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| Use Case # | **08** | |
| Use Case Name | **Schedule Resource for Work Order (GANTT)** | |
| 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** |
| 1.1 Dispatcher selects a work order  1.3 Dispatched drags work order onto gantt chart row of resource | 1.2 System retrieves recommended resources information  1.4. System updates resource schedule + work order  1.5 System refreshes work order details and gantt ui |
| Exception  Conditions | 1.3b Dispatcher attempts to book resource for two work orders at the same time  1.3c. Dispatcher attempts to add resource not required for Work Order | 1.4b. System Returns Error (Resource Unavailable)  1.4c. System Returns Error (Resource not required) |

Use Case Description

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

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| Use Case # | **09** | |
| Use Case Name | **Schedule Technician for Work Order** | |
| 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** |
| 1.1 Dispatcher selects a work order  1.3 Dispatched drags work order onto gantt chart row of technician | 1.2 System retrieves recommended resources information  1.4. System updates technician schedule + work order  1.5 System refreshes work order details and gantt ui |
| Exception  Conditions | 1.3b Dispatcher attempts to book technician for two work orders at the same time  1.3c. Dispatcher attempts to add technician not required for Work Order | 1.4b. System Returns Error (Technician Unavailable)  1.4c. System Returns Error (Technician not required) |

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| Use Case # | **UC10** | |
| Use Case Name | **Cancel Work Order Assignment of Resource** | |
| Scenario | Dispatcher wants to cancel work order assignment of resource | |
| Triggering Event | Dispatcher selects booking in Gannt Chart and clicks cancel | |
| 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** |
| 1.1 Dispatcher selects row of resource in Gantt UI  1.2. Dispatcher selects cancel | 1.3 System updates db of work order and resource  1.4 System returns updated Gantt UI |
| Exception  Conditions | 1.2b Dispatcher attempts to cancel booking of a work order not currently selected  1.4b dispatcher Confirms  1.4c dispatcher cancels | 1.3b System responds with popup warning/confirmation  1.4b System updates db of work order and resource  1.5b System returns upated ui |

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| Use Case # | **11** | |
| Use Case Name | **Cancel Work Order Assignment of Technician** | |
| Scenario | Dispatcher wants to cancel work order assignment of technician | |
| Triggering Event | Dispatcher selects booking in Gannt Chart and clicks cancel | |
| 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** |
| 1.1 Dispatcher selects row of technician in Gantt UI  1.2. Dispatcher selects cancel | 1.3 System updates db of work order and technician  1.4 System returns updated Gantt UI |
| Exception  Conditions | 1.2b Dispatcher attempts to cancel booking of a work order not currently selected  1.4b dispatcher Confirms  1.4c dispatcher cancels | 1.3b System responds with popup warning/confirmation  1.4b System updates db of work order and technician  1.5b System returns upated ui |

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| Use Case # | **12** | |
| Use Case Name | **Work Order Timeslot is updated** | |
| Scenario | Dispatcher wants to update | |
| Triggering Event | Dispatcher drags appointment tile in gantt chart | |
| 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** |
| 1.1 Dispatcher drags the appointment tile left or right (earlier or later)  1.3 Dispatcher releases the appointment tile | 1.2 System moves linked resources and technicians and moves other appointments if necessary (possible)  1.4System checks availability of all resources and technicians linked to the work order and verifies that the work order still fits within the min max timeslot  1.5 System updates database tables  1.6 System refreshes dashboard |
| Exception  Conditions | 1.3b Dispatcher releases timeslot later than work order max time  1.3c Dispatcher releases timeslot with linked resource conflict | 1.4b System returns error Appointment booked after work order max time  1.5b System returns ui to previous state  1.4c System returns error XXX is already booked at YYY time |

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| Use Case # | **13** | |
| Use Case Name | **View a single date in Gantt Chart** | |
| Scenario | Dispatcher wants to view a single day | |
| 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** |
| 1.1 Dispatcher selects date | 1.2 System retrieves recommended technicians and or resources for that day and displays Gantt chart |
| Exception  Conditions | 1.1 Dispatcher inputs invalid date | 1.2 System returns error with invalid date error |

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| Use Case # | **14** | |
| Use Case Name | **View multiple dates in Gantt Chart** | |
| Scenario | Dispatcher wants to view multiple dates | |
| 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** |
| 1.1 Dispatcher selects date | 1.2 System retrieves recommended technicians and or resources for that day and displays Gantt chart |
| Exception  Conditions | 1.1 Dispatcher inputs invalid date | 1.2 System returns error with invalid date error |

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| Use Case # | **15** | |
| Use Case Name | **View Assigned Work Order information** | |
| Scenario | Dispatcher wants to see the scheduled work order information | |
| Triggering Event | Dispatcher selects work order in work order table | |
| Brief Description | Gantt chart is displayed to dispatcher | |
| Actors | Dispatcher | |
| Related Use Cases |  | |
| Stakeholders | Dispatcher | |
| Pre-conditions | Dispatcher is logged in | |
| Post-conditions | Gantt Chart Displayed | |
| Flow of Events | **Actor** | **System** |
| 1.1 Dispatcher selects Work Order | 1.2 System Retrieves recommended / already booked resources and technicians and returns Gant Chart Display |
| Exception  Conditions |  | 1.2b System discovers there is no valid technicians / resources that meet work order requirements returns with error |