggering Event | Dispatcher inputs date into filter | |
| Brief Description | Dispatcher views a single day in the gantt ui | |
| Actors | Dispatcher | |
| Related Use Cases | UC14, UC15 | |
| Stakeholders | Dispatcher | |
| Pre-conditions | Work Order Selected | |
| Post-conditions | Gantt UI displays single day and displays schedules for recommended technicians / resources for that day | |
| Flow of Events | **Actor** | **System** |
| 1 Dispatcher specifies a single date to schedule technicians and resources | 1.1 System validates date  1.3 System filters schedule and creates gantt chart based on input date  1.4 System displays technician and resource schedules for the selected date in gantt chart |
| Exception  Conditions | 1 Dispatcher inputs invalid date | 1.2 If date is not valid or System is not available display an error |

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| Use Case # | **UC14** | |
| Use Case Name | **View multiple dates in Gantt Chart** | |
| Scenario | Dispatcher wants to view multiple dates for scheduling | |
| Triggering Event | Dispatcher inputs date range into date filter | |
| Brief Description | Dispatcher views multiple dates | |
| Actors | Dispatcher | |
| Related Use Cases | UC13, UC15 | |
| Stakeholders | Dispatcher | |
| Pre-conditions | Work Order Selected | |
| Post-conditions | Gantt UI displays multiple days and displays schedules for recommended technicians / resources for that date range | |
| Flow of Events | **Actor** | **System** |
| 1 Dispatcher specifies a range of dates to schedule technicians and resources in filter | 1.1 System validates dates   * 1. System updates work scheduled time slot   2. System displays schedule with work order in updated time slot |
| Exception  Conditions | 1 Dispatcher inputs invalid date | 1.2 If dates are not valid or System is not available, System displays an error that date is invalid or system not available |

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| Use Case # | **UC16** | |
| Use Case Name | **View Assigned Work Order Information (Gantt Chart)** | |
| Scenario | Dispatcher wants to see the scheduled work order information of a work order in the gantt chart | |
| Triggering Event | Dispatcher hovers over the scheduled work order in the gantt chart | |
| Brief Description | Dispatcher can view work order information when hovering over a work order in the gantt chart | |
| Actors | Dispatcher | |
| Related Use Cases |  | |
| Stakeholders | Dispatcher | |
| Pre-conditions | Dispatcher is logged in and gantt chart is filtered to hours | |
| Post-conditions | Work order information is displayed on hover | |
| Flow of Events | **Actor** | **System** |
| 1 Dispatcher hovers over a work order in the gantt chart | 1.1 System displays associated work order details |
| Exception  Conditions |  |  |